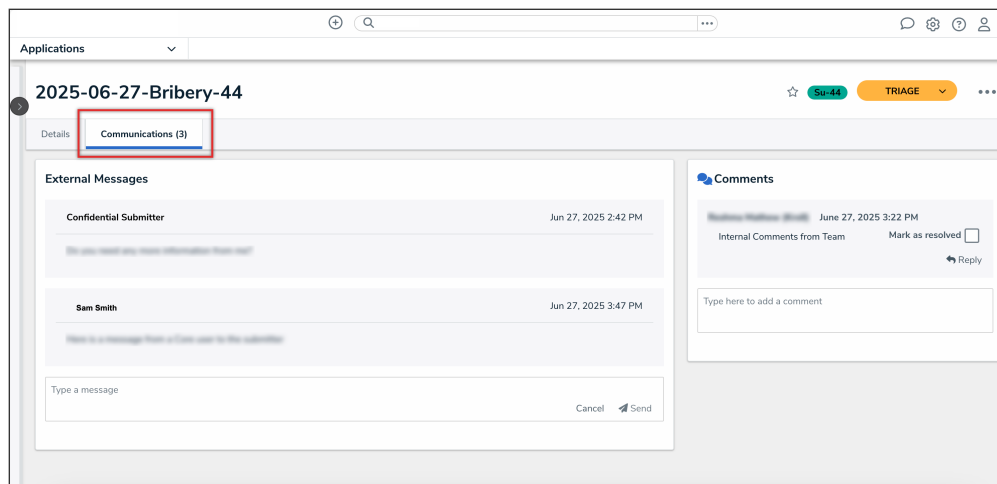


Communications Tab

Last Modified on 11/06/2025 10:13 am EST

Overview

From the **Communications** tab on an object, users can view and reply to comments under the **Comments** section. If [Two-way email](#) is enabled on an Org, users can also view and respond to emails and [Secure Access Portal messages](#) under the **External Messages** section.



Communications Tab



Note:

The count on the **Communications** tab reflects of the total number of messages and comments for that object.

User Account Requirements

The user account you use to log in must have permission to reply to comments within their user group or account permissions.

Related Information/Setup

Please refer to the [User Groups](#) article for further information on configuring user group permissions.

Please refer to the [Configure a Standard Form Header](#) article for further information on adding the **Communications** tab to a form.

Please refer to the [Secure Access Portal Communications](#) article for further information on

responding to **Secure Access Portal** messages.

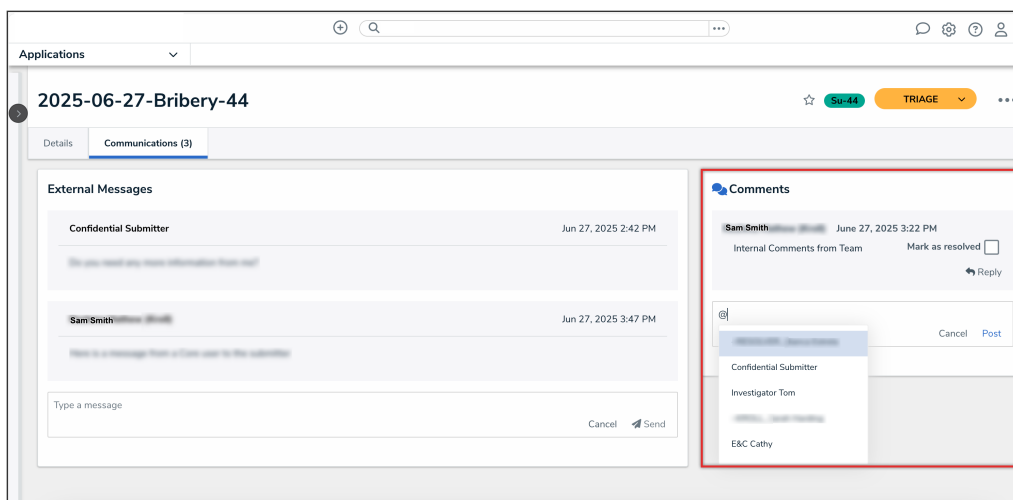
Leaving and Replying to a Comment

1. To leave a comment on the **Communications** tab, begin typing in the textbox under the **Comments** section. Use the @ symbol and start typing a username to tag a specific user from the **Users** pop-up.



