Messenger HOVL
Messenger HOVL

This Hands-On Virtual Lab includes enhancements made to Messenger functionality made throughout Campus in the E.1306 release. Please see the 1306 release notes for an overview.

- **Messenger for System Administrators**
  - System Set Up
  - Automating Assignment Message Delivery
  - System Messenger Reports
- **Messenger Module**
- **Attendance Messenger**
- **Behavior Messenger**
- **Instruction Messenger**
- **Schedule Messenger**
- **Survey Messenger**

**Messenger for System Administrators**

**System Set Up**

Manage default messenger settings

How do I do it?

Path: System Administration > Messenger > Messenger Preferences > Messenger Settings

Messenger Settings tab allows users to set the default messenger settings such as the Portal URL, maintenance schedules and default delivery devices selections for messenger templates.

Previously created templates will not be affected by this change.
1. Enter the URL which should be included in all messages to direct parents to the Parent Portal.
2. Enter the time that messenger maintenance should begin. This is the time in which deleting old messages from the message queue and message log will take place.
3. Select the age in which older messages should be cleared from the message log in the Message Expiration drop down list.
4. Mark the applicable checkboxes for the default delivery devices for each Messenger Tool.

Checkboxes available for selection are determined by the Campus Messenger tools utilized within the district.

5. When finished, click Save at the top of the tab. The selected default delivery devices will now determine the delivery devices automatically selected when a <new> template is opened within the Messenger Tools.
**How do I do it?**

**Path: System Administration > Messenger > Contact Preferences Batch**

The Batch Set Contact Preferences Wizard can be used to set messenger contact preferences en masse.

1. Select the group (Mode) whose preferences should be set up. Only one group may be selected at a time.
2. An Ad Hoc Student filter may be selected to further define a particular group whose preferences are being changed.
3. If updating student messenger contacts or students, a specific grade may be selected. Otherwise the wizard will update all students.
4. Select the appropriate Phone and/or Email Contact Reason to update. The options are No Change, On or Off. No Change will leave the preference as previously set in Census.
5. Click Apply Changes when finished.

**Email Messenger**

**How do I do it?**

**Path: System Administration > Messenger > Messenger Preferences > Email Settings**

The Email Settings tab is used to configure and manage universal settings for email messages.
Enter the Default Sender Address that Messenger will use to send mail.

2. Enter the SMTP host of the district/schools mail system.

3. If required, enter a specific port for SMTP and email exchange in the SMTP Port field. Leave this field blank to use the default SMTP port.

4. Select the amount of time for the Messenger to wait for the SMTP server to respond.

5. If Messenger will need to authenticate with the mail system, mark the Use Authentication checkbox.

6. If the Use Authentication checkbox is marked, enter the Username and Password for Messenger to use.

7. If TLS is required to encrypt email transfer on the server, mark the Use TLS checkbox.

8. Set the number of minutes for the system to wait and then resend the message if an error is encountered in Minutes Between Retries.

9. Select the maximum number of attempts to deliver a message before it is cancelled in the Max Errors Before Cancel drop down list.

10. If users should be allowed to include email attachments with messages, mark the Allow Email Attachments checkbox.

11. Enter the maximum size for email attachments. The maximum size allowed by Campus is 100MB.

12. If the email address entered for the user on the Demographics tab of Census > People should be used as the sender's email address, mark the Use Sender's Email from Census as Sender's Email Address checkbox. This option will not be available for the Emergency Messenger. The Emergency Messenger will use the email address entered in the Default Sender Address.

13. If user's should be able to change the email address in the Sender's Email Address field on messenger templates, mark the Allow Custom Sender's Email Address checkbox. This option will not be available for the Emergency Messenger. The Emergency Messenger will use the...
Configure email header and footer

How do I do it?

*Path: System Administration > Messenger > Messenger Preferences > Prompt Preferences*

The Prompt Preferences tab is used to enter text and formatting that will be included in all emails before and after the user-created email message.

1. Scroll to the bottom of the window to access Email format preferences.
2. In the Message Header and Footer, enter and format any text that should be included in the messages sent out by Messenger. For example, many districts will include a statement telling parents and contacts not to reply to the message, as they are sent to an automated and unmonitored inbox.
3. Indicate whether or not the name of the person sending the message should be displayed by selecting Yes or No in the Show Sender’s Name dropdown list.
4. When finished, click Save.

**Messenger with Voice**
Manage voice message prompts

How do I do it?

Path: System Administration > Messenger > Messenger Preferences > Prompt Preferences

The Prompt Preferences tool can be used to create default messages for voice messages/voicemails.

1. Enter the message that should be read when the call is answered. Text entered will be converted to speech by the built-in text-to-speech engine. Text-to-speech is only applicable for messages in English. Messages in other languages should be uploaded as a WAV file. Hello messages should be 5 - 10 seconds in length.
2. If desired, select the Upload WAV file link to upload a prerecorded message. Select Choose File to locate and upload the appropriate WAV file.
3. Enter the message that should be read when the person receiving the call chooses to hang up or the entire message has been read (or recorded by an answering machine).
4. When finished, click Save.
Path: System Administration > Messenger > Preferences > Caller ID Preferences

The CallerID Preferences tab is used to specify a caller ID number to be shown to recipients of phone messages.

1. Select the School the needs caller ID numbers updated. The phone numbers will be auto-populated with the number entered in the Phone field on the School tab in System Administration > Resources > School. If “All Schools” is selected, the district phone number will display, as entered in the Phone field on the District Information tab in System Administration > Resources > District Information.

It is important that valid phone numbers are entered for EVERY school in the district. Use of fictitious numbers will result in voice messages not being sent correctly.

2. If needed, change the phone number to be displayed to one that can be used to call back regarding the message. For example, the number for the attendance office can be entered so that it is displayed with all messages from the Attendance Messenger.

3. Select “Fill empty values with this number” to auto-populate any empty fields with the number displayed next to School Phone.

4. Selecting Clear Values will remove all entered phone numbers.

5. When finished, click Save.

Manage TTS pronunciation

How do I manage TTS Dictionary?

Path: System Administration > Messenger > Preferences > TTS Dictionary

The TTS Dictionary tool may be used to clarify the appropriate pronunciation of words mispronounced by the text-to-speech tool. This includes commonly abbreviated text (ex. Dr - doctor).
1. Click New at the top of the tab.
2. Enter the mispronounced word in the **Token** field.
3. Enter the word’s phonetic spelling (how the word should be pronounced by the text-to-speech tool) in the **Replacement** field.
4. If only the full word (entered in the **Token** field) should be replaced, mark the **Match on Word Boundary Only** checkbox. If left unchecked, the phonetic spelling entered in the **Replacement** field will be used anytime the series of letters entered in the **Token** field is encountered by the text-to-speech tool.
5. When finished, click **Save**.

### How do I manage redial preferences?

**Path: System Administration > Preferences > Messenger > Redial Preferences**

The Redial Preferences tab allows users to determine how the Voice Messenger will attempt to deliver messages when a live voice was not reached on the first call.
1. Unless changed by the user, the settings pictured above will be followed by default.
2. Changes may be made to the settings and made active by selecting Save at the top of the tab.

Manage voice settings for messenger preferences

How do I do it?

