9.2 Sending Communications

Purpose: Use this document as a reference for sending student financials communications in ctcLink.

Audience: Student Financials staff

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

- ZC CC 3Cs User
- ZD CC 3Cs User
- ZZ CC 3Cs User

You must also set these SACR Security permissions:

- CS 9.2 SACR Security: Basic Requirements for Staff
- CS 9.2 SACR Security: 3Cs Group Security

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

Sending Communications

Navigation: NavBar > Navigator > Campus Community > Communications > Communication Generation

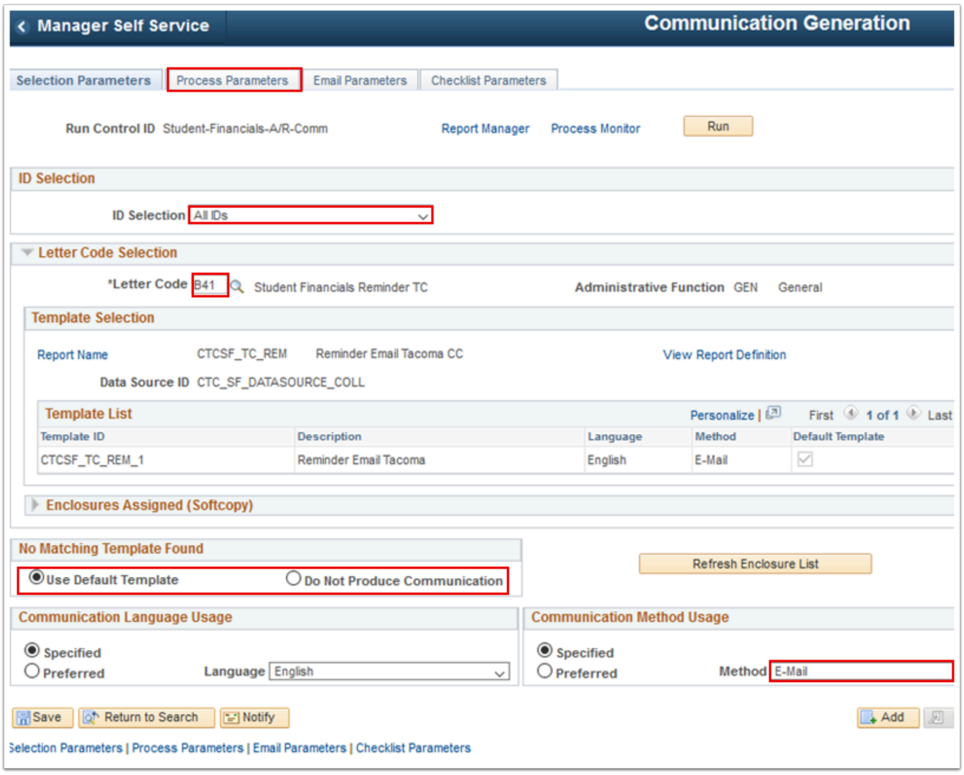
Prior to generating a communication, a letter code must first be assigned to the student. See the Create a Communication QRG to complete this step.

1. The **Communication Generation** run control ID search page displays.
2. Select the **Add a New Value** tab.
3. Enter **Run Control ID**.
4. Select **Add**.

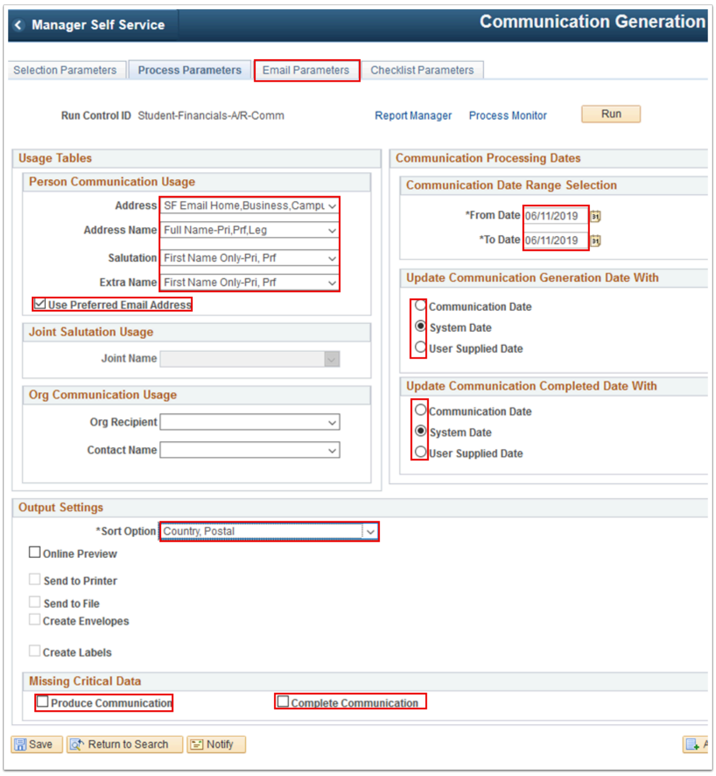
5. The **Selection Parameters** tab displays.
6. Enter **ID Selection**.
7. Enter **Letter Code**.

