Messenger Field Descriptions (Messenger 2.0)
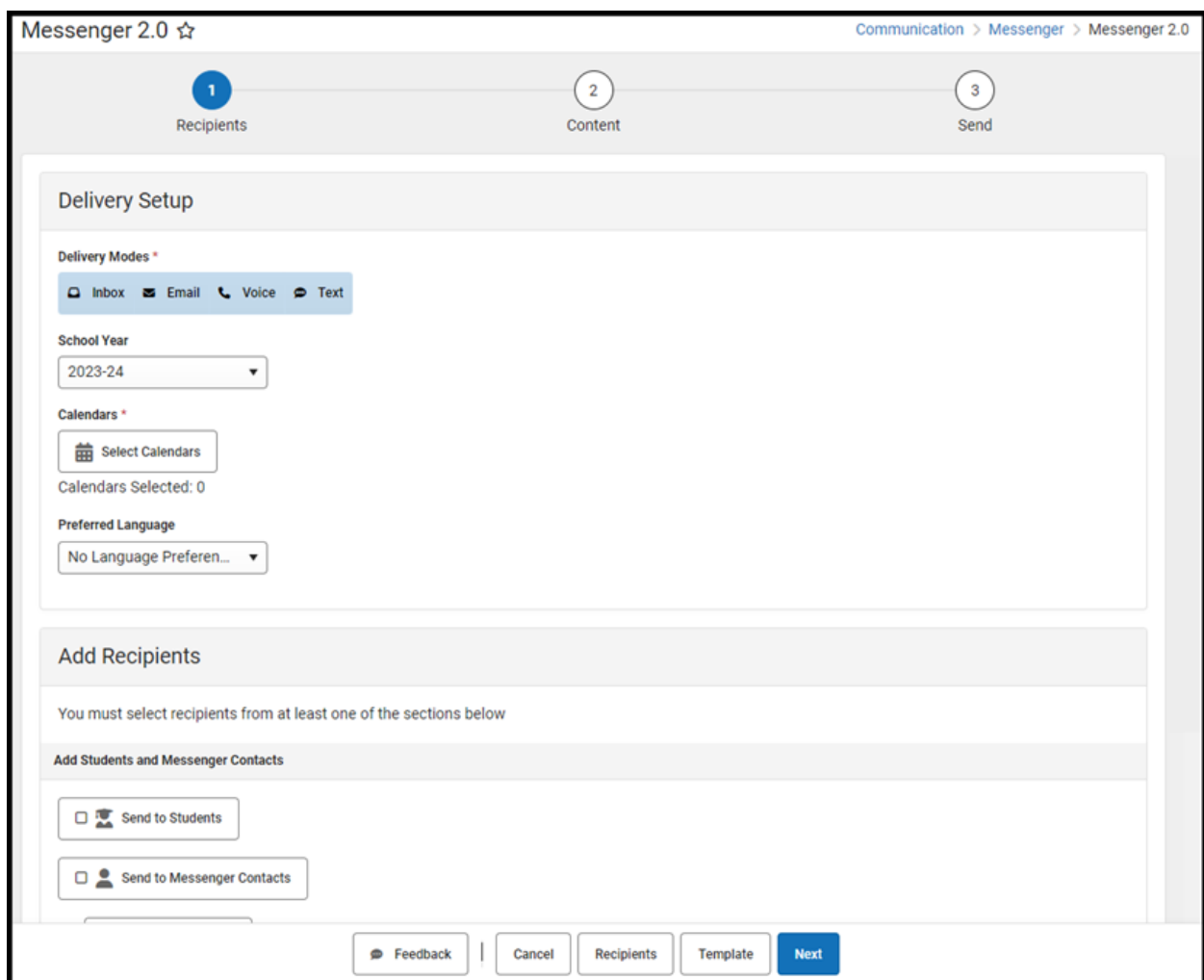
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Tool Search: Messenger

Recipients Screen - Field Descriptions

This section provides field descriptions for the Recipients screen. Functionality for many of the fields is the same as Messenger 1.0. However, new fields are available to help simplify the message-building process.