*Path: System Administration > Messenger > Preferences > Voice Settings*

The Voice Settings tab is to configure settings for sending voice messages.
1. Select the applicable time zone in which the district resides for the school district.
2. Enter district-wide start and end times for the dialing window. The dialing window applies to general voice messages (emergency messages override the set dialing window).
3. When finished, click Save.

Automating Assignment Message Delivery

**Missing Assignment Scheduler**

How do I do it?

Path: System Administration > Messenger > Missing Assignment Scheduler

The Missing Assignment Scheduler allows districts to indicate a time and frequency in which missing assignment notifications are sent to parents. Notifications will include a list of all missing assignments.
1. Select New Notification Schedule at the top of the tab.
2. Enter a Name for the notification schedule being created.
3. Indicate when the notifications should start in the Start Date and Time fields.
4. Select how often the notifications should be sent in the Recurring Frequency drop down list.
5. Select how the notifications should be sent by marking the appropriate checkbox(es) under Delivery Devices.
6. Enter the date range in which to include missing assignment due dates in the Begin Due Date and End Due Date fields.
7. If previously reported missing assignments should be included in the notification, mark the Include Previously Reported Assignments checkbox.
8. If an email regarding the receipt of messages should be sent to the user listed under Sender, mark the Send Confirmation Email checkbox.
9. Enter the text of the message in the Message Format WYSIWYG.
10. When finished, click Save.

Marking the Disabled checkbox will stop notifications from being sent.

Failing Assignment Scheduler

How do I do it?

Path: System Administration > Messenger > Failing Assignment Scheduler

The Failing Assignment Scheduler allows districts to indicate a time and frequency in which failing assignment notifications are sent to parents.
1. Select New Notification Schedule at the top of the tab.
2. Enter a Name for the notification schedule being created.
3. Indicate when the notifications should start in the Start Date and Time fields.
4. Select how often the notifications should be sent in the Recurring Frequency drop down list.

You student student.firstName has failing grades on the following assignments:

failingAssignmentsMessenger.assignments.LIST

Please sign into your school’s parent portal at failingAssignmentsMessenger.portalURL to find more information.
5. Select how the notifications should be sent by marking the appropriate checkbox(es) under Delivery Devices.
6. Enter the date range in which to include assignment due dates in the Begin Due Date and End Due Date fields.
7. Enter the percentage that is considered to be a failing assignment in the Failing Percentage field.
8. If previously reported assignments should be included in the notification, mark the Include Previously Reported Assignments checkbox.
9. If an email regarding the receipt of messages should be sent to the user listed under Sender, mark the Send Confirmation Email checkbox.
10. Enter the text of the message in the Message Format WYSIWYG.
11. When finished, click Save.

Marking the Disabled checkbox will stop notifications from being sent.

System Messenger Reports

Generate sent message report for a particular user created message

How do I do it?

Path: Messenger > Sent Message Log

The Sent Message Log allows users to review all messages sent, scheduled to be sent, in-progress of being sent, and those that have been cancelled. If necessary, it can also be used to stop delivery of scheduled or in-progress tasks.

1. Enter the date range during which the message in question was created.
2. Click Find Messages.
3. If desired, filter the messages displayed by using the fields at the top of the Sent Message Log.
4. Select the desired message.
5. Under the Sent Message Report Options, select the desired options.
6. Select the delivery devices to include in the report. Only the delivery devices to which the message was sent will be available for selection.
7. Select the detail level to which the report should be generated.
   - **All** - this will include a summary of recipient counts by device and a detailed recipient list.
   - **Summary** - this will include a summary of recipient counts by device
   - **Failed Delivery** - this will include a detailed recipient report for recipients who had at least one delivery device fail during message delivery.
8. The report may be generated in one of two formats - PDF or CSV.

**Report Detail - All**
   - Click here to expand...
## Delivery Summary

<table>
<thead>
<tr>
<th>Time</th>
<th>Total Items</th>
<th>Total Attempts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Time: 08/06/2013 03:21 PM</td>
<td>Total Inbox: 320</td>
<td>Total Voice Attempted: 0</td>
</tr>
<tr>
<td>End Time: 08/06/2013 07:51 PM</td>
<td>Total Emails: 11</td>
<td>Total Text Messages Attempted: 0</td>
</tr>
<tr>
<td>Duration: 2 hours and 30 minutes</td>
<td>Total Voice: 0</td>
<td>Recipients contacted successfully by phone: 0</td>
</tr>
<tr>
<td>Total Recipients: 347</td>
<td>Total Text: 0</td>
<td>Recipients not contacted by phone: 347</td>
</tr>
<tr>
<td>Total No Device: 25</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Message Detail

**Sender's Email:** messenger@infinitecampus.com  
**CallerID:** (937)989-9876

**Message Body:**

If you are in need of additional supplies for your classroom, please stop by the office before noon on Friday, August 9 - no exceptions. An order will be placed Friday afternoon.

## Delivery Detail

<table>
<thead>
<tr>
<th>Recipient</th>
<th>Phone/Email</th>
<th>Status</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abrahm, Jeffery</td>
<td><a href="mailto:abrahm@schoolmail.edu">abrahm@schoolmail.edu</a></td>
<td>Failed</td>
<td>07:51 PM</td>
</tr>
<tr>
<td></td>
<td>Process inbox</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adam, David</td>
<td></td>
<td>Completed</td>
<td>03:21 PM</td>
</tr>
<tr>
<td></td>
<td>Process inbox</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Addy, Joseph</td>
<td><a href="mailto:addy@netnet.com">addy@netnet.com</a></td>
<td>Failed</td>
<td>07:51 PM</td>
</tr>
<tr>
<td></td>
<td>Process inbox</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrator, System</td>
<td><a href="mailto:vladolosprayer@infinitecampus.com">vladolosprayer@infinitecampus.com</a></td>
<td>Completed</td>
<td>07:51 PM</td>
</tr>
<tr>
<td></td>
<td>Process inbox</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Axturna, Deborah</td>
<td><a href="mailto:axturna@schoolmail.edu">axturna@schoolmail.edu</a></td>
<td>Failed</td>
<td>07:51 PM</td>
</tr>
<tr>
<td></td>
<td>Process inbox</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**Report Detail - Summary**

Click here to expand...
Report Detail - Failed Delivery

### Delivery Summary

- **Start Time:** 08/06/2013 3:21 PM
- **End Time:** 08/06/2013 3:21 PM
- **Duration:** 0 minutes
- **Total Recipients:** 347
- **Total No Device:** 25
- **Total Inbox:** 320
- **Total Emails:** 11
- **Total Voice Attempted:** 0
- **Total Text Attempted:** 0
- **Total Text:** 0
- **Recipients contacted successfully by phone:** 0
- **Recipients not contacted by phone:** 347

### Message Detail

**Sender's Email:** messenger@infinitecampus.com
**CallerID:** (987)999-9876

If you are in need of additional supplies for your classroom, please stop by the office before noon on Friday, August 9 - no exceptions. An order will be placed Friday afternoon.

