

Name: _____ Job Title: _____
Agency: _____

1. What does 'SComm' stand for?

2. Who can you send messages to using the SComm?

- A Therap user in your agency
- Only someone at your group home
- someone@therapservices.net
- someone@yahoo.com
- All of the above
- None of the above

3. Can you attach documents to an SComm?

4. When you remove a message from your Inbox, where does it go?

5. Name any 2 message types for SComm.

6. What 3 links are at the bottom of every Therap page?

7. When creating a Custom User Group, how can I add multiple users at once?

- Ctrl + Mouse Click
- Alt + Mouse Click
- Ctrl + C
- Tab + Mouse Click

8. What do the numbers appearing beside the Inbox link mean?

- Unread SComm message count
- Number of contacts
- Both of the above
- None of the above

9. Can you send an SComm without selecting a notification level?

10. Name a module within Therap, where you have the option to 'Send via SComm'.

11. Where will you find a message that you have saved but not sent?

12. Where do you go to see if someone has read a message you sent?

- Open a message from Trash and view the "Summary" towards the top
- Open Drafts, see "Sent Date" towards the top
- Open a message in Inbox, see "From" towards the top
- Open a message in Sent Items, see "Reader's List" towards the top

13. When do messages expire from your Trash folder?

- After 1 week
- After 1 Month
- After 6 Months
- Never

14. What message type in SComm should you select if you want to send a message directly to Therap Customer Support?

15. Which button do you click on (after opening an SComm message) to clear the message from your unread count on the FirstPage?

16. According to Kara's Blog, where did she go on 11/14/2007?

17. Where do you click if you want to respond to the sender of an SComm?

- Forward
- Feedback
- Next
- Reply

18. Which of the following can be used by any user, to gain more information about Therap modules?

- Forum
- Knowledgebase
- Live Help
- Tutorials
- All of the above
- None of the above

19. Who do you ask if you forgot the password for your Therap account?

20. What is the name of the Provider Administrator (PA) of your agency?
[You can find this name in your 'My Profile' page]