Field	Description

Field	Description
Delivery Mode	Allows you to select the delivery modes to which you want to send the message.
		Option	Description	|---|---|	**Inbox**	This option places a note in the user's Message Center in Campus. Infinite Campus strongly recommends using this option to ensure delivery in case other delivery modes aren't available for some recipients.		**Email**	The Email option sends an email to the email address on record (entered in Census > People > Demographics).		**Voice**	The Voice option calls the phone number on record (entered in Census > People > Demographics).		**Text**	The Text option sends a text message to a mobile device. Recipients who have indicated a desire to receive text messages must have the Text (SMS) checkbox marked in the Personal Contact Information editor of the Demographics tab to receive text messages.	Messenger Settings allow you to select the delivery modes that are automatically selected each time you send a new message. ▶ Click here to expand…
School Year	The default selection is the year selected in the Campus toolbar. If the current school year is selected in the toolbar, options for **School Year** will only include: - current school year - previous school year - future school year
Calendars	The calendar selected in the Campus toolbar is automatically selected unless All Schools and All Calendars is selected. Click the **Select Calendars** button to display the Calendars panel. The Calendars panel gives you the option to mass select or individually choose which schools and calendars to include in the message. Only calendars to which you have calendar rights display in the list. **Tips** To quickly display all of the calendars you have selected, switch the **Show Selected** toggle to **ON**. To quickly select all Calendars, mark the **Select All** checkbox. ▶ Click here to expand…

Field	Description
Preferred Language	Filters the message to only send to recipients whose *Preferred Language* in the Personal Contact Information section of Demographics matches the language selection made here.
Add Recipients	Allows a message to be sent to specific recipients: Students, Messenger Contacts, Staff, Individual Recipients, and Non-Campus Recipients.

	Recipient	Sends the message to...
👤	**Students**	students who have an enrollment in the selected calendars. Students are not included if they have a past end date on their enrollment. Students with a future enrollment are included.
👤	**Messenger Contacts**	people who have a messenger relationship with the student. A "messenger relationship" means the Messenger checkbox (*Census > People > Relationships)* is marked.
🗐	**Staff**	district staff and/or school staff.

> 👤 **Student Filtering Options**

The following filtering options are available under **Custom Selection** to limit who receives the message. A selection here is required for **Student** and **Messenger Contacts** messages.

▶ Click here to expand...

Student Custom Selection	Description
Active Students Only	Includes all students in the selected calendar(s) who have an active enrollment in the current school year or have a future enrollment but have not started yet. If this box is unchecked, the selection will include all students in the selected calendar(s) regardless of enrollment status.

Field	Description
	Includes all active students by default with the ability to filter the student list with the following options: • Grade Level • Ad Hoc • Transportation If you choose multiple filters, the message will only be sent to students meeting each of the chosen criteria simultaneously. **Filter Operations** When two or more Saved Filters (Ad Hoc filters) are selected, you must determine how Campus will combine these filters. You can select one of the following operations. **Union Operation** - This operation combines two or more filters by appending one to the other. An example of this would be all Baseball Team members and all 10th grade male students. The following diagram explains this union. **Intersection Operation** - This operation is used to find data that one or more filters have in common. An example of this would be all Baseball Team members who are also 10th grade male students. The following diagram explains this intersection.

📇 **Staff Filtering Options**

The following filtering options are available under **Custom Selection** to limit who receives the message.

▸ Click here to expand...

Staff Custom Selection

Field	Description	
	Include School Staff	Includes all staff who have an active District Assignment record at the school in a selected calendar.
	Staff Role	Staff roles are identified on the staff member's District Assignment tab.
	Include District Staff	Option to include any district staff member. District staff qualify as staff who have a district employment, but do not have a district assignment or only have district assignment(s) at schools without a calendar in the active year.
	Ad Hoc Filters	Sends the message to only staff who are included in the ad hoc. Only displays Data Type: Census/Staff Ad Hoc filters. If you choose a Staff Role and an Ad Hoc filter, the message is only sent to staff in that staff role AND staff that meet the Ad Hoc criteria. **Filter Operations** When two or more Saved Filters (Ad hoc filters) are selected, you must determine how Campus will combine these filters. You can select one of the following operations. **Union Operation** - This operation combines two or more filters by appending one to the other. An example of this would be all Varsity Coaches and all Harrison High School Teachers. The following diagram explains this union: **Intersection Operation** - This operation is used to find data that one or more filters have in common. An example of this would be all Varsity Coaches who are also Harrison High School Teachers. The following diagram explains this intersection.