---

### Delivery Detail

<table>
<thead>
<tr>
<th>Recipient</th>
<th>Phone/Email</th>
<th>Status</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abu, Dean</td>
<td><a href="mailto:abuman@schoolmail.edu">abuman@schoolmail.edu</a></td>
<td>Failed</td>
<td>07:51 PM</td>
</tr>
<tr>
<td>Addy, Joseph</td>
<td><a href="mailto:daddyt@innet.com">daddyt@innet.com</a></td>
<td>Failed</td>
<td>07:51 PM</td>
</tr>
<tr>
<td>Administrator, Systems</td>
<td><a href="mailto:vtsaqvzty1@messenger.infinitecampus.com">vtsaqvzty1@messenger.infinitecampus.com</a></td>
<td>Failed</td>
<td>07:51 PM</td>
</tr>
<tr>
<td>Azeem, Delshad</td>
<td><a href="mailto:azem@schoolmail.edu">azem@schoolmail.edu</a></td>
<td>Failed</td>
<td>07:51 PM</td>
</tr>
<tr>
<td>Indus Learning, Provider</td>
<td><a href="mailto:counselor@infinitecampus.com">counselor@infinitecampus.com</a></td>
<td>Failed</td>
<td>07:51 PM</td>
</tr>
<tr>
<td>Jose, Barnaby</td>
<td><a href="mailto:school@infinitecampus.com">school@infinitecampus.com</a></td>
<td>Failed</td>
<td>07:51 PM</td>
</tr>
</tbody>
</table>
Generate a sent message report for a specific recipient

How do I do it?

Path: System Administration > Messenger > Recipient Log

The Recipient Log allows users to generate a detailed delivery report for a message sent to or about the specific person being viewed.

1. Search for the person for which to view messages.
2. Messages can be located by using the Scheduled Between date fields. Enter the desired date range for when the message was scheduled to be sent.
3. Click Find Messages to display the applicable messages.
4. Select the appropriate message in the Recipient Log. The message details will be displayed below.
5. Scroll down to the Recipient Report Options.

6. If the report was sent to multiple recipients about the same student or regarding multiple students to the same recipient, mark the Print for each message recipient checkbox to print a report for each unique recipient/student message combination.
7. Select Print Recipient Report. Message and delivery details will be displayed for the selected message.
How do I do it?

*Path: Messenger > Sent Message Log*

Users may cancel future dated messages via the Sent Message Log which he/she has created.
1. Search for the message to be canceled by entering the date range in which it was created. Future dated messages will have the status Waiting.
2. Click Find Messages.
3. If needed, the messages displayed may be filtered using the fields at the top of the columns in order to locate the message to be canceled.
4. Select the message to be canceled in the Sent Message Log.
5. Click Cancel this Message. A message will be displayed verifying that the selected message will be canceled.
6. Click OK. The message will be canceled. This will cancel the message for all recipients.
6. The status of the message will be updated to canceled. This process may take several minutes to complete. Users may click Refresh Status to update the status if the Delivery Summary is not updating.

7. Click the Sent Message Log tab.

8. The message will now be displayed in the Sent Message Log with the status of Canceled.

9. Generate report of messenger usage

   How do I do it?

   **Path: System Administration > Messenger > Reports > Messenger Activity Report**

   The Messenger Activity Report displays total counts of delivery devices selected per message and usage information by school, sender and message type. This report can be helpful in tracking staff usage of the Messenger.
1. Select the type of date for which the report will be generated.
   - Scheduled - will display messages that were scheduled to be sent during the date range entered.
   - Created - will display messages that were created during the date range entered.
2. Enter the date range during which to report messages. Campus will default the current date.
3. Select the school(s) to include in the report.
4. Select the message sender(s) to include in the report.
5. Select the message type(s) on which to report.
6. Select the message status(es) to include in the report. This is the status assigned to the message in the Sent Message Log.
7. Mark the radio button in front of the desired Group By option.
8. Mark the radio button in front of the preferred Report Format.
9. When finished, click Generate Report. The report will display the messages sent by the selected sender(s).
Messenger Module

Emergency Messenger

Create an emergency message

How do I create a message?

Path: Messenger > Emergency Messenger

The Emergency Messenger allows users to create and deliver emergency messages to parents/guardians and staff.

Enter the filter criteria for Emergency Messenger:

- Send Message To
  - Student Messenger Contacts
  - Staff
  - Student and Staff Contacts

School Options
- #55 Appleby Middle
- #1 Arthur Elementary
- #6 Carter Middle
- #0176 Cleveland Elementary
- #300 Clinton Secondary
- #0197 Coolidge Elementary
- #065 EC Screening School
- #00 Eisenhower Elementary
- #0105 Fillmore Middle School
- #190 Harrison High

CTRL-click or SHIFT-click to select multiple

Ad Hoc Filter (Further narrows criteria)
1. The template may be saved to the user’s account by selecting User in the User/Group dropdown list or it may be shared it with a specific user group by selecting the group name in the dropdown.

2. Select <New> in the Template dropdown list.

3. Select the applicable radio button to indicate the message recipients.

4. Select the appropriate school(s), grade(s) and/or staff group(s)

5. Recipients may be further filtered by selecting a previously created filter in the Ad Hoc Filter dropdown list.

6. Select the method(s) in which the message should be delivered in the Delivery Device list. Based on the devices selected, message setup options will vary.

7. Enter the message’s subject in the Message Subject field. This will become the template’s title.

8. Enter the text of the message in the Message Body WYSIWYG editor. The message may be customized by including elements from the Campus database by opening the Campus Field selection window (the button with blue dashes on the far right of the top row of icons).

9. If sending a voice message using Campus Voice, the following options are available.
   - Record a Message - This option will open a window with directions to call a phone number to record a message that will be sent.
   - Browse and upload a recorded message - This option allows users to upload a prerecorded .wav file.
10. If sending an email message, the following option is available.
   - Browse and upload an email attachment - This option allows users to add an
     attachment to the email message being sent.

11. If sending a text message, enter the text of the message in the Text Message editor or click the
    Copy from Message Body link. The message may be customized by including elements from
    the Campus database by opening the Campus Field selection window (the button with blue
    dashes on the far right of the top row of icons). It is recommended that the message not
    exceed 140 characters.

12. When finished click Save in the top right corner of the template.
13. A pop-up will appear asking where the template should be saved and named.
14. Make any necessary changes and click OK. The template will now be listed in the Template
    dropdown list.

   ![Save/Copy Template](image)

   **Send an emergency message**

   ![Send an emergency message](image)

   **How do I send a message?**

   *Path: Messenger > Emergency Messenger*

   After an emergency message template has been created, users may send the template on an as
   needed basis.
1. If applicable, select the user group to which the message is linked in the User/Group dropdown list.
2. If applicable, select a message template in the Template dropdown list. The templates available will be determined by the selection in the User/Group dropdown list.
3. Make any necessary changes to the message recipients.
4. If desired, click Test to verify the message setup.
5. Enter the appropriate contact information for the test message being sent.
6. Click Send Test. A test message will be sent to the destination information provided.
7. When ready, click Preview/Send to send the message to the select student parents/guardians.
1. The Recipient and Device Counts shows how many individuals should be contacted and broken down by delivery device. All recipients will receive the message through the Campus Portal.

2. Selecting Send Message will place the message in the queue to be sent. Emergency messages take priority over all other messages and will be sent from the queue immediately.

3. Selecting Review Recipients will display individual recipients and their contact information. Recipients may be deselected by unchecking the checkboxes in front of the contact information.