> The Letter Code selection populates other fields with default values. Typically, these should not be changed.

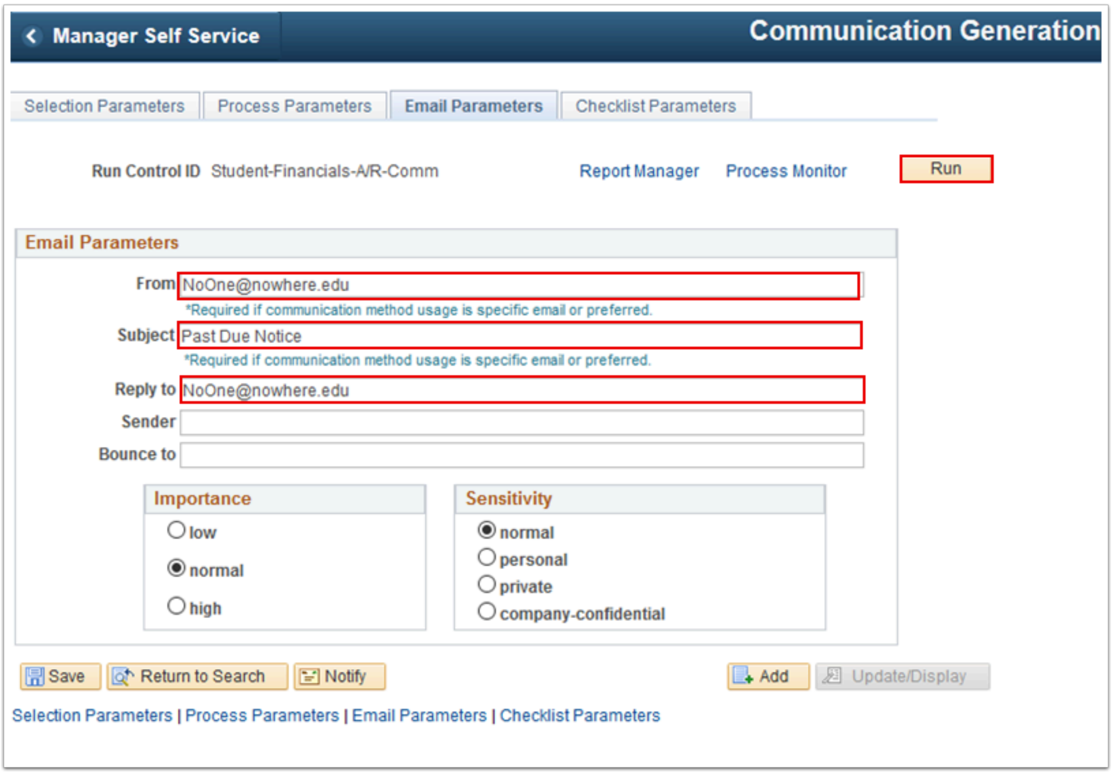
8. Make a selection in **No Matching Template Found** – typically "Use Default Template".
9. Select the **Communication Method Usage.** For this example, "E-Mail" is selected.
10. Select the **Process Parameters** tab.



11. The **Process Parameters** tab displays.
12. Choose the **Address, Address Name, Salutation** and **Extra Name**.
13. Check **Use Preferred Email Address**.
14. Select an **Org Recipient** and **Contact Name** value if the communication has been designed to send to both students and communications.
15. Enter the Communication Date Range Selection **From Date** and **To Date**.
16. Select the **Update Communication Generation Date With** and the **Update Communication Completed Date With** to specify the date to record the communication on the student record.
17. Select the preferred **Sort Option.**
18. Un-Check the **Produce Communication** and **Complete Communication** in the Missing Critical Data section.
19. Select the **Email Parameters** tab.



