

# Message Center - Adding/Changing a Communication Generation Letter to send via Message Center

**Purpose:** Use this document as a reference for changing or adding a message center as an option for an existing Communication Generation letter in ctcLink.

**Audience:** Staff setting up communications

**!** You must have at least one of these local college-managed security roles:

- ZC CC 3Cs Config
- ZD CC 3Cs Config
- ZZ CC 3Cs Config

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

**You must also set the following SACR Security permissions:**

- [CS 9.2 SACR Security: Basic Requirements for Staff](#)
- [CS 9.2 SACR Security: 3Cs Group Security](#)

## Step 1: Message Center Letter Code Creation

**i** Letter codes in the Message Center are global. Please submit a [CS Support ticket](#) with the Communication Generation letter code for the Message Center message template. Please include this letter code as an attachment or in the body of the ticket.

Any hyperlinks, bullets, fonts, etc., needed in the message template should be inserted or indicated. The college must also provide any image files for letterhead or other images included in the message. Users should also include a default expiration period in the ticket.

**Letter Code Text**

Letter Code: R20 GUID 102 Letter

Default Expiration Timeframe:  Month(s)

**Community Colleges of Spokane**

**Spokane Community College**

1810 N Greene St  
Spokane WA 99217-5399

We look forward to helping you complete your degree at SCC and transferring on to a four year university. To help you do this, we have a GUID 102 Strategies for Success class that will be a required part of your first quarter classes at SCC. In this class, you'll develop three central competencies:

- Familiarity with the services on campus so that when challenges come up, you know where to go for help;
- Student success skills like study strategies, test taking, and time management among others to help you get the best possible grades

## Step 2: ctcLink Query Creation

**i** Unlike ctcLink 3C Communications, queries for Message Center do not require a bind record to be selectable for mass messaging. Any Public or Private queries can be used for Message Center messaging. Identify the population for the message to be sent. Work with your on-campus query developers or submit a [CS Support ticket](#) to the Data and Reporting team with the query definition needed for the message.

Merge fields in a Message Center letter template come from the Select statement in the query SQL (not the column names displayed in the query output). Additionally, there are required fields based on the Administrative Function chosen below in the 3Cs setup. Admin Functions are delivered; please do not change them. Visit the QRG [3C Communications: Administrative Functions](#) for details.

### Ways to get query field names:

1. Click the **View Query link** on the Send Messages page; the Field Names are between the **SELECT** and **FROM** commands.
2. In addition, you can ask your local query builder to send you a screenshot of the Fields tab from Query Manager.

< Send Messages
Send Messages

View Query

```

SELECT DISTINCT A.EMPLID, A.INSTITUTION
FROM PS_STDNT_ENRL A, PS_TERM_TBL B, PS_SESSION_TBL C, PS_SCC_PS_GENP_BND D
WHERE (A.INSTITUTION = :1
AND A.ACAD_CAREER = B.ACAD_CAREER
AND A.INSTITUTION = B.INSTITUTION
AND A.STRM = B.STRM
AND B.INSTITUTION = C.INSTITUTION
AND B.ACAD_CAREER = C.ACAD_CAREER
AND B.STRM = C.STRM
AND C.SESSION_CODE = '1'
AND A.EMPLID = D.EMPLID
AND A.INSTITUTION = D.INSTITUTION
AND C.CENSUS_DT < sysdate
AND B.TERM_END_DT > sysdate - :2
AND NOT EXISTS (SELECT 'X'
FROM PS_COMMUNICATION E
WHERE A.EMPLID = E.COMMON_ID
AND A.INSTITUTION = E.INSTITUTION
AND E.SCC_LETTER_CD IN (:3,:4)
AND E.COMM_DT >= C.CENSUS_DT)
AND (A.EMPLID NOT LIKE 'X%'
OR A.EMPLID LIKE 'XX%'))

```

Return

## Step 3: Update the Communication Context

**Navigation: Campus Community > Communications > Set up Communications > Communication Context Table**

**i** A **Communication Context** describes the type of communication and how it was sent or received. Various methods can be used, including a letter, a telephone call, a fax, an e-mail, and in person. For each context, you can specify more than one communication method. Don't create a new Context for every Letter Code. Also, communication from different administrative functions can be included in the same context.

1. Select the **Find an Existing Value** tab.
  - a. **Institution:** Input or Look Up
  - b. **Communication Context:** Input existing Context code
  - c. Select **Search**.
2. Users must be in **Correct History** mode or insert a new effective dated row for the change.
3. In the **Communication Context Method** section, select **Add**.
4. **Method:** Select "Message Center" from the drop-down options.
5. **Direction:** Select "Outgoing Communication" from the drop-down options.
6. **Letter Code:** Input the Letter Code created in Step 1 above.
7. Select **Save**.

## Video Tutorial


The video below demonstrates the process actions described in the steps listed above. There is no audio included with this video. Select the play button to start the video.

## View Tutorial Via Panopto

View the external link to [Update the Communication Context](#). This link will open in a new tab/window.

## Step 4: Update Communication Category

**Navigation: Campus Community > Communications > Set up Communications > Communication Category Table**

-  1. If a new Communication Category is created, that Category must be set up with the Communication 3C Group. This page connects security to communications. This step is not required as long as an existing category is used. **Navigation: Campus Community > Communications > Set up Communications > Communication 3C Group**
- 2. If the Communication Generation Letter code was set up using an Administrative Function other than GEN, you must update the Category connected to that Administrative Function. Visit the QRG [3C Communications: Administrative Functions](#) for details.

1. Look up the "**MSGCTR**" category for your institution.
2. Users will need to be in **Correct History** mode or insert a new effective dated row for the change.
3. Select **Add**.
4. Add the **Context** code created in Step 2.
5. Select **Save**.


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## View Tutorial Via Panopto

View the external link to [Update Communication Category](#). This link will open in a new tab/window.

## Step 5: Department and Regarding

 You must have at least one of these local college-managed security roles:

- ZZ HP Msg Center Config

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

### Navigation: HighPoint > Message Center > Setup > Departments and Regarding

1. Input **Academic Institution**, then select **Search** to view available departments.
2. **Select** the Department name to verify/update Regarding or the **Add A New Value** tab to create a new department.
3. If entering a new Department, add the following:
4. **Description:** This description is viewable to students in the Message Center.
5. **Regarding:** Enter a topic description that students will view in the Message Center.
6. **Show Sender on Student's View of Message Checkbox:** For each Regarding, identify if the sender is viewable by the student. This will show the student the name of the person who sent the message. This is based on the User ID of the sender and the name available in PeopleSoft.
7. Select the **Add a New Row [+]** button in the **Regarding** panel.
8. Identify the **3C Groups** that can use this Department to send messages. Only users with row-level security can send messages from this Department. Work with your campus security administrators to adjust user row-level security as needed.

9. Select **Save**.
7. The Message Center template can now be used. Please visit the QRG [Sending Messages in Batch](#).
8. Process complete.

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## View Tutorial Via Panopto

View the external link to [Add-Update-Verify the Department and Regarding](#). This link will open in a new tab/window.