4. Click Save & Return to return to the Preview pop-up. The message may now be sent or cancelled.

**Message Builder (Students and/or Parents/Guardians)**

Create and send a general purpose email message to students and/or guardians

- How do I create a template?

*Path: Messenger > Message Builder*

The Message Builder can be used to create general notification templates for reuse over the school year.
1. The template may be saved to the user’s account by selecting User in the User/Group dropdown list or it may be shared with a specific user group by selecting the group name in the dropdown.
2. Select <New> in the Template dropdown list.
3. Select General Notification in the Message Type dropdown list.
4. Select the message recipients in the Deliver To list. If selecting Student Messenger Contacts, select the radio button in front of the applicable message limit.
   - Selecting "Message for Each Student" will send a message for each student that the recipient is the messenger contact.
   - Selecting "One Message Limit" will send only one message to the recipient regardless of the number of students he/she is the messenger contact.
5. Indicate the appropriate enrollment status for students whose contacts are receiving the message in the Enrollment filter. Message Only Active Students will be marked by default thus only allowing the message to be sent to contacts of actively enrolled students.
6. If the district sends out messages in multiple languages, select the proper language for this message in the "Limit delivery to contacts who speak" dropdown list. This should be the language in which the recipients will hear the message - only US English (en_US) or Spanish (es_MX) are available. If a different language is needed, a template for that language will need to be created. For example, if the message needs to be sent in English, Spanish and Hindi; three separate templates will need to be created.
7. Select the filter(s) to be used to determine message recipients.
8. After selecting filters, select the desired operation in the Set Filter Operation dropdown list.
   - Union will send the message to all contacts in the selected filter(s).
   - Intersection will only send the message to contacts who appear in both filters.
Select the method(s) in which the message should be delivered in the Delivery Device list. Based on the devices selected, message setup options will vary.

Enter the message's subject in the Message Subject field. This will become the template's title.

Enter the text of the message in the Message Body WYSIWYG editor. The message may be customized by including elements from the Campus database by opening the Campus Field selection window (the button with blue dashes on the far right of the top row of icons).

If sending a voice message using Campus Voice, the following options are available.

- Record a Message - This option will open a window with directions to call a phone number to record a message that will be sent.

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**Delivery Devices:**
- Inbox
- Email
- Voice
- Text

**Sender's Email:** infinitecampus@infinitecampus.com  
**Caller ID:** (763)795-4100

**Message Subject:** Chicken Pox Vaccination Clinic

**Message Body**
Cutting and pasting from third party products, e.g., Microsoft Word, is not recommended.

Dear mailingAddress guardianFirstName mailingAddress guardianLastName,

This message is to inform you that Plainview School District will be offering chicken pox vaccination clinic. Our records indicate that your student, studentFirstName studentLastName, does not have a current vaccine record on file with the district.

Please call schPhone to schedule an appointment.

---

**Record a Message**

Browse and upload a recorded message (.wav file format)

Choose File CPx Clinic.wav  Upload

Browse and upload an email attachment

Choose File Vaccine Policy.pdf  Upload

**Text Message**

Infinite Campus recommends not exceeding 140 characters as this may result in multiple messages being sent to recipients in random order.

Cutting and pasting from third party products, e.g., Microsoft Word, is not recommended.

Plainview School District will be offering chicken pox vaccination clinic. Your student, studentFirstName studentLastName, does not have a current vaccine record on file with the district.

Please call schPhone to schedule an appointment.
• Browse and upload a recorded message - This option allows users to upload a prerecorded .wav file.

13. If sending an email message, the following option is available.
• Browse and upload an email attachment - This option allows users to add an attachment to the email message being sent.

14. If sending a text message, enter the text of the message in the Text Message editor. The message may be customized by including elements from the Campus database by opening the Campus Field selection window (the button with blue dashes on the far right of the top row of icons). It is recommended that the message not exceed 140 characters.

<table>
<thead>
<tr>
<th>Delivery Date: 01/07/2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send Emails at: 1:00 PM</td>
</tr>
<tr>
<td>Dial Window: 8:00 AM</td>
</tr>
<tr>
<td>until 7:00 PM</td>
</tr>
</tbody>
</table>

15. Enter the date that the messages should be delivered in the Delivery Date field. This will default to the current date.

16. Enter the desired time that messages should be sent.

17. If applicable, edit the default dialing window.

18. When finished, click Save in the top right corner of the template.

19. A pop-up will appear asking where the template should be saved and named.

20. Make any necessary changes and click OK. The template will now be listed in the Template dropdown list.

How do I send a message?

Path: Messenger > Message Builder

After a message template has been created, users may send the template on an as needed basis.
1. If applicable, select the user group to which the message is linked in the User/Group dropdown list.
2. Select message template in the Template dropdown list. The templates available will be determined by the selection in the User/Group dropdown list.
3. Make any necessary changes to the filter criteria.

4. Enter the date that the messages should be delivered in the Delivery Date field. This will default to the current date.
5. Enter the desired time that messages should be sent.
6. If applicable, edit the default dialing window.
7. Click Test to verify the message setup.
8. Enter the appropriate contact information for the test message being sent.
9. Click Send Test. A test message will be sent to the destination information provided.

10. When ready, click Preview/Send to send the message to the select student parents/guardians.
11. The Recipient and Device Counts shows how many individuals should be contacted and broken down by delivery device. All recipients will receive the message through the Campus Portal.
12. Selecting Send Message will place the message in the queue to be sent.
13. Selecting Review Recipients will display individual recipients and their contact information. Recipients may be deselected by unchecking the checkboxes in front of the contact information.
14. Click Save & Return to return to the Preview pop-up. The message may now be sent or cancelled.

**Staff Messenger**

Create and send a staff message

How do I create a message template?

*Path: Messenger > Staff Messenger*

The Staff Messenger tool may be used to send messages to all staff of a building or to staff defined by an ad hoc filter.

1. The template may be saved to the user’s account by selecting User in the User/Group dropdown list or it may be shared with a specific user group by selecting the group name in the dropdown.
2. Select <New> in the Template dropdown list.
3. Select the type of message being created in the Message Type dropdown list.
4. Select the radio button in front of the method that will be used to determine the recipients - Ad Hoc Filter or All Staff of School.
4. If Ad Hoc Filter is selected, at least one previously created filter must be selected in the Saved Filters list. After selecting filters, select the desired operation in the Set Filter Operation dropdown list.
   - Union will send the message to all contacts in the selected filter(s).
   - Intersection will only send the message to contacts who appear in both filters.

5. If All Staff Of School is selected, select the appropriate school(s) in the School list.

5. Select the method(s) in which the message should be delivered in the Delivery Device list. Based on the devices selected, message setup options will vary.
6. Enter the message's subject in the Message Subject field. This will become the template’s title.
7. Enter the text of the message in the Message Body WYSIWYG editor. The message may be customized by including elements from the Campus database by opening the Campus Field selection window (the button with blue dashes on the far right of the top row of icons).

8. If sending a voice message using Campus Voice, the following options are available.
   - Record a Message - This option will open a window with directions to call a phone number to record a message that will be sent.
   - Browse and upload a recorded message - This option allows users to upload a prerecorded .wav file.
9. If sending an email message, the following option is available.
   - Browse and upload an email attachment - This option allows users to add an attachment to the email message being sent.