20. The **Email Parameters** tab displays.
21. Enter the **From, Subject and Reply to**. Leave **Sender** and **Bounce to** blank.
22. Leave the **Importance** and **Sensitivity** values defaulted to normal.
23. The **Checklist Parameters** tab settings should not be changed.
24. Select **Run**. Please refer to the Process Scheduling QRG for further instructions.

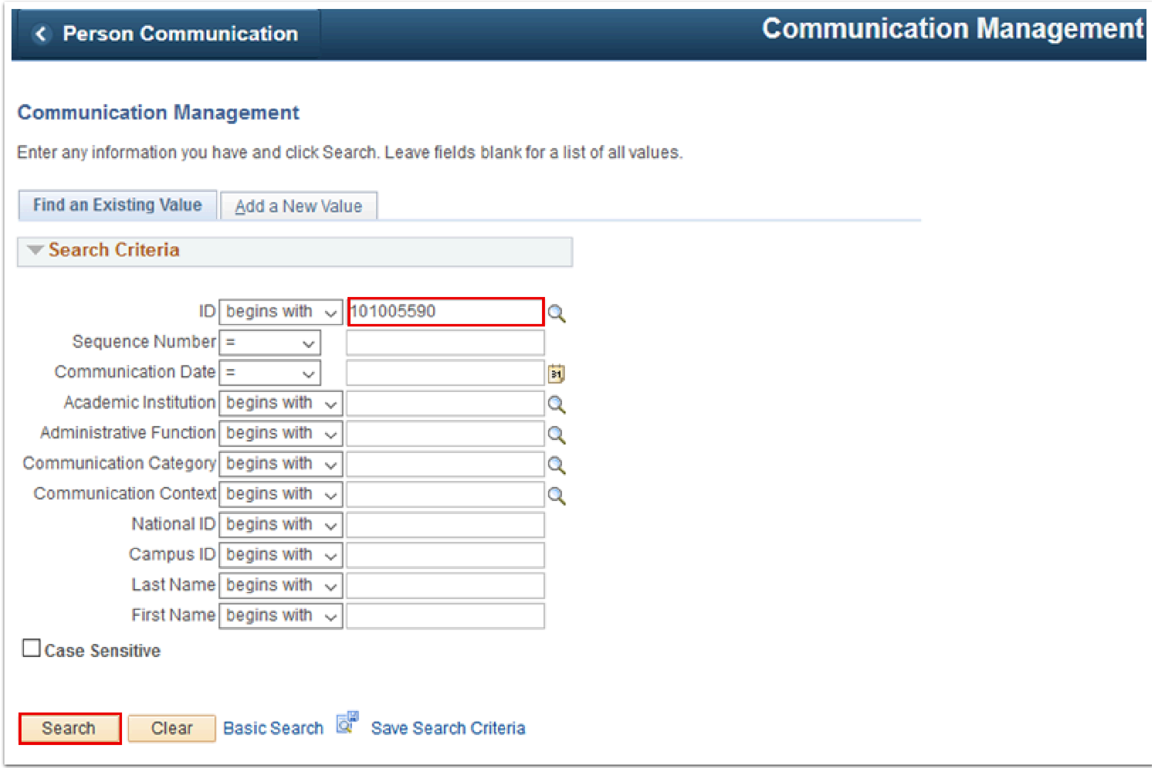


25. Section complete.

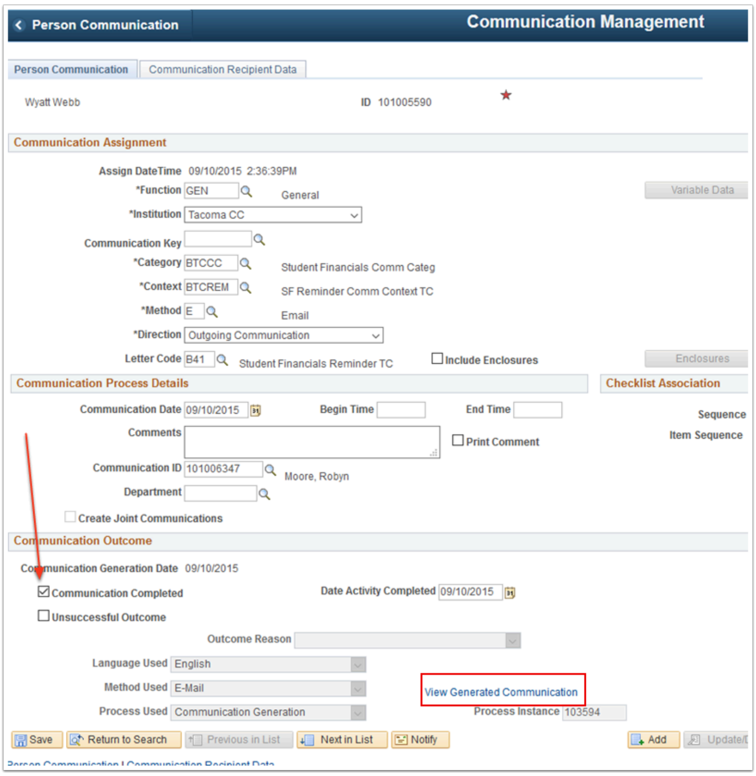
Verifying Communications were assigned and sent

