

Secure Access Portal Communications

Last Modified on 07/23/2025 3:20 pm EDT

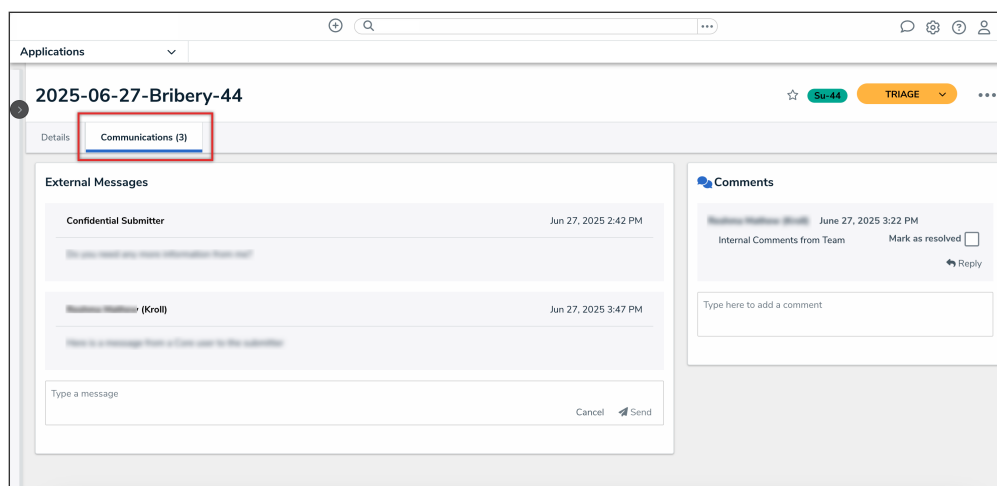
Overview



Note:

Please contact your Customer Success Manager if you're interested in enabling the **Secure Access Portal** on your Org.

Portal URLs with the **Secure Access** toggle enabled will allow submitters to communicate with the Resolver user reviewing their report. Resolver users can respond to these messages from the **Communications** tab of the submission object.



Communications Tab



Note:

The count on the **Communications** tab reflects of the total number of messages and comments for that object.

Related Information/Setup

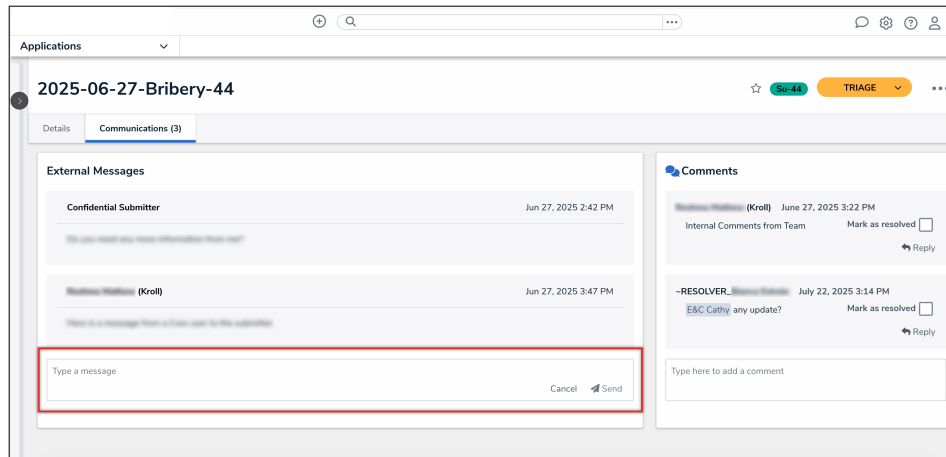
For further information on creating a **Secure Access Portal** URL for confidential login, please refer to the [Creating a Secure Access Portal](#) article.

For further information on using a **Secure Access Portal** login URL, please refer to the [Using the Secure Access Portal](#) article.

For further information on accessing a **Secure Access Portal** report, please refer to the [Accessing a Secure Access Portal Report](#) article.

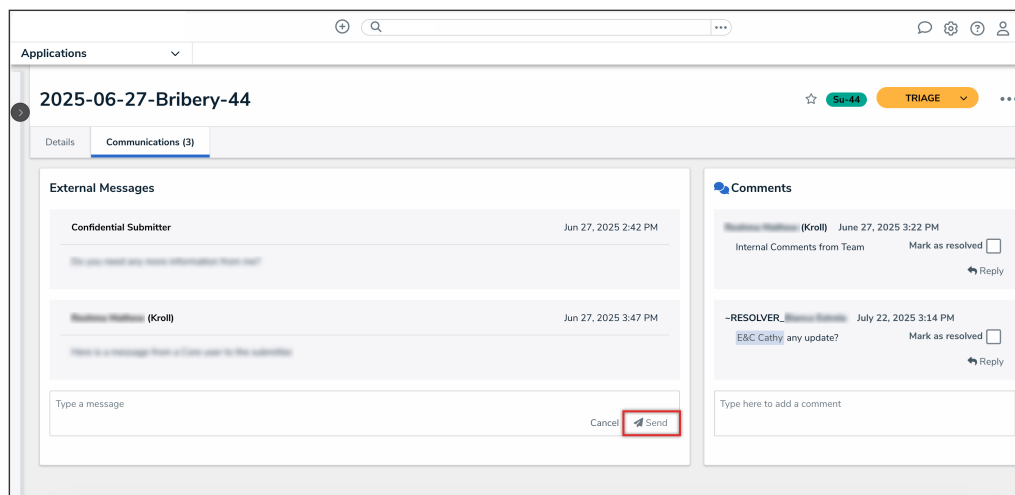
Responding to a Secure Access Portal Message

1. From the **Communications** tab of the submission object, begin typing in the textbox under the **Secure Access Portal** message to respond to it.



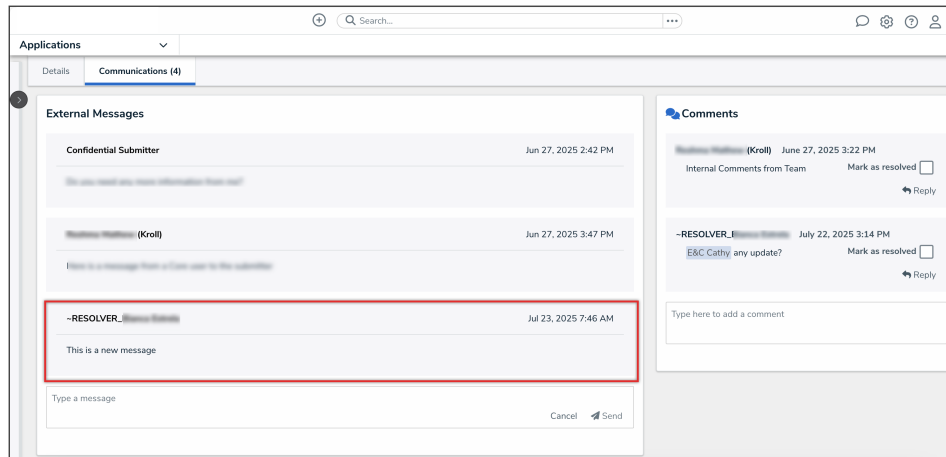
Message Textbox

2. Click the **Send** button to send the message.



Send Button

3. The message will be posted, including the ID of the user who created the message, date, and time.



Sent Message



Note:

If the submitter has opted in to emails, you can also communicate with them via email on the Secure Access Portal report.