10. If sending a text message, enter the text of the message in the Text Message editor. The message may be customized by including elements from the Campus database by opening the Campus Field selection window (the button with blue dashes on the far right of the top row of icons). It is recommended that the message not exceed 140 characters.

11. Enter the date that the messages should be delivered in the Delivery Date field. This will default to the current date.
12. Enter the desired time that messages should be sent.
13. If applicable, edit the default dialing window.
14. When finished, click Save in the top right corner of the template.
15. A pop-up will appear asking where the template should be saved and named. 
16. Make any necessary changes and click OK. The template will now be listed in the Template 
dropdown list.

How do I send a message?

Path: Messenger > Staff Messenger

After a message template has been created, users may send the template on an as needed basis.

1. If applicable, select the user group to which the message is linked in the User/Group dropdown 
   list.
2. Select message template in the Template dropdown list. The templates available will be 
determined by the selection in the User/Group dropdown list.
3. Enter the applicable filter criteria for the message recipients.
4. Enter the date that the messages should be delivered in the Delivery Date field. This will default 
to the current date.
5. Enter the desired time that messages should be sent.
6. If applicable, edit the default dialing window.
7. Click Test to verify the message setup.
8. Enter the appropriate contact information for the test message being sent.
9. Click Send Test. A test message will be sent to the destination information provided.
10. When ready, click Preview/Send to send the message to the select student parents/guardians.

11. The Recipient and Device Counts shows how many individuals should be contacted and broken down by delivery device. All recipients will receive the message through the Campus Portal.
12. Selecting Send Message will place the message in the queue to be sent.
13. Selecting Review Recipients will display individual recipients and their contact information. Recipients may be deselected by unchecking the checkboxes in front of the contact information.
14. Click Save & Return to return to the Preview pop-up. The message may now be sent or cancelled.
Attendance Messenger

Create template and send an attendance message

How do I create the template?

Path: Attendance > Attendance Messenger

The Attendance Messenger can be used to send criteria-based messages to a parent or other designated person if a child meets or exceeds set criteria for attendance events on a day.

1. The template may be saved to the user’s account by selecting User in the User/Group dropdown list or it may be shared it with a specific user group by selecting the group name in the dropdown.
2. Select <New> in the Template dropdown list.
3. Choose the grade level that this message applies to.
4. Select the desired Status and Excuse combination.
5. Enter the Minimum Number of Periods that the student would have this combination for in order to receive the message.
6. If desired, select a previously created filter in the Ad Hoc Filter dropdown list. This will further narrow the message's recipients.
7. Enter the date in which the Messenger should start counting periods in the Effective Date field. This field will default to the current date.
8. If the district sends out messages in multiple languages, select the proper language for this message in the "Limit delivery to contacts that speak" dropdown list. This should be the language in which the recipients will hear the message - only US English (en_US) or Spanish (es_MX) are available. If a different language is needed, a template for that language will need to be created. For example, if the message needs to be sent in English, Spanish and Hindi; three separate templates will need to be created.
Select the method(s) in which the message should be delivered in the Delivery Device list. Based on the devices selected, message setup options will vary.

Enter the message's subject in the Message Subject field. This will become the template's title.

Enter the text of the message in the Message Body WYSIWYG editor. The message may be customized by including elements from the Campus database by opening the Campus Field selection window (the button with blue dashes on the far right of the top row of icons).

If sending a voice message using Campus Voice, the following options are available.
- Record a Message - This option will open a window with directions to call a phone number to record a message that will be sent.
- Browse and upload a recorded message - This option allows users to upload a
13. If sending an email message, the following option is available.
   - Browse and upload an email attachment - This option allows users to add an
     attachment to the email message being sent.

14. If sending a text message, enter the text of the message in the Text Message editor. The
    message may be customized by including elements from the Campus database by opening the
    Campus Field selection window (the button with blue dashes on the far right of the top row of
    icons). It is recommended that the message not exceed 140 characters.

15. Enter the date that the messages should be delivered in the Delivery Date field. This will default
    to the current date.

16. Enter the desired time that messages should be sent.

17. If applicable, edit the default dialing window.

18. When finished click Save in the top right corner of the template.

19. A pop-up will appear asking where the template should be saved and named.

20. Make any necessary changes and click OK. The template will now be listed in the Template
    dropdown list.

**How do I send a message?**

*Path: Attendance > Attendance Messenger*

After a message template has been created, users may send the template on an as needed basis.

1. Select the user group to which the message is linked in the User/Group dropdown list.
2. Select the message template in the Template dropdown list. The templates available will be
   determined by the selection in the User/Group dropdown list.
3. Make any necessary changes to the grade(s) /ad hoc filter.
4. Enter the date that the messages should be delivered in the Delivery Date field. This will default to the current date.
5. Enter the desired time that messages should be sent.
6. If applicable, edit the default dialing window.
7. Click Test to verify the message setup.

8. Enter the appropriate contact information for the test message being sent.
9. Click Send Test. A test message will be sent to the destination information provided.
10. When ready, click Preview/Send to send the message to the select student parents/guardians.

11. The Recipient and Device Counts shows how many individuals should be contacted and broken down by delivery device. All recipients will receive the message through the Campus Portal.
12. Selecting Send Message will place the message in the queue to be sent.
13. Selecting Review Recipients will display individual recipients and their contact information. Recipients may be deselected by unchecking the checkboxes in front of the contact information.

14. Click Save & Return to return to the Preview pop-up. The message may now be sent or cancelled.

**Schedule an attendance message**

**How do I do it?**

*Path: Attendance > Attendance Message Scheduler*

The attendance dialer can be set to automatically run the query and send out messages, if desired.
1. Select the template for which to create a schedule.
2. Enter a Schedule Name. Most of the time this will be the same as the template name.
3. The Calendar will default to the calendar that is selected in the Campus toolbar. Ability to select other calendars is based upon user tool rights.
4. Enter a Start Date and Time for the automated process to begin.
5. Select a Recurring Frequency to determine how often the procedure will run.
6. If no confirmation email should be sent to the email address entered in System Administration > Messenger > Preferences, uncheck the "Send confirmation email" checkbox.
7. If needed, the scheduled task can be turned off temporarily by checking the Disabled checkbox.
8. Click Save when finished.

Behavior Messenger
Create a template a behavior message

How do I create a template?

Path: Behavior > Behavior Messenger

The Behavior Messenger Wizard allows message templates to be created that will be sent to parents of students with behavior events.

1. The template may be saved to the user's account by selecting User in the User/Group dropdown list or it may be shared with a specific user group by selecting the group name in the dropdown.
2. Select <New> in the Template dropdown list.
3. Choose the grade(s) to which this message applies.
4. Select the desired Event Type and Involvement Role combination.
5. If desired, select a previously created filter in the Ad Hoc Filter dropdown list. This will further narrow the message's recipients.
6. Enter the date in which the Messenger should start counting periods in the Effective Date field. This field will default to the current date.
7. If the district sends out messages in multiple languages, select the proper language for this message in the "Limit delivery to contacts who speak" dropdown list. This should be the language in which the recipients will hear the message - only US English (en_US) or Spanish (es_MX) are available. If a different language is needed, a template for that language will need to be created. For example, if the message needs to be sent in English, Spanish and Hindi; three separate templates will need to be created.
8. Select the method(s) in which the message should be delivered in the Delivery Device list. Based on the devices selected, message setup options will vary.