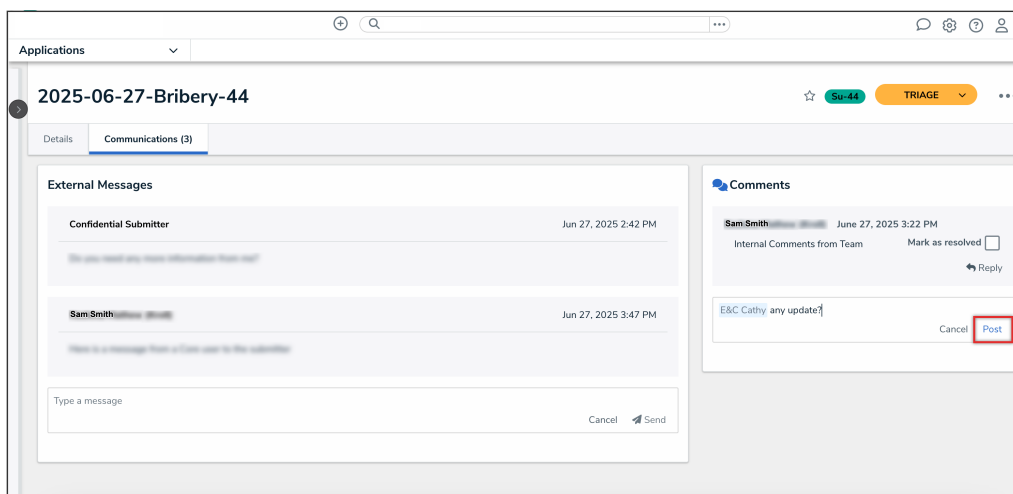
Note:

Users who do not have permission to view the object will not be able to comment on it.



