
Splitting requests in IMI

IMI provides users with the option to split requests under certain conditions.

- Some questions can be answered immediately, while others require more time. In these cases, the request may be split and dealt with accordingly.
- Sometimes, questions in a request can only be answered by another authority. In these cases, the request may be split and forwarded to the appropriate authority.

Assign to another authority

To split the request and assign to another authority, open the request and click on **Split** (🔗) at the top of the page.

Select the questions to be split by selecting the boxes (☐) next to each question and click on **Split**. This opens a new window with the option to choose the authority to whom the selected questions should be assigned and a free text field to provide the reason for splitting the request.

Requests that have been split are shown with the Split symbol (🔗) next to them.

Assigning to self

When the split request is to be assigned to you, select yourself as the authority and confirm.

The details of the split can be found under the **Management information** tab. Double click on this to open the split request and click on **Accept** at the top.

Once you click on Accept, the **Days in which reply will be sent** field becomes editable. Enter the response and click on **Accept** at the top right to complete the process.