Field	Description
	Add Individual Recipients These individuals exist within the Infinite Campus SIS product and have not been filtered by Calendars, School Year, or Preferred Language. Individuals can be filtered within the Add Individual Recipients side panel by School Year, School, Calendar, and Search Type. Once filtered, users can be clicked to be selected as recipients and added by clicking the Add Recipients button. **Add Non-Campus Recipients** The email addresses of people who do not have an account within the Infinite Campus SIS product can be added to messages via Add Non-Campus Recipients. These emails can be entered within the Add Non-Campus Recipients side panel. Multiple email addresses must be separated by a comma, semicolon, or line break.
Cancel	Closes and reverts back to the Messenger home screen.
Recipients	Displays a side panel to review the recipient list. By default, all recipients are automatically selected to receive the message. Click the person's name to remove them as a recipient of the message. • A checkmark next to the person's name means they will receive the message. • No checkmark next to the person's name means they will **not** receive the message. <table><tr><th>Recipient</th><th>Description</th></tr><tr><td>Students</td><td>When you send a message to *Students* only, the recipient list only displays the student names. ▶ Click here to expand...</td></tr></table>

Field	Description	Description
	Messenger Contacts	When you send a message to Messenger Contacts, the recipient list displays the student's name. Click the expand button next to a student's name to display the people that have a messenger relationship with the student. By default, all people who have a messenger relationship with the student are automatically selected to receive the message. ▶ Click here to expand... **Note**: If you are also sending the message to students, the student's name displays when their name is expanded. ▶ Click here to expand... If it says **NO CONTACTS** next to the student's name, the student does not have a person with a messenger relationship set up to receive a message. **Tip**: Switch the **Show No Contacts** toggle to **ON** to only display students that do not have any Messenger contacts. ![Recipient list showing Search for Recipients, Expand All, Show No Contacts toggle ON, Barrons Demitri NO CONTACTS, Baum Mary NO CONTACTS, Bhakta Arjun NO CONTACTS]
	Staff	When you send a message to Staff, the recipient list displays the Staff member's names. ▶ Click here to expand...
Next		Select this button to proceed to the next screen in the message building workflow.

Content Screen - Field Descriptions

This section provides descriptions for each of the fields in the Content screen of Messenger 2.0. Functionality for many of the fields has remained the same.

Fill out all required fields before navigating to the next screen.

Prior to adding a hyperlink or URL to a message, clear the formatting of the message before adding the hyperlink or type the URL directly into the message body. Copying and pasting a hyperlink or URL can have varied results and may not send properly.

📥 Inbox

The following options display when you select the Inbox Delivery Mode on Step 1. Recipients.

Attachments are **not** sent with Inbox messages.

▶ Click here to expand...

Field	Description
Message Subject	This field determines the text that displays in the Subject field of the email message. The Message Subject can also be used to search or filter results in the Sent Message Log.

Field	Description
Message Body	This field contains the text of the message. The message body uses a new WYSIWYG editor that handles copy/pasting from third party products better than past versions.
	When copy/pasting from Microsoft Word, select *Keep* to retain the current format or *Clean* to get rid of it. Copying from Microsoft Word is the only time the WYSIWYG tool prompts you to Keep/Clean formatting when copy/pasting into the editor. See the WYSIWYG Editor - Field Descriptions & Tips for more information.
	Inserting Campus Fields or Sub-Reports : Sub-Reports are only available for messages being sent to Students/Messenger Contacts and only when one calendar is selected.

✉ Email

The following options display when you select the Email Delivery Mode on Step 1. Recipients.

▶ Click here to expand...

Field	Description
Message Subject	This field determines the text that displays in the Subject field of the email message. The Message Subject can also be used to search or filter results in the Sent Message Log.
Reply to Email	This field displays the email address that is automatically included in the message body for message recipients to reference.
	To reduce the chance an email is flagged as spam, avoid using "no reply" or "do not reply" in the Reply to Email.
Sender Display Name	Entries to this field will display in the recipient's email inbox for easier sender identification.

Field	Description
Message Body	This field contains the text of the message. The message body uses a new WYSIWYG editor that handles copy/pasting from third party products better than past versions. • If you are also sending a Voice message using Text-to-Speech, the Voice message will use the text entered in this field. • If you are also sending an Inbox message, the Inbox message will use the text entered in this field. When copy/pasting from Microsoft Word, select "Keep" to retain the current format or "Clean" to get rid of it. Copying from Microsoft Word is the only time the WYSIWYG tool prompts you to Keep/Clean formatting when copy/pasting into the editor. See the WYSIWYG Editor - Field Descriptions & Tips for more information. **Inserting Campus Fields or Sub-Reports** : Sub-Reports are only available for messages being sent to Students/Messenger Contacts and only when one calendar is selected.
Attach Content	This field allows you to attach **one** file to an email message. This option only displays when the **Allow Email Attachments** option is marked in the Email Settings tool. See the Email Settings article for more information about this option and other options like setting size limits for email attachments.
Test	
Email / Send Test Email	To view a message in the manner it will be delivered to recipients, enter a valid email address in the **Email** field and click **Send Test Email**. Up to five email addresses can be entered and email addresses must be separated by a comma. Infinite Campus strongly recommends testing messages before delivering them.

