

## Knowledge Base

### Communicate with staff Using Staff Messenger in Infinite Campus

#### Part I: Instructions

##### PATH: Messenger > Staff Messenger


The Staff Messenger tool in Infinite Campus allows individuals with granted rights to communicate with staff members via email or telephone.

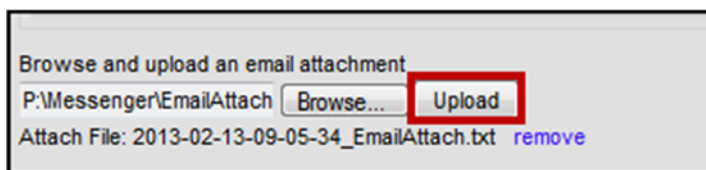
A Staff Member is defined as a person entered in Campus who has an Assignment record at a particular school site.

To receive email and/or phone messages, recipients must have the corresponding Messenger Preference of General Notification and Priority Notification set on their Demographics tab.

#### Sending Messages:

1. Select an existing Template from the Template dropdown list, if applicable
2. Use the Field Descriptions as a guide to complete Message Builder editor. The Message Body uses a WYSIWYG (What You See Is What You Get) editor.
3. Browse and upload an email/voice attachment. (optional)

 **Important!** You must click the Upload button after browsing for the attachment. When an attachment is properly uploaded, the Attach File message displays on the screen.

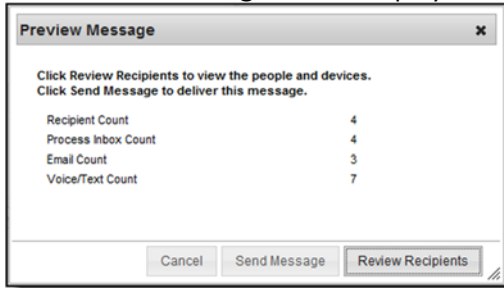


4. Click the Test button to review the message and its recipients.

It is strongly recommended that messages be tested before they are delivered. During the testing process, a message will appear to be sent using the exact procedure that will be used when it is actually delivered to recipients. The Test Message screen will confirm that the test message was sent.

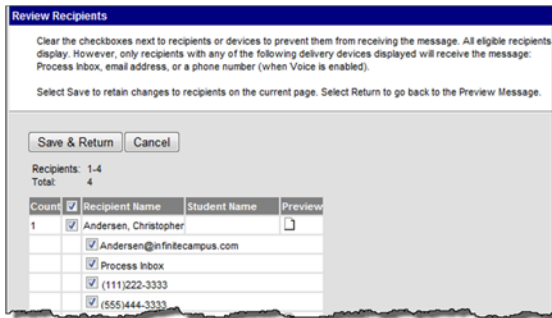
5. Click the **Preview/Send Message** button. Result:

The **Preview Message** screen displays.



6. Click the **Review Recipients** button.

The **Review Recipients** screen displays.



## Part II: Field Descriptions

Field	Description
<b>User/Group</b>	This dropdown list allows you to save message templates to your user account or a user group to which you belong.
<b>Template</b>	This dropdown list displays a list of available templates. To create a new template, select <b>&lt;new&gt;</b> from this list.
<b>Filter Criteria</b>	
<b>Message Type</b>	This field determines the type of message that will be sent. The following options are available: <ul style="list-style-type: none"> <li>• <b>General Notification</b> (Default)</li> <li>• <b>Priority Notification</b> (Priority Notifications display in the Process Alerts with a red exclamation point.)</li> </ul>
<b>Deliver To:</b>	Ad Hoc filter or <b>All Staff of School</b> <ul style="list-style-type: none"> <li>• Sender will see schools in which he/she has access to send messages.</li> <li>• In order to send to All Schools, user must have access to All Calendars.</li> </ul> <p>A Staff Member is defined as a person entered in Campus who has an Assignment record at a particular school site.</p>
<b>Set Filter Operation</b>	This field determines what the tool should do with the filters. The default value <b>Union</b> will be used most often. <ul style="list-style-type: none"> <li>• <b>Union indicates that all members of all selected filters will be included</b></li> <li>• <b>Intersection indicates that only the members who exist within each of the selected filters will be included.</b></li> </ul>
<b>Delivery Devices</b>	
<b>Inbox</b>	The Inbox option is automatically selected. This option places a note in the user's inbox that a new message is available. Infinite Campus strongly recommends leaving this option marked to ensure delivery to a Portal Account when no other delivery device is marked for messages.
<b>Email</b>	The Email option sends an email to the email address on record (entered in Census > People > Demographics).
<b>Voice</b>	The Voice option calls the phone number on record (entered in Census > People > Demographics).
<b>Message Details</b>	
<b>Message Subject</b>	This field determines the text that will display in the Subject field of the email message.
<b>Message Body</b>	You can enter comments in the Message Body using the available text editor.
<b>Browse and upload a recorded message</b>	This option allows you to send a voice message. <p>If sending a voice message using Campus Voice, the following options are available:</p> <ol style="list-style-type: none"> <li>1. Record a Message - This option will open a window with directions to call a phone number to record a message that will be sent.</li> <li>2. Browse and upload a recorded message - This option allows users to upload a prerecorded .wav file</li> </ol> <p>You <i>must</i> click the <b>Upload</b> button after browsing for the attachment. When an attachment is properly uploaded, the Attach File message displays on the screen.</p>
<b>Delivery Date</b>	The day on which the message should be sent. <ul style="list-style-type: none"> <li>• Date can be set in the future</li> </ul>
<b>Send Inbox/Emails at:</b>	The time inbox and/or email messages will begin to be delivered.
<b>Dial Window</b>	These fields create a dialing window during which a general voice message may be sent. This is defined by the district

## Staff Messenger

Staff Messenger sends messages to staff or census contacts based on the criteria selected.

The Template Name and User/Group can be changed after selecting Save or Copy.

User/Group  Template

### Enter the filter criteria for Staff Messenger:

Message Type:

Deliver To:  Ad Hoc Filter  All Staff Of School

Saved Filters (select 1 or more)

- 123
- Pass through (census/staff)
- Query Wizard (staff)
- Rider (query census)
- Rider (sql census)
- Selection editor (census/staff)

Set Filter Operation:

Delivery Devices:  Inbox  Email  Voice

Message Subject

### Message Body

Delivery Date:

Send Inbox/Emails at: