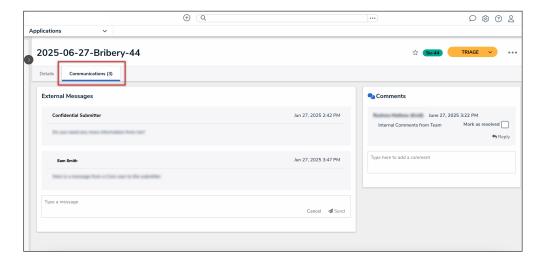


## **Communications Tab**

Last Modified on 07/25/2025 3:50 pm EDT

### **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.

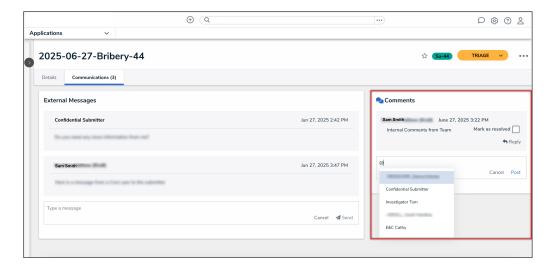
Please refer to the Secure Access Portal Communications article for further information on responding to **Secure Access Portal** messages.



## **Leaving and Replying to a Comment**

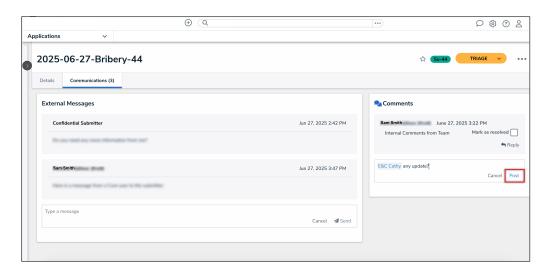
 To leave a comment on the Communications tab, begin typing in the textbox under the Comments section. Use the @ symbol and start typing a user or user group name to tag a specific user or user group from the Users pop-up.

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



Comments

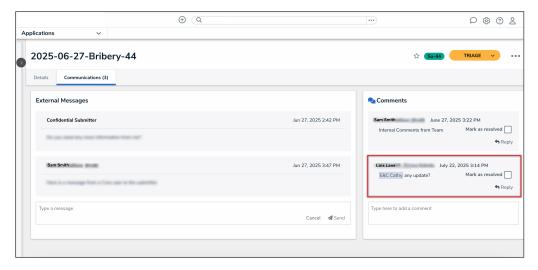
2. Click the **Post** button to send the comment.



Post Button

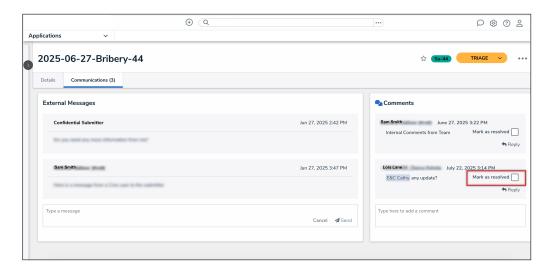
3. The message will be posted, including the ID of the user who created the message, date, and time.





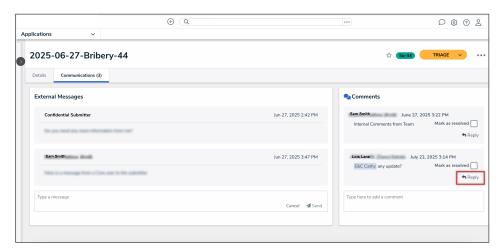
Posted Comment

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

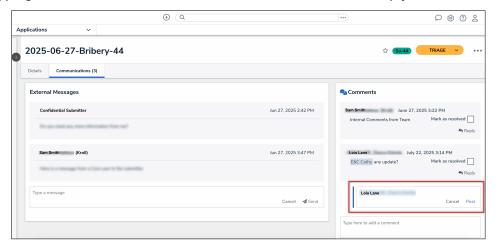
5. To reply directly to a comment, click the **Reply** button from the comment you want to reply to.





#### 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

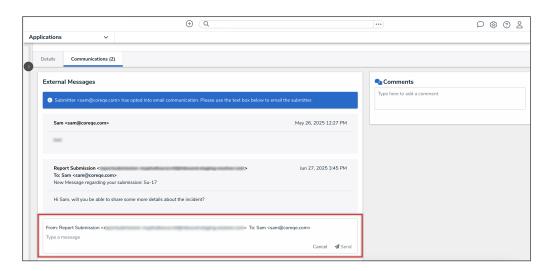
# Responding to an Email



#### Note:

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

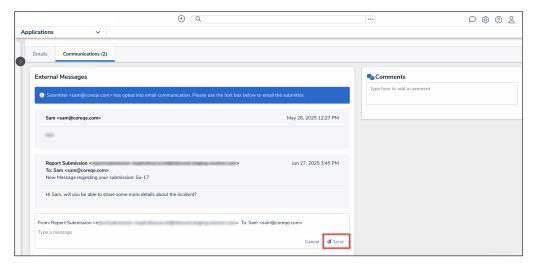
1. To respond to an email, begin typing in the textbox under the email chain.



Message Textbox

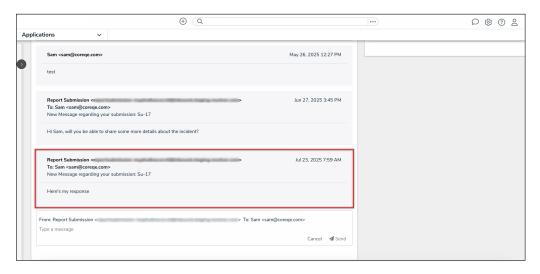
2. Click the **Send** button to send the email.





Send Button

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



Sent Email

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

# **Additional Information**

Note:

- 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.