Comms Module

September, 2023

# Overview

Efficiently monitor all incoming and outgoing email communications within the portal. Clients receive prompt email notifications to create an account upon enrollment, when tagged in a note, and ahead of upcoming appointments. Simultaneously, administrators, agents, and advocates are also notified promptly via email as per their specific needs and roles.

## Placeholder image

## Inbox and Outbox

All emails received by current users regarding the portal will be displayed in the inbox tab while emails sent out from the portal will be displayed in the outbox tab.

Consistent communication

Ensure seamless communication with the ability to track all interactions. Take control of your messaging with the ability to manage email templates conveniently through the settings module.

## How to

1. [Browse and filter emails](#cchbbhxmvyb6)
2. [Add/update email templates.](#cubd4f76i90x)

**Browse and filter emails:**

Use the comms module to view any notification/communication sent to or from your account within the portal. Use the search bar to search for specific emails.

* Inbox: Any emails you receive from the portal like tagged notes, appointment reminders, etc.
* Outbox: Any emails sent out to clients including activation email, receipts, event reminders, and tagged notes.

**Manage Email Templates:**

To add/update email templates that are sent out from the portal, go to [settings](https://docs.google.com/document/u/0/d/1VNIJNiZWlJ2WoEeYfFHq_H-JGvZXhcU7pQEz6tOyknQ/edit) module>comms template.