Total Contract Manager: Using the Communication Center

This section allows the user to send internal and external communications via email directly from the TCM system. Attachments can be added to these communications and all messages sent are tracked within the Communication Center.

**Step 1: Accessing the Communication Center**

Access the Communication Center via the left hand navigation menu.

**Internal message** ONLY allows the Contract Manager to send emails to users currently active in TCM.

**External message** allows the Contract Manager to send emails to users currently active in TCM and individuals external to the system.

There are no communications on this contract yet.
Step 2: Sending out a communication:

It is advised to always use the **External Communication** tab as you will have access to send to both internal users to TCM and external email addresses within the same message. To begin an External communication do the following:

1. Click on the **Start External Communication** button.
2. Enter the subject of the message and **ALWAYS** include the **Contract Number**.
3. From the **Subject** field press the “**Tab**” button to tab into the **Body** field. Here you will enter the message of the email.
4. Expand the **Recipients** section to either search for TCM users within the **User Recipients** field or enter the name and email address of external users within the **Other Recipients** section. To add additional Recipients click on the **Add Other Recipients** button. **REMEMBER** to always add contracts@pace.edu as an external recipient so they are cc’d on all messages.
5. Expand the **Attachments** section to add attachments. You have the option to select the contract template attached to your Contract Workspace or to attach a different document.

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**Communication Center**

<table>
<thead>
<tr>
<th>Internal (0)</th>
<th>External (0)</th>
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**Start External Communication**

There are no communications on this contract yet
External Communication

Subject *: TCM000195 - Consultant Agreement w/ Gigi

Body *

Recipients (Optional)

Attachments (Optional)

* Required

Create Close
Step 3: Viewing Communication History:

All communication exchange will now appear in the Communication Center. To view the messages click on the Communication thread to see all messages exchanged:

- **TCM000195 - Consultant Agreement w/ Gigi**
  - [Message Content]
  - [Add to Conversation]
  - [View XML | History]