📞 Voice

Voice messages require a Caller ID number in CallerID Preferences.

▶ Click here to expand...

The following options display when you select the Voice Delivery Mode on Step 1. Recipients.

▶ Click here to expand...

Field	Description
Message Subject	The Message Subject can be used to search or filter results in the Sent Message Log.
Caller ID	This is the number shown to recipients of this phone message. This number is set up in CallerID Preferences and can only be modified on this screen if the **Allow Custom Caller ID** option is selected in the Voice Settings tool.
Voice Type	

Option	Description
Upload	This option allows you to attach a pre-recorded .WAV file or record and attach a new WAV file. Click the **Record Wav** button to use the Shoutpoint Voice Recorder. See the Shoutpoint Voice Recorder article for help using this tool.

Field	Option	Description
	Text-to-Speech	If text is entered in the **Voice Message Body** area on this screen, Campus converts the text to speech using the built-in text-to-speech engine. • Only English text can be converted. • Clicking the Campus Fields icon allows you to enter the current offering of Campus Fields (e.g.; Recipient First Name, Recipient Last Name, School Name, Student First Name, Student Last Name) in the message. • Infinite Campus recommends that this type of message be tested for pronunciation before any messages are sent. • If you are also sending an Email message, the Voice Message Body field will not be available. Text-to-Speech messages use the Message Body from the Email card.
Test		
Phone Send Test Voice		To hear a test message, enter a valid number in the **Phone** field and click **Send Test Voice**. Infinite Campus strongly recommends testing messages before delivering them. A message is sent in the exact manner it is delivered to recipients.

Voice Type

| Upload | Text-to-Speech |

Voice Message Body *

💬 Text

Text messages require a Caller ID number in CallerID Preferences.

▶ Click here to expand...

The following option displays when you select the Text Delivery Mode on Step 1. Recipients.

▶ Click here to expand...

Field	Description
Message Subject	The Message Subject can be used to search or filter results in the Sent Message Log.

Field	Description
Text Message Body	his field contains the text contained in the text message. • Maximum of 1,000 characters • Messages over 140 characters are sent as a short link
Test	
Cell Phone Send Test Message	To view a test message, enter a valid cell phone number in the **Cell Phone** field and click **Send Test Message**. Infinite Campus strongly recommends testing messages before delivering them. A message is sent in the exact manner it is delivered to recipients.

Send Screen - Field Descriptions

This section provides descriptions for each of the fields in the **Send** screen. This is the final step in the messaging process.

Best Practices

- Wait for the message to finish processing before navigating away. This allows you to correct any errors that prevented the message from sending and Send Again.
- Send test messages to an email account and or cell phone number to which you have access. This allows you to view how the message will display for recipients and identify any adjustments that might be needed

Field	Description
Send Now	Select this option for sending messages immediately**.** This is the default selection for messages during the district-wide dialing window. This option is not available if you are trying to send a text/voice message outside of the district-wide dialing window. The district-wide dialing window is the time during which a general or priority message - either a voice message that is NOT an emergency message or text message - may be sent. The district-wide dialing window is set up in the Voice Settings tool.
Schedule One-Time	Select this option for sending a message once at a future date/time. Enter the desired date/time you wish for your message to be sent and press 'Send'.
Schedule Recurring	Select this option to schedule a message to be sent on a recurring basis. Enter the desired date/time you wish for your messages to be sent, choose which dates the messages will recur, and press 'Send'.