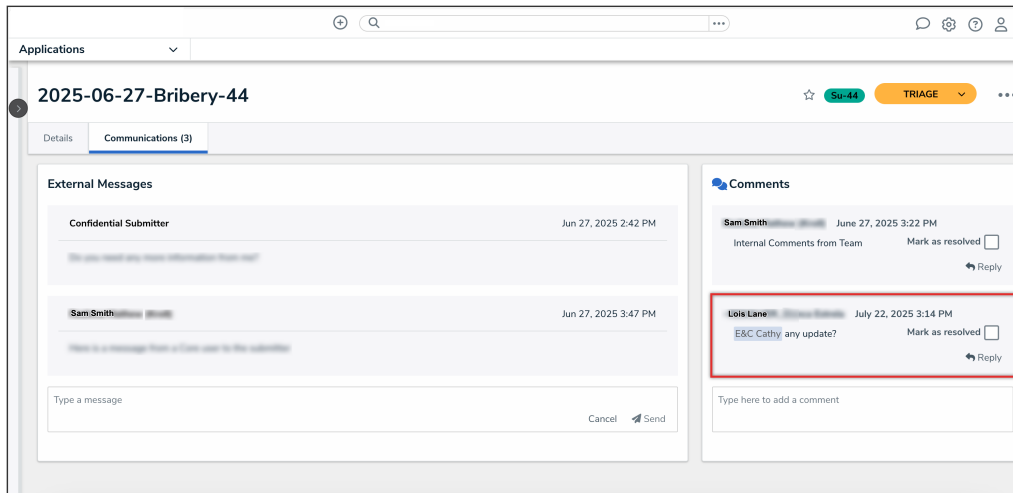
Comments

2. Click the **Post** button to send the comment.



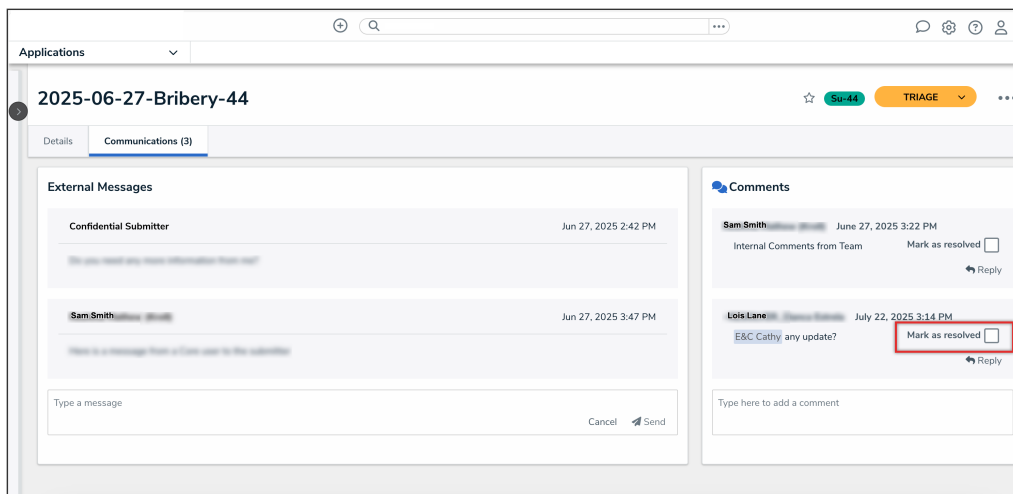
Post Button

3. The message will be posted, including the ID of the user who created the message, date, and time.



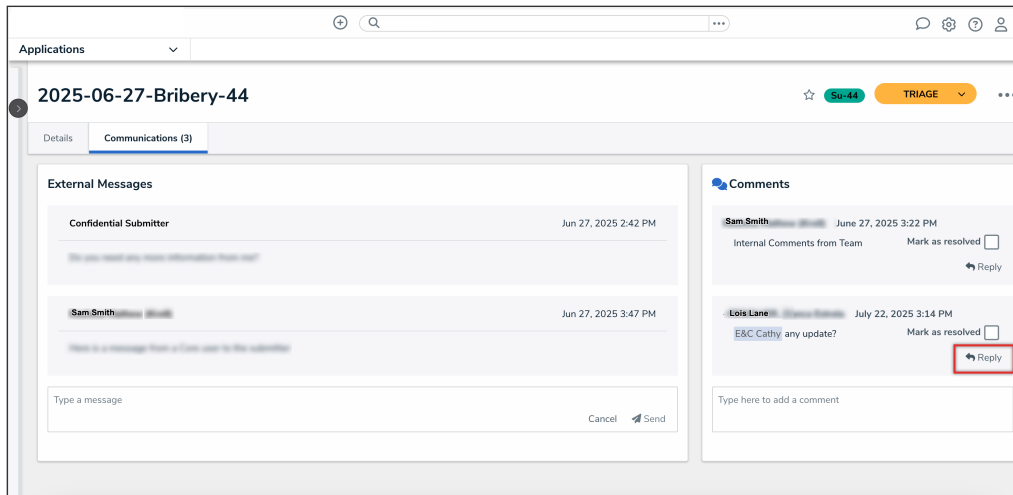
Posted Comment

4. **(Optional):** Users can mark a message as resolved when the message has been answered by clicking the **Mark as Resolved** checkbox.



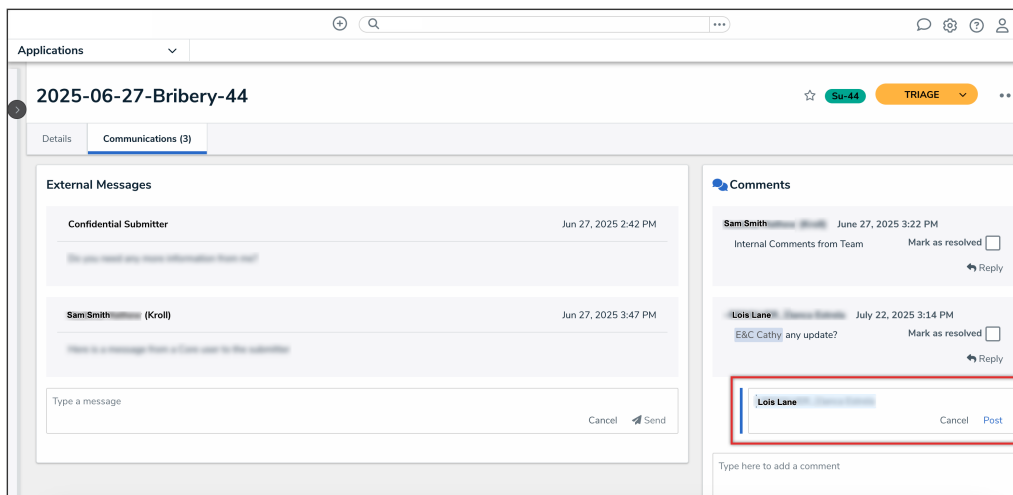
Mark as Resolved Checkbox

5. To reply directly to a comment, click the **Reply** button from the comment you want to reply to.



Reply to Comment

6. Begin typing in the textbox and click the **Post** button to send the reply to a comment.



Send a Comment Reply

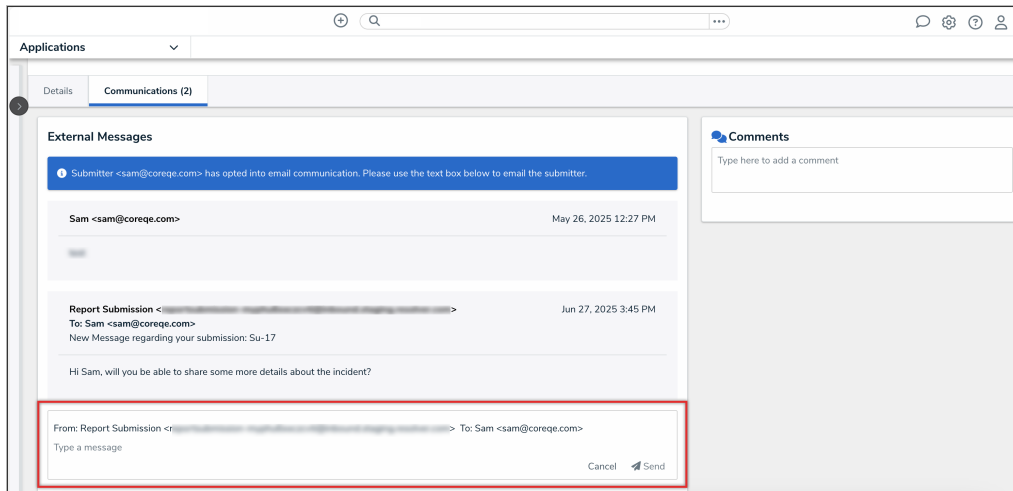
Responding to an Email



Note:

