

## Hints & Answer Guide

1. **Hint:** Please search using the keyword: "SComm".  
**Ans:** Secure Communications.
2. **Hint:** SComm is only for Therap users in a particular agency. Can look in the User Guide.  
**Ans:** A Therap user in your agency.
3. **Hint:** Search in the Knowledgebase with the keywords: "attach document".  
**Ans:** Yes.
4. **Hint:** Please look in the FAQs of SComm section.  
**Ans:** Trash.
5. **Hint:** Try composing a message, look in the "Message Type and Program Selection" page.  
**Ans:** Any 2 among: Care, Administrative, Personal, and Therap Customer Support.
6. **Hint:** Please look at the bottom of any Therap application page.  
**Ans:** Feedback, Live Help, and Help.
7. **Hint:** Please look into the FAQs of SComm.  
**Ans:** Ctrl + Mouse Click.
8. **Hint:** Please refer to: User Guide > Account Management > Secure Communications > Introduction.  
**Ans:** Unread SComm message count.
9. **Hint:** Try sending an SComm without a Notification Level.  
**Ans:** No.
10. **Hint:** Please check different Therap modules.  
**Ans:** Any 1 among GER, IDF, ISP, Witness Reports, and HT.
11. **Hint:** Please refer to: User Guide > Account Management > Secure Communications > Save Drafts/SComm Message.  
**Ans:** Drafts folder.
12. **Hint:** Open a sent SComm message, and look towards the top.  
**Ans:** Open a message in Sent Items, see 'Reader's List' towards the top.
13. **Hint:** Messages are never permanently deleted from SComm – deleted items are stored in the Trash folder. Please look in the FAQs of SComm section.  
**Ans:** Never.
14. **Hint:** Try composing a message, look in the "Message Type and Program Selection" page.  
**Ans:** Therap Customer Support.
15. **Hint:** Open an unread SComm message from Inbox, and look towards the bottom.  
**Ans:** 'I have read this message' button.
16. **Hint:** Please look into Kara's blog entry on the given date.  
**Ans:** Montana.
17. **Hint:** This is like replying to the message/sender.  
**Ans:** Reply.
18. **Hint:** Please explain users about the various support categories available from Therap Services, LLC.  
**Ans:** All of the above.
19. **Hint:** Please explain to users about Therap's policy of not giving away any passwords.  
**Ans:** Ask Provider Administrator (PA).
20. **Hint:** User can find this name in his/her 'My Profile' page.  
**Ans:** (Answer will vary).