

Update a Communication

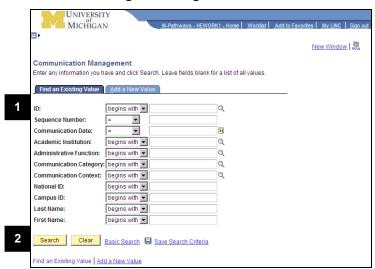
(important Information

- Types of updates to communication records include changing the speed key or letter code if the wrong code was assigned, adding or removing enclosure codes, adding a signer ID, etc.
- Once you have entered and saved a communication, it cannot be deleted. However, you can modify the
 communication. Some offices have created a speed key to use when a communication is entered for the
 wrong person (e.g., the Office of Undergraduate Admissions uses the Speed Key UGAZZZSP with the
 description of Letter Entered in Error for this purpose). If you need a code for this purpose, contact your
 3C Coordinator.
- If the communication was completed via the Letter Generation process, and you want to re-run it, you can turn off the **Communication Completed** checkbox on the **Person Communication** page in order for it to be included in a subsequent Letter Generation data extract.
- In addition to Communication Management, you can also update a communication from the
 Communication Summary page (Menu > Campus Community > Communications > Person
 Communications > Communications Summary). To update a communication from the Communication
 Summary page, click <u>Edit</u> next to the communication to be updated. The Person Communication page displays in a new window.

Navigation

Menu > Campus Community > Person Communications > Communication Management

Find an Existing Value Page



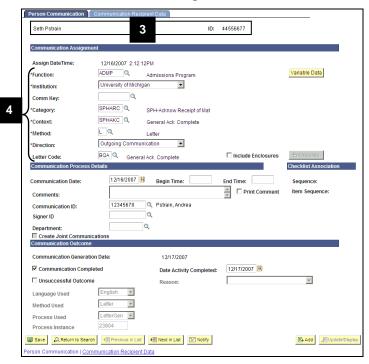
- 1. Type the individual's EmplID in the **ID** field.
- 2. Click Search

Notes:

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- If the EmpIID is unknown, enter the appropriate data in Campus ID, National ID, Last Name, or First Name fields. Click Search
- If more than one row displays, click the individual and specific communication you want to update from the list box.

Person Communication Page



- Confirm the individual's name and ID.
- Update the necessary information in the following fields:

Function

Comm Key

Category

Context

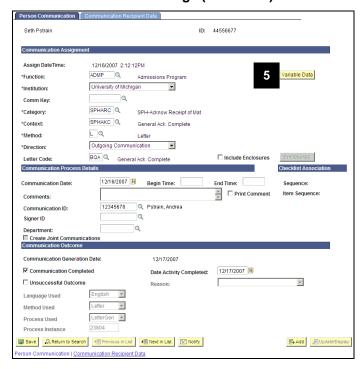
Method

Direction

Letter Code

Note: If you change the value in one of the above fields, the values in other fields may be cleared. For example, if you change the **Category**, you may need to re-enter the values in the **Context**, **Method**. and **Direction** fields.

Person Communication Page (continued)



5. Click Variable Data to update the variable data fields.

Note: If you changed data in the **Function** field in step 4, you MUST re-enter the variable data.

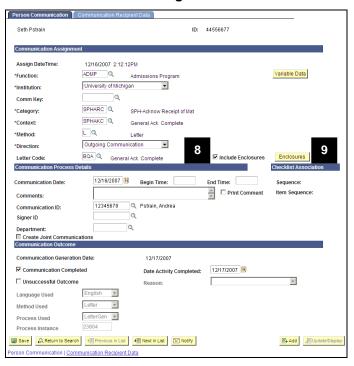
Variable Data Page



Note: Variable Data fields differ based on the Function selected. For example, a Function of ADMP requires Academic Career, Student Career Nbr, Application Nbr, and Application Program Number; and a Function of PROS requires Academic Career only.

- 6. Type or select a value from the **Lookup** list in the field(s) that display.
- 7. Click OK

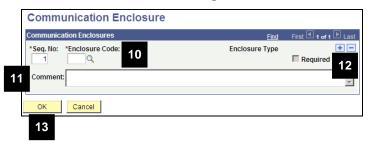
Person Communication Page



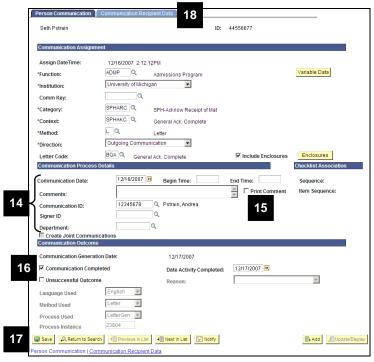
- 8. If you want to add enclosures, and none previously existed, turn on the **Include Enclosures** checkbox.
- If you want to add or modify enclosures, click <u>Enclosures</u>. Otherwise, go to step 14.

Note: Enclosures is not active until you turn on the Include Enclosures checkbox.

Communication Enclosure Page



Person Communication Page (continued)



- 10. Type the enclosure code or select a value from the **Lookup** list in the **Enclosure Code** field.
- Note: Most Enclosure Codes start with the letter 'x.' Type an 'x' in the Enclosure Code field and click Lookup to search for codes that begin with 'x.'
- 11. If applicable, type an enclosure comment in the **Comment** field.
- **Note:** The enclosure **Comment** field is included in the letter generation data extract.
- 12. To add another enclosure, click Add Rowand repeat steps 10-11.
- 13. Click OK
- 14. Update or verify the information in the following fields, as necessary:

Communication Date (can be set to a future date)

Comments (communication)

Communication ID

Signer ID

Department

- 15. If you entered a comment in the Comments field and want to include it in the communication, turn on the Print Comment checkbox.
- To re-run a communication that was previously completed via the Letter Generation process, turn off the Communication Completed checkbox.
- 17. Click Save
- 18. Click the **Communication Recipient Data** tab.

Communication Recipient Data Page



 Review the data about the recipient in the Communication Recipient Data section, if available.

Note: Data is displayed on the

Communication Recipient Data page if
the individual has data set up on the
Communications Recipient page in the
Relationship component for the specific
letter code.

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