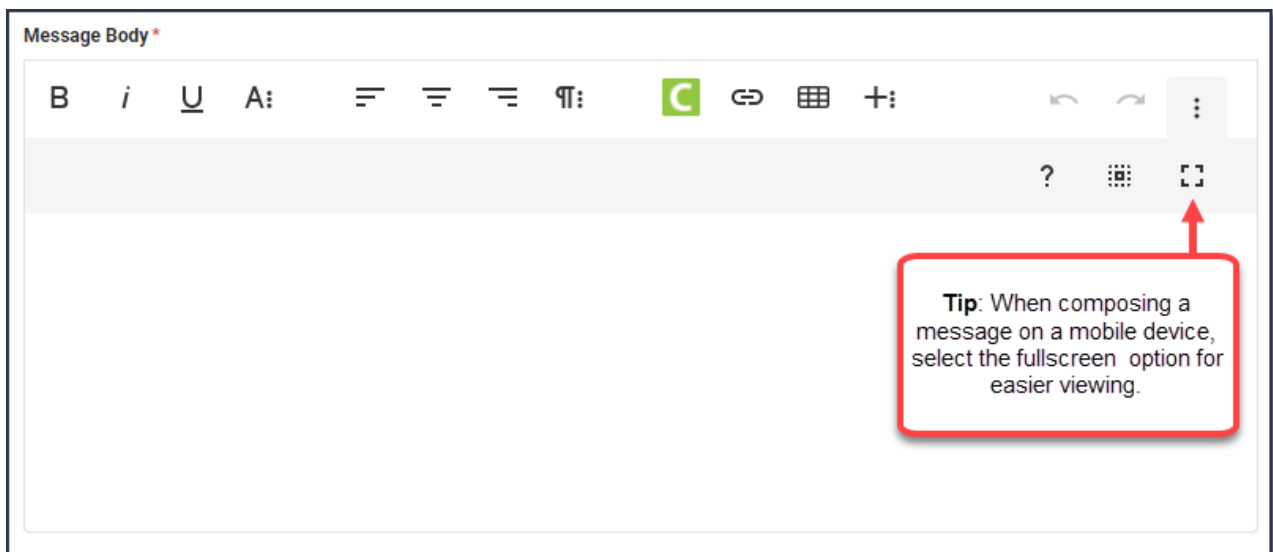| Field	Description
Date	Today's date or a date in the future when the message should be sent. Schedule One-Time must be selected to enter a date.
Inbox/Email Time	A time in the future the email message should be sent. Schedule One-Time or Recurring must be selected to enter a time.
Voice/Text Message Time	A time in the future the text and/or voice message should be sent. Schedule One-Time or Recurring must be selected to enter a time.
Day(s) of the Week	Select this option for setting up a recurring message that will go out on each day in one, two, three, or four week increments during the chosen start and end dates. Schedule Recurring must be selected to enter days. Messages will begin sending on the first day that occurs on or after the selected Start Date.
Select Day(s)	Each day a message will be sent out based on the frequency that is selected.
Frequency	Choose the weekly increments the message will be sent on.
Start Date	A date the recurring period starts on and messages will begin being sent.
End Date	Messages in this series will no longer be sent after the End Date.
Custom Dates	Select this option for setting up a recurring message that will be sent on the individual dates that are selected. Schedule Recurring must be selected to choose dates.
Select Dates	Calendar tool used to select the custom dates a message will be sent.
Confirmation Email	If selected, the sender will receive a confirmation email when the message processes successfully. The sender will always receive an email if the message did not process successfully.

WYSIWYG Editor - Field Descriptions & Tips

Messenger 2.0 third-party tool for our WYSIWYG (What You See Is What You Get) Editor similar to the WYSIWYG Editor in the classic Messenger and other letter and messenger tools in Campus. Many of the same options and their functionality are available with ongoing development to Campus fields and subreports. All WYSIWYG editors have limitations with copy/paste/formatting due to differences in source programs.

Keep the following items in mind when using the WYSIWYG editor.

- The WYSIWYG editor does not support copy/pasting from third-party programs, but it does handle some third-party programs more favorably than it previously did.
- If you copy/paste from Microsoft Word, select **Keep** to retain the current format or **Clean** to remove formatting. We recommend using the **Clean** option as it typically produces better results.
- If copying/pasting from other third-party products, highlighting the pasted text and selecting **Clear Formatting** can improve how the formatting is handled when the email is sent.
- The WYSIWYG editor does not support copying/pasting from Google docs. When the **Clear Formatting** option is used, we have seen improvements. This includes using bullet points and numbered lists up to one level. However, when using bullet points and numbered lists beyond one level, we recommend composing the message inside of the WYSIWYG editor.

Tip: When composing a message on a mobile device, select the fullscreen option for easier viewing.

Button	Description	Button	Description
B	**Bold**	**¶:**	**More paragraph** Expand for additional options
i	**Italic**	**C**	**Campus Fields and SubReports**
U	**Underline**	⊖	**Insert Link**
A:	**More Text** Expand for additional options	⊞	**Insert Table**

	Align Left			**More Rich**
				Expand to insert images and special characters
				An image can be inserted by right-clicking an image on a publically hosted website, selecting "Copy image address" or "Copy Image Link" and pasting it within the http:// field.
	Align Center		↶ ↷	**Undo and Redo**
	Align Right		⋮	**More Misc**

Campus Fields & Sub-Reports

A list of the most popular Campus Fields are available to help personalize messages.

Sub-Reports are only available for messages being sent to Students/Messenger Contacts and only when one calendar is selected.