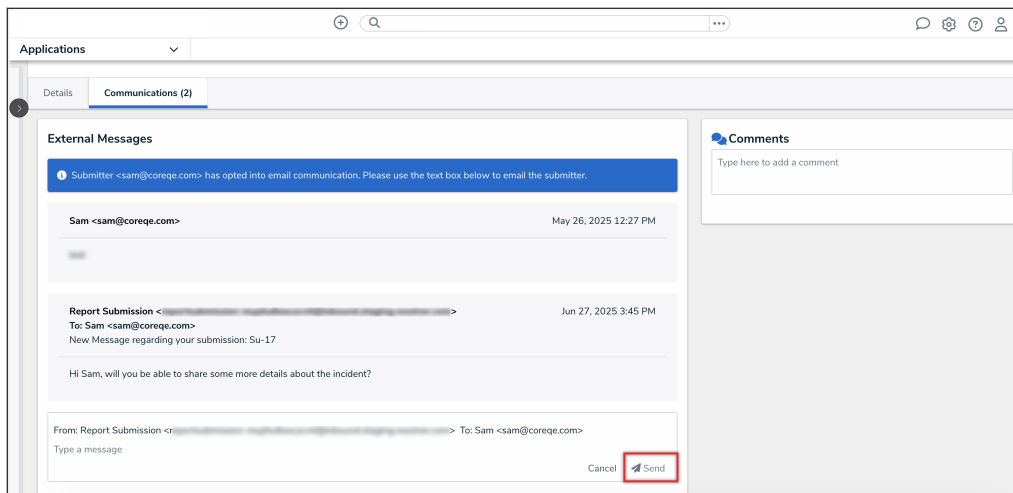
Emails will appear on the **Communications** tab only if *Two-way email* is enabled on the Org.

1. To respond to an email, begin typing in the textbox under the email chain.



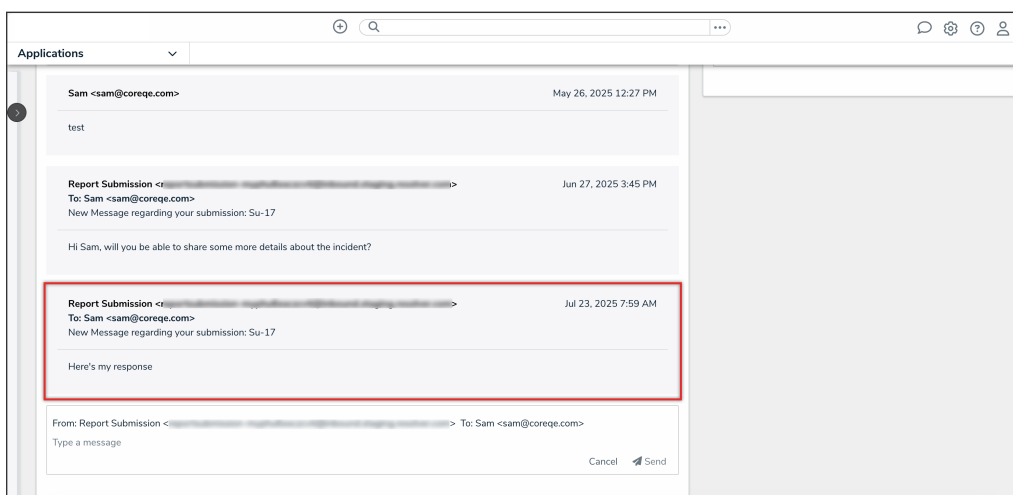
Message Textbox

2. Click the **Send** button to send the email.



Send Button

3. The email will be posted, including the ID of the user who created the message, date, and time.





Note:

If the submitter has not opted in to emails, you can communicate with them via messages on the Secure Access Portal report.

Additional Information

- Deleted user's comments are not deleted from the system.
- Resolved comments cannot be edited.
- Turning off the **Communications** tab on a form does not delete the comments. All comments will reappear on the form once **Communications** is re-enabled on a form.
- Inactive users cannot be tagged in comments or replies; any tags saved before the user was deactivated will be displayed. An inactive user must be deleted to edit an inactive user's unresolved comment.
- Users tagged in comments will receive an email notification with a link to the incident where the comment is posted, and an alert will appear on the **Communications** pop-up.