

Recipient Log (Admin)

Last Modified on 06/30/2026 8:48 am CDT

Tool Search: Recipient Log, Messenger Log

The Recipient Log allows you to review process inbox, email, voice, and text messages that were eligible to be sent to specific recipients from any user within a district. Once you find the message for which you are searching, you can review the message details as well as print a Recipient Report for a specific message.

Print the Recipient Report to determine whether delivery devices were available when the message was sent or whether a message was successfully delivered.

Recipient Log ☆ Campus, Mary Person

Communication > Messenger Administration > Recipient Log

Scheduled Between and

Message Type	Subject	Recipient	Student	Sender	Date Scheduled
Message Builder	Parent/Teacher Conferences 1st Week in March	Campus, Mary	Campus, Barry	Administrator, System	01/30/2020 10:39 AM

Recipient Delivery Summary

Status: Error
 Sender: Administrator, System
 Date/Time Created: 01/30/2020 10:39 AM
 Date/Time Scheduled: 01/30/2020 10:39 AM

Selected Recipient Devices: Inbox, Email

Recipient Report Options

Report Option:
 Print for each message recipient

Report Format:

Message Builder Filter Criteria Detail

Deliver To: Student Messenger Contacts
 Message For Each Student
 Students

Enrollment Filter: Message Only Active Students

Selected Filters:

Filter Operation: Union
 Calendar: 19-20 Harrison High

Limit delivery to contacts that speak
 No Language Preference

Message Detail

Message Type: Message Builder - General Notification
 District/School: Harrison High
 Reply To Email: icdemo@icdemo.mg.infinitecampus.org

Message Subject:
 Parent/Teacher Conferences 1st Week in March

Message Body:

Dear Parents,

The spring parent/teacher conferences will be held the first week in March. A schedule will be sent home with your students this week.

See the [Messenger Administration Logs Tool Rights](#) article for information on available tool rights.

Search for Messages Sent to a Specific Recipient

1. Enter the date range in which the message was created and click the **Find Messages** button. The Recipient Log displays the messages that fall within the date range you entered.
2. Filter the results by selecting an option in the column's dropdown list, entering search criteria, or sorting the search results by clicking the column headers. (Optional)

To filter results using the Date Scheduled field, you must enter the date in the format in which it displays on the screen: MM/DD/YYYY HH:MM AM (or PM). For example, 10/01/2026 8:30 AM. If you do not know the full date or time, you can enter part of the date or time and the search tool will display dates/times that match the numbers you enter.

3. Select the message you want to view. The Recipient Delivery Summary, Recipient Report Options, Filter Criteria Detail and Message Detail areas display. See the following [Screen Examples and Field Descriptions](#) for details about each area.

Print a Recipient Report

The Recipient Report provides additional details about the delivery of a specific message.

The report includes the following types of information:

- Recipient Delivery Summary.
- Filter Criteria used to send the message.
- Detailed information about the message.
- Delivery status organized by recipients.

1. Enter the date range in which the message was created and click the **Find Messages** button. The Recipient Log displays the messages that fall within the date range you entered.

If you cannot see the message for which you want a report, sort the search results by clicking the column headers or filter the results by selecting an option in a column's dropdown list.

2. Select the message for which you want a report for message details to display.
3. Mark the **Print for each message recipient** checkbox to print a report for each unique recipient/student message combination if the message was sent to multiple recipients about the same student or regarding multiple students to the same recipient. (optional)

4. Select the **Report Format**. Available formats include **PDF** or **DOCX**.
5. Click the **Print Recipient Report** button.

Recipient Report Example

[Tool Rights](#) control whether you see actual data or just Campus field names on the report. For example, *student.firstname* may display instead of *John*.

