

Create a Message Template (Instruction)

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Location: [Message Center](#) > [New](#)

When using the [Class Message](#), [Grades Message](#), or [Missing Assignments Message](#) tools, you have the option of selecting an existing template for the message. The template applies to only the first step of sending a message, which includes the Delivery and Message Details. Recipients must be selected each time you send a message and are not part of the template.

The process for creating and using a template are the same for each type of message.

Class Message: Step 1

Create a new message or select an existing message template saved to your user account or user group(s).

Message Type
Class Message

User/User Group
User

Template
<new>

Delivery Details

Delivery Devices
☒ Inbox ☐ Email ☐ Voice ☐ Text

Delivery Date
08/21/2017

Inbox/Email Delivery Time
4:09 pm

Message Details

Message Subject

Save Save As Delete Test Next Close

Creating a New Template

Tool rights to create messages are found in [Additional Access Rights](#) > Instruction Messaging. Additionally, the sub-rights for *User Group Template* for each type of message are required to save a template with a user group selected.

Creating a Template

To create a new template, open a **New** message from the Message Center. You have the option of creating a template and saving it without sending it or continuing on to choose recipients and send the message you've created.

1. Select a **Message Type** of [Class Message](#), [Grades Message](#), or [Missing Assignments Message](#).
2. Select if you want to save this template to yourself as a **User** or to a **User Group** you belong to. The User Group option only displays if you have the *User Group Template* tool right for the selected Message Type. Templates saved to a User Group are available for all members of that group.
3. Leave the **Template** selected as *new*.
4. Enter the **Delivery Details** and **Message Details** of the message. The Delivery and Message Details options available depend on your district's messenger settings. The options that display in both of these sections is dependent on which **Delivery Devices** you've selected.

Delivery Details

The Delivery Device options determine how the message is delivered to the recipients. Different fields display for each device; all appropriate fields display if you choose more than one device.

Note that there are separate Delivery Times for Inbox/Email messages and Voice/Text messages. Inbox/Email messages can be sent at any time, but you may want to limit the delivery of Voice and Text messages to daytime and evening hours.

- **Inbox** - Sends the message to the recipient's Portal account.
- **Email** - Sends the message to the recipient's email address on file.
- **Voice** - Sends the recorded voice message to the recipient's voicemail.
- **Text** - Sends the SMS text to the recipient's mobile number.

Delivery Details

Delivery Devices
☒ Inbox ☒ Email ☒ Voice ☒ Text

Delivery Date
06/13/2014

Inbox/Email Delivery Time
1:53pm

Voice/Text Delivery Time
1:53pm

Sender's Email
teacher@school.com

Caller ID
(987)999-9876

Delivery Details for a Template

Additional Delivery Options

The columns on the right of this table indicate which fields display for which devices, (I)nbox, (E)mail, (V)oice, and (T)ext.

Option	Description	I	E	V	T
Delivery Date	The date the message is scheduled to be sent. The default setting is the current date; change the date to send the message on some date in the future.	X	X	X	X
Inbox/Email Delivery Time	The time the message is scheduled to be sent on the Delivery Date. The default setting is the current time; change the time to send the message at a future time.	X	X		
Voice/Text Delivery Time	The time the message is scheduled to be sent on the Delivery Date. The default setting is the current time; change the time to send the message at a future time.			X	X
Sender's Email	The email address that displays in the From field of the email. This email address populates based on the Email Settings set up for the district and is either the default email address selected for the district or your email address entered in Census . This field may be editable, or read only, based on district settings.		X		
Caller ID	The phone number that displays on the recipient's caller ID. This phone number populates based on the Caller ID Preferences set up for the district.			X	

Message Details

For Grades and Missing Assignments messages, a sample message pre-populates in the Message Body. For a Class messages, none of the message fields pre-populate. Enter your message as desired, including Campus fields that populate based on the recipient. For example, the student.firstName field populates with the student's actual first name in each message based on the recipient.

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Message Details	Description	I	E	V	T
Message Body	<p>The message sent to the recipient. Default text displays providing an example of the type of Grades Message that you could send, but is entirely editable. Format using the options above the message. The image icon allows you to insert a web link to an image. The link icon, which looks like a chain, allows you to insert a web link.</p> <p>In the example, the fields outlined in blue are Campus fields, which display information based on the recipient. For example, the student.firstName field displays the first name of the student recipient for each message. Use the green F button to access available Campus fields.</p> <p><i>Message Body supports the use of Chinese characters in email messages only.</i></p>	X	X	X	
Text Message	<p>The message sent to the recipient. Default text displays providing an example of the type of Grades Message that you could send, but is entirely editable. Text messages cannot be formatted.</p> <p>In the example, the fields outlined in blue are Campus fields, which display information based on the recipient. For example, the student.firstName field displays the first name of the student recipient for each message. Use the green F button to access available Campus fields.</p> <p>There is a character limit of 400 characters for text messages. Once the limit of 400, a warning message displays and the message cannot be saved until it is shortened.</p> <p>However, Campus recommends limiting the length of text message to 140 characters, since longer messages will be sent in multiple chunks and may not be delivered in the correct order.</p>				X

Once you've entered the Details of the message, click **Save** or **Save As** to save the template for future use. In the pop up that displays, indicate if you want to save the template to your **User** account or a **User Group** you are a member of. Enter a **Template Name** and click **Save**.

Using a Message Template to Send a Message

To use an existing template, filter templates by selecting **User** or a **User Group** you are a member of and then select a **Template** from the dropdown list. Delivery and Message Details display based on the template, with the exception of the **Delivery Date**, which auto-populates as the current

date.

Modify any information in the template, including delivery details and message content. At this point, you have three options:

- Proceed with sending the message based on the modified template without saving the modifications.
- Update the template by saving the modifications using the **Save** button. This option changes the existing template.
- Save the modified version as a new template using the **Save As** button. This option creates a new template and maintains the original one.

Click **Next** to proceed to the recipient options and send the message. See the [Class Message](#), [Grades Message](#), and [Missing Assignment Message](#) articles for more information about the additional steps.