9. Enter the message's subject in the Message Subject field. This will become the template's title.

10. Enter the text of the message in the Message Body WYSIWYG editor. The message may be customized by including elements from the Campus database by opening the Campus Field selection window (the button with blue dashes on the far right of the top row of icons).

11. If sending a voice message using Campus Voice, the following options are available.
   • Record a Message - This option will open a window with directions to call a phone number to record a message that will be sent.
• Browse and upload a recorded message - This option allows users to upload a prerecorded .wav file.

12. If sending an email message, the following option is available.
• Browse and upload an email attachment - This option allows users to add an attachment to the email message being sent.

13. If sending a text message, enter the text of the message in the Text Message editor. The message may be customized by including elements from the Campus database by opening the Campus Field selection window (the button with blue dashes on the far right of the top row of icons). It is recommended that the message not exceed 140 characters.

<table>
<thead>
<tr>
<th>Delivery Date:</th>
<th>01/04/2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send Emails at:</td>
<td>2:30 PM</td>
</tr>
</tbody>
</table>

14. Enter the date that the messages should be delivered in the Delivery Date field. This will default to the current date.

15. Enter the desired time that messages should be sent.

16. If applicable, edit the default dialing window.

17. When finished, click Save in the top right corner of the template.

18. A pop-up will appear asking where the template should be saved and named.

19. Make any necessary changes and click OK. The template will now be listed in the Template dropdown list.

After a message template has been created, users may send the template on an as needed basis.

Path: Behavior > Behavior Messenger
1. If applicable, select the user group to which the message is linked in the User/Group dropdown list.
2. Select message template in the Template dropdown list. The templates available will be determined by the selection in the User/Group dropdown list.
3. Make any necessary changes to the grade(s) /ad hoc filter.

4. Enter the date that the messages should be delivered in the Delivery Date field. This will default to the current date.
5. Enter the desired time that messages should be sent.
6. If applicable, edit the default dialing window.
7. Click Test to verify the message setup.
8. Enter the appropriate contact information for the test message being sent.
9. Click Send Test. A test message will be sent to the destination information provided.
10. When ready, click Preview/Send to send the message to the select student parents/guardians.
11. The Recipient and Device Counts shows how many individuals should be contacted and broken down by delivery device. All recipients will receive the message through the Campus Portal.
12. Selecting Send Message will place the message in the queue to be sent.
13. Selecting Review Recipients will display individual recipients and their contact information. Recipients may be deselected by unchecking the checkboxes in front of the contact information.
14. Click Save & Return to return to the Preview pop-up. The message may now be sent or cancelled.

Schedule a behavior message

How do I do it?
Path: Behavior > Behavior Messenger Scheduler

The Behavior Messenger Scheduler allows for specific times to be set in which behavior messages will be sent.

1. Select the template for which to create a schedule.
2. Enter a Schedule Name. Most of the time this will be the same as the template name.
3. The Calendar will default to the calendar that is selected in the Campus toolbar. Ability to select other calendars is based upon user tool rights.
4. Enter a Start Date and Time for the automated process to begin.
5. Select a Recurring Frequency to determine how often the procedure will run.
6. If no confirmation email should be sent to the email address entered in System Administration > Messenger > Preferences, uncheck the “Send confirmation email” checkbox.
7. If needed, the scheduled task can be turned off temporarily by checking the Disabled checkbox.
8. Click Save when finished.

**Instruction Messenger**

If included in your user rights, the Messenger folder within the Instruction module can be used to send messages to students and/or guardians via email in a basic installation. Districts can opt to purchase additional functionality to have an automated voice read messages via the phone and/or send the content as text messages.

**Missing Assignments: Creating a Template & sending a message**

How do I create a template?

**Path: Instruction > Messenger > Missing Assignment Messenger**

The Missing Assignments Messenger sends notifications to student messenger contacts regarding missing assignments. Only those assignments that have been marked as missing in the Grade Book will generate notices.

1. The template may be saved to the user’s account by selecting User in the User/Group dropdown list or it may be shared with a specific user group by selecting the group name in the dropdown.
2. Select <New> in the Template dropdown list.
3. Select the assignments to filter for missing assignments. Assignments displayed are determined by the section selected in the Campus toolbar.
4. Select the students to include in the filter. Students displayed are determined by the section selected in the Campus toolbar.

5. Messages are sent only once per missing assignment. If repeat messages are desired, mark the Allow Repeat Messages checkbox.

6. Select the method(s) in which the message should be delivered in the Delivery Device list. Based on the devices selected, message setup options will vary.

7. Enter the message’s subject in the Message Subject field. This will become the template’s title.

8. Enter the text of the message in the Message Body WYSIWYG editor. The message may be customized by including elements from the Campus database by opening the Campus Field selection window (the button with blue dashes on the far right of the top row of icons).
9. If sending a voice message using Campus Voice, the following options are available.
   - Record a Message - This option will open a window with directions to call a phone
     number to record a message that will be sent.
   - Browse and upload a recorded message - This option allows users to upload a
     prerecorded .wav file.
10. If sending an email message, the following option is available.
    - Browse and upload an email attachment - This option allows users to add an
      attachment to the email message being sent.
11. If sending a text message, enter the text of the message in the Text Message editor. The
    message may be customized by including elements from the Campus database by opening the
    Campus Field selection window (the button with blue dashes on the far right of the top row of
    icons). It is recommended that the message not exceed 140 characters.
12. Enter the date that the messages should be delivered in the Delivery Date field. This will default
    to the current date.
13. Enter the desired time that messages should be sent.
14. If applicable, edit the default dialing window.
15. When finished, click Save in the top right corner of the template.
16. A pop-up will appear asking where the template should be saved and named. Make any necessary changes and click OK. The template will now be listed in the Template dropdown list.

How do I send a message?

Path: Instruction > Messenger > Missing Assignment Messenger

The Missing Assignments Messenger sends notifications to student messenger contacts regarding missing assignments. Users may use previously created templates to send messages as needed.

1. The template may be saved to the user’s account by selecting User in the User/Group dropdown list or it may be shared it with a specific user group by selecting the group name in the dropdown.
2. Select desired template in the Template dropdown list.
3. Select the assignments and students to include in the filter. This must be updated each time the template is sent. Assignments and students displayed are determined by the section selected in the Campus toolbar.
4. Messages are sent only once per missing assignment. If repeat messages are desired, mark the Allow Repeat Messages checkbox.
5. Enter the date that the messages should be delivered in the Delivery Date field. This will default to the current date.
6. Enter the desired time that messages should be sent.
7. If applicable, edit the default dialing window.
8. Click Test to verify the message setup.

9. Enter the appropriate contact information for the test message being sent.
10. Click Send Test. A test message will be sent to the destination information provided.

11. When ready, click Preview/Send to send the message to the select student parents/guardians.
12. The Recipient and Device Counts shows how many individuals should be contacted and broken down by delivery device. All recipients will receive the message through the Campus Portal.
13. Selecting Send Message will place the message in the queue to be sent.
14. Selecting Review Recipients will display individual recipients and their contact information. Recipients may be deselected by unchecking the checkboxes in front of the contact information.
15. Click Save & Return to return to the Preview pop-up. The message may now be sent or cancelled.