Navigation: NavBar > Navigator > Campus Community > Communications > Person Communications > Communication Management

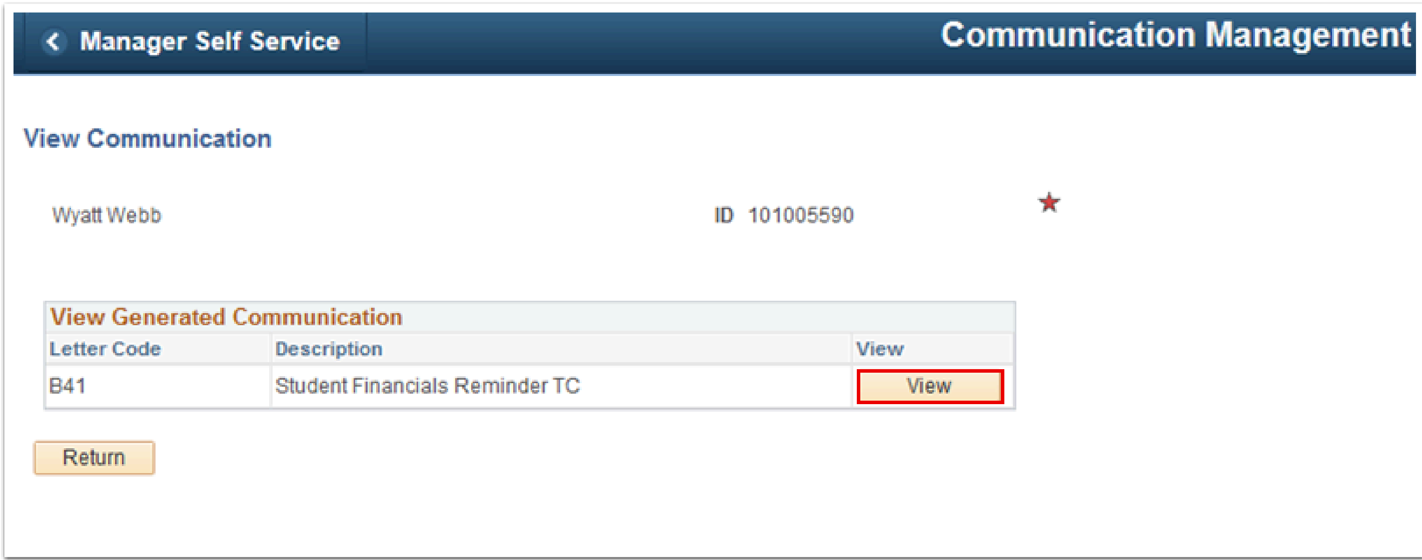
1. The **Communication Management** search page displays.
2. Enter student **ID**.
3. Select **Search**.



4. The **Person Communication** tab displays.
5. If the **Communication Completed** checkbox at the bottom of the page is checked, this indicates the email was sent.
6. Select the **View Generated Communication** link to view a .pdf of the communication that was generated.



7. The **View Communication** page displays.
8. Select **View**.



9. The communication displays in a new window. Read it.
10. Close the new window.

TACOMA COMMUNITY COLLEGE

Due to a high volume of calls here is some additional information to the previous email.

If you are expecting any of the following to cover your tuition & fees:

Financial Aid – please refer to your financial aid portal to check on the status of your aid.

Third party payment

VA

Nelnet Payment Plan

You will not be dropped from your classes for non-payment.

11. Process complete.