How do I create a template?

Path: Instruction > Messenger > Grades Messenger

Teachers can select the grades that are considered failing, and determine whether to pull calculated grades (assignment grades) or posted grades (grading task grades) and send messages based upon the grades selected.

The filter criteria will need to set each time the template is used.
1. The template may be saved to the user’s account by selecting User in the User/Group dropdown list or it may be shared with a specific user group by selecting the group name in the dropdown.
2. Select <New> in the Template dropdown list.
3. Select the type of grades for the filter criteria. Grade types displayed are determined by the section selected in the Campus toolbar.
4. Select the term from which grades will be reported. Terms displayed are determined by the section selected in the Campus toolbar.
5. Select the specific grade(s) to be reported. Grades displayed are determined by the section selected in the Campus toolbar.
6. Select the task(s) the grades apply towards. Grading tasks/Standards displayed are determined by the section selected in the Campus toolbar.
7. Select the student(s) to include in the filter. Students displayed are determined by the section selected in the Campus toolbar.
8. Messages are sent only once per failing grade notification. If repeat messages are desired, mark the Allow Repeat Messages checkbox.

9. Select the method(s) in which the message should be delivered in the Delivery Device list. Based on the devices selected, message setup options will vary.
10. Enter the message’s subject in the Message Subject field. This will become the template’s title.
11. Enter the text of the message in the Message Body WYSIWYG editor. The message may be customized by including elements from the Campus database by opening the Campus Field selection window (the button with blue dashes on the far right of the top row of icons).

12. If sending a voice message using Campus Voice, the following options are available.
• Record a Message - This option will open a window with directions to call a phone number to record a message that will be sent.
• Browse and upload a recorded message - This option allows users to upload a prerecorded .wav file.

13. If sending an email message, the following option is available.
• Browse and upload an email attachment - This option allows users to add an attachment to the email message being sent.

14. If sending a text message, enter the text of the message in the Text Message editor. The message may be customized by including elements from the Campus database by opening the Campus Field selection window (the button with blue dashes on the far right of the top row of icons). It is recommended that the message not exceed 140 characters.

15. Enter the date that the messages should be delivered in the Delivery Date field. This will default to the current date.

16. Enter the desired time that messages should be sent.

17. If applicable, edit the default dialing window.

18. When finished, click Save in the top right corner of the template.

19. A pop-up will appear asking where the template should be saved and named.
20. Make any necessary changes and click OK. The template will now be listed in the Template dropdown list.

How do I send a message?

Path: Instruction > Messenger > Grades Messenger

After a message template has been created, users may send the template on an as needed basis.

1. Select the location where the template has been saved - user account or user group.
2. Select the saved template in the Template dropdown list.
3. Select the type of grades for the filter criteria. Grade types displayed are determined by the section selected in the Campus toolbar.
4. Select the term from which grades will be reported. Terms displayed are determined by the section selected in the Campus toolbar.
5. Select the specific grade(s) to be reported. Grades displayed are determined by the section selected in the Campus toolbar.
6. Select the task(s) the grades apply towards. Grading tasks/Standards displayed are determined by the section selected in the Campus toolbar.
7. Select the student(s) to include in the filter. Students displayed are determined by the section selected in the Campus toolbar.
8. Messages are sent only once per failing grade notification. If repeat messages are desired, mark the Allow Repeat Messages checkbox.

9. Enter the date that the messages should be delivered in the Delivery Date field. This will default to the current date.
10. Enter the desired time that messages should be sent.
11. If applicable, edit the default dialing window.
12. Click Test to verify the message setup.

![Send Test Message](image)

13. Enter the appropriate contact information for the test message being sent.
14. Click Send Test. A test message will be sent to the destination information provided.
15. When ready, click Preview/Send to send the message to the select student parents/guardians.

![Preview Message](image)

16. The Recipient and Device Counts shows how many individuals should be contacted and broken down by delivery device. All recipients will receive the message through the Campus Portal.
17. Selecting Send Message will place the message in the queue to be sent.
18. Selecting Review Recipients will display individual recipients and their contact information. Recipients may be deselected by unchecking the checkboxes in front of the contact information.
19. Click Save & Return to return to the Preview pop-up. The message may now be sent or cancelled.

Teacher Messenger: Creating a template & sending a message

How do I create a template?

Path: Instruction > Messenger > Teacher Messenger

The Teacher Messages Wizard allows teachers to send messages to their students and/or parents of their students. Teachers can create message templates and then re-use the message between sections.

1. The template may be saved to the user’s account by selecting User in the User/Group
dropdown list or it may be shared with a specific user group by selecting the group name in the dropdown.
2. Select <New> in the Template dropdown list.
3. Select the radio button in front of the desired recipients - Guardians or Students.
4. Select the recipient(s) displayed in blue in the list on the left. This will move the recipient’s name to the list on the right. Click Select All to move all recipients. Recipients displayed are determined by the course section selected in the Section dropdown list in the Campus toolbar.

5. To remove a recipient’s name from the list, click the name. Click Remove All to remove a selected recipients.

6. Select the method(s) in which the message should be delivered in the Delivery Device list. Based on the devices selected, message setup options will vary.
7. Enter the message’s subject in the Message Subject field. This will become the template’s title.
8. Enter the text of the message in the Message Body WYSIWYG editor. The message may be customized by including elements from the Campus database by opening the Campus Field selection window (the button with blue dashes on the far right of the top row of icons).
9. If sending a voice message using Campus Voice, the following options are available.
   - Record a Message - This option will open a window with directions to call a phone number to record a message that will be sent.
   - Browse and upload a recorded message - This option allows users to upload a prerecorded .wav file.

10. If sending an email message, the following option is available.
    - Browse and upload an email attachment - This option allows users to add an attachment to the email message being sent.

11. If sending a text message, enter the text of the message in the Text Message editor. The message may be customized by including elements from the Campus database by opening the Campus Field selection window (the button with blue dashes on the far right of the top row of icons). It is recommended that the message not exceed 140 characters.

12. Enter the date that the messages should be delivered in the Delivery Date field. This will default to the current date.

13. Enter the desired time that messages should be sent.

14. If applicable, edit the default dialing window.

15. When finished, click Save in the top right corner of the template.
16. A pop-up will appear asking where the template should be saved and named.
17. Make any necessary changes and click OK. The template will now be listed in the Template dropdown list.

How do I send a message?

**Path: Instruction > Messenger > Teacher Messenger**

After a message template has been created, users may send the template on an as needed basis.

1. Select the previously created template in the User/Group dropdown list.
2. Select message template in the Template dropdown list. The templates available will be determined by the selection in the User/Group dropdown list.
3. Select the radio button in front of the desired recipients - Guardians or Students.
4. Select the recipient(s) displayed in blue in the list on the left. This will move the recipient’s name to the list on the right. Click Select All to move all recipients. Recipients displayed are determined by the course section selected in the Section dropdown list in the Campus toolbar.

   - The recipient type radio button may be changed during the selection process to include parents/guardians and students.

5. To remove a recipient’s name from the list, click the name. Click Remove All to remove a selected recipients.

   - Delivery Date: 01/09/2013
   - Send Emails at: 10:00 AM  Dial Window: 8:00 AM until 7:00 PM

6. Enter the date that the messages should be delivered in the Delivery Date field. This will default to the current date.
7. Enter the desired time that messages should be sent.
8. If applicable, edit the default dialing window.
9. Click Test to verify the message setup.

10. Enter the appropriate contact information for the test message being sent.
11. Click Send Test. A test message will be sent to the destination information provided.
12. When ready, click Preview/Send to send the message to the select student parents/guardians.
13. The Recipient and Device Counts shows how many individuals should be contacted and broken down by delivery device. All recipients will receive the message through the Campus Portal.

14. Selecting Send Message will place the message in the queue to be sent.

15. Selecting Review Recipients will display individual recipients and their contact information. Recipients may be deselected by unchecking the checkboxes in front of the contact information.

16. Click Save & Return to return to the Preview pop-up. The message may now be sent or cancelled.

Schedule Messenger

**How do I create a template?**

*Path: Student Information > General > Schedule > Scheduling Messenger*

The Scheduling Messenger allows users to send messages to a student's current Teacher(s)/Staff. Sections that were modified today by the current user display by default in the Recipient Selection list,
making it easier to notify teachers about roster changes. A default message is provided, but the user may
create and save their own templates. Recipient filtering options allow users to decide which of the
student's teachers will receive the message. Teachers/Staff receive one message for each
course/section.

1. The template may be saved to the user's account by selecting User in the User/Group
dropdown list or it may be shared with a specific user group by selecting the group name in the
dropdown.

2. Select <New> in the Template dropdown list.

3. Select the method(s) in which the message should be delivered in the Delivery Device list.
Inbox is selected by default and cannot be removed.

4. Enter the message's subject in the Message Subject field. This will become the template's title.

5. Enter the text of the message in the Message Body WYSIWYG editor. The message may be
customized by including elements from the Campus database by opening the Campus Field
selection window (the button with blue dashes on the far right of the top row of icons).

6. If sending an email message, attachments made uploaded to the template by clicking Browse
to locate the file.

7. Once the file has been selected, click Upload.

8. When finished, click Save to the right of the Template dropdown list. A pop-up will appear
9. Select where to save the template - user account or a user group - in the User/Group dropdown list.

10. Enter the template's name in the Template field.
11. When finished, click OK. The template will now be available for use.

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**Send a schedule-related message to staff**

> **Path: Student Information > General > Schedule > Scheduling Messenger**

The Scheduling Messenger allows users to send messages to a student’s current Teacher(s)/Staff. Sections that were modified today by the current user display by default in the Recipient Selection list, making it easier to notify teachers about roster changes. A default message is provided, but the user may create and save their own templates. Recipient filtering options allow users to decide which of the student’s teachers will receive the message. Teachers/Staff receive one message for each course/section.

1. Select the location of the template in the User/Group dropdown list.
2. Select the appropriate template in the Template dropdown list.
3. Filter the potential recipients by making selections in the Recipients, Term, Course Status, and Sections dropdown lists.
4. In the Recipient Selection box, select the teacher/staff members to receive the message. When selected, the recipient's name will appear in gray. All recipients may be selected by clicking Select All. All recipients may be removed by clicking Remove All.

5. Select the date the message delivery should start on.
6. Enter the time the email should be sent.
7. Click Test to verify the message setup.

8. Enter the appropriate contact information for the test message being sent.
9. Click Send Test. A test message will be sent to the destination information provided.
10. When ready, click Preview/Send to send the message to the select staff members.
11. The Recipient and Device Counts shows how many individuals should be contacted and broken down by delivery device. All recipients will receive the message through the Campus Portal.
12. Selecting Send Message will place the message in the queue to be sent.

13. Selecting Review Recipients will display individual recipients and their contact information. Recipients may be deselected by unchecking the checkboxes in front of the contact information.
14. Click Save & Return to return to the Preview pop-up. The message may now be sent or cancelled.

**Survey Messenger**

Create and send a message to survey respondents

▼ How do I create a template?
Path: Surveys > Messenger

Campus Messenger may be used to send messages to the selected respondents. The messages may be sent to all potential respondents as an invitation, individuals who have not completed the survey as a reminder to complete the survey, or to respondents who have completed the survey to thank them for their participation.

1. The template may be saved to the user's account by selecting User in the User/Group dropdown list or it may be shared with a specific user group by selecting the group name in the dropdown.
2. Select <New> in the Template dropdown list.
3. Select type of message template being created in the Message Type dropdown list.
4. Select the survey to which the message pertains in the Survey dropdown list.
5. Select the radio button in front of the respondents to which the message will be delivered in the Deliver To list.
6. Select the method(s) in which the message should be delivered in the Delivery Device list. Based on the devices selected, message setup options will vary.
7. Enter the message's subject in the Message Subject field. This will become the template's title.
8. Enter the text of the message in the Message Body WYSIWYG editor. The message may be customized by including elements from the Campus database by opening the Campus Field selection window (the button with blue dashes on the far right of the top row of icons).
9. If sending a voice message using Campus Voice, the following options are available.
   • Record a Message - This option will open a window with directions to call a phone
     number to record a message that will be sent.
   • Browse and upload a recorded message - This option allows users to upload a
     prerecorded .wav file.

10. If sending an email message, the following option is available.
    • Browse and upload an email attachment - This option allows users to add an
      attachment to the email message being sent.

11. If sending a text message, enter the text of the message in the Text Message editor. The
    message may be customized by including elements from the Campus database by opening the
    Campus Field selection window (the button with blue dashes on the far right of the top row of
    icons). It is recommended that the message not exceed 140 characters.

12. Enter the date that the messages should be delivered in the Delivery Date field. This will default
    to the current date.

13. Enter the desired time that messages should be sent.

14. If applicable, edit the default dialing window.

15. When finished, click Save in the top right corner of the template.
16. A pop-up will appear asking where the template should be saved and named.
17. Make any necessary changes and click OK. The template will now be listed in the Template dropdown list.

How do I send the message?

Path: Survey > Survey Messenger

Campus Messenger may be used to send previously created templates to the selected respondents. The messages may be sent to all potential respondents as an invitation, individuals who have not completed the survey as a reminder to complete the survey, or to respondents who have completed the survey to thank them for their participation.

1. Select the previously created template's location in the User/Group dropdown list.
2. Select desired template in the Template dropdown list.
3. Enter the date that the messages should be delivered in the Delivery Date field. This will default to the current date.
4. Enter the desired time that messages should be sent.
5. If applicable, edit the default dialing window.
6. Click Test to verify the message setup.
7. Enter the appropriate contact information for the test message being sent.
8. Click Send Test. A test message will be sent to the destination information provided.
9. When ready, click Preview/Send to send the message to the select student parents/guardians.

10. The Recipient and Device Counts shows how many individuals should be contacted and broken down by delivery device. All recipients will receive the message through the Campus Portal.
11. Selecting Send Message will place the message in the queue to be sent.
12. Selecting Review Recipients will display individual recipients and their contact information. Recipients may be deselected by unchecking the checkboxes in front of the contact information.
13. Click Save & Return to return to the Preview pop-up. The message may now be sent or cancelled.