Harrison High Generated on 08/26/2013 01:08:16 PM Message Status: In-Progress		Recipient Report Subject: New Library Hours Recipient/Student: Adams, Simon Include message for each recipient: Not Selected		
Recipient Delivery Summary				
Type:	Message Builder - General Notification	Date Scheduled:	08/26/2013 12:38 PM	Selected Recipient Devices: Inbox, Email, Voice, Text
Sender:	Administrator, System	Date Created:	08/26/2013 12:38 PM	ScheduleID: 8484819
Filter Criteria				
Deliver To: Student Messenger Contacts; Message For Each Student				
Enrollment Filter: Message Only Active Students				
Selected Filters: Administrator, System: Harrison High Students				
Filter Operation: Union				
Calendar: 13-14 Harrison High				
Limit delivery to contacts that speak: No Language Preference				
Message Detail				
Sender's Email: messenger@infinitecampus.com				
CallerID: (612)555-9876				
Message Body:				
The Library's hours will be expanding to include Tuesday mornings. The new hours of operation will be: Tuesday: 9am to 8pm.				
Message Text:				
The Library's hours will be expanding to include Tuesday mornings. The new hours of operation will be: Tuesday: 9am to 8pm.				
Delivery Detail				
Recipient	Student	Phone/Email	Status	Time
Adams, Amanda	Adams, Simon	15553331708	-	-
		a.adams.2@infinitecampus.com	Pending	01:38 PM
		a.adams@mymail.com	Pending	01:38 PM
		Process Inbox	Completed	12:38 PM
Adams, Bob	Adams, Simon	15553331708	-	-
		b.adams.1@infinitecampus.com	Pending	01:38 PM
		malin.adams@netmail.com	Pending	01:38 PM
		Process Inbox	Completed	12:38 PM

Recipient Log Search and Result Table

Recipient Log ☆

Communication > Messenger Administration > Recipient Log

Scheduled Between and

Recipient Log					
Message Type	Subject	Recipient	Student	Sender	Date Scheduled
<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
Message Builder	Library Hours	Campus, Mary	Campus, Barry, Campus, Connor	Administrator, System	01/30/2020 1:34 PM
Message Builder	Parent/Teacher Conferences 1st Week in March	Campus, Mary	Campus, Barry	Administrator, System	01/30/2020 10:39 AM

Field	Description
Created Between	The date range in which the message was created.
Subject	The subject on the message.
Recipient	The recipient(s) of the message. This field contains up to 3 recipient names on 2 rows.
Student	The student for whom you are reviewing messages.
Account Number	<p>Point of Sale Customers Only</p> <p>The Account Number column displays up to 4 account numbers. If the account is for a Family Account (multiple patrons on a single account), the account number displays once for each patron on the account who received the message.</p>
Sender	The user who sent the message.
Date Scheduled	<p>The date on which the message is/was scheduled to be sent.</p> <p>To filter results using the Date Scheduled field, you must enter the date in the format in which it displays on the screen: MM/DD/YYYY HH:MM AM (or PM). For example, 10/01/2022 8:30 AM. If you do not know the full date or time, you can enter part of the date or time and the search tool will display dates/times that match the numbers you enter.</p>

Recipient Report Options

Recipient Report Options

Report Option:

Print for each message recipient

Report Format:

PDF ▾

Field	Description
Print for each message recipient	<p>Prints a report for each unique recipient/student message combination if the message was sent to multiple recipients about the same student or regarding multiple students to the same recipient.</p> <p>You must select this option if want to view Campus fields instead of just seeing the field name in the message body. For example, <i>student.firstname</i> displays <i>John</i> on the Recipient Report when it's printed. This feature is only available if you have tool rights for the Recipient Campus Fields.</p>
Print Recipient Report	Clicking this button prints the Recipient Report.

Filter Criteria Detail

Each Messenger tool displays unique Filter Criteria. The Filter Criteria was selected on the Messenger Template for the message.

This section does not appear for Messenger tools that use a Recipient Selector like Class Messenger or Scheduling Messenger to send messages or non-Messenger tools such as Behavior Referrals and Special Education Process Alerts.

The following screen is an example of the Message Builder Filter Criteria.

Message Builder Filter Criteria Detail

Deliver To: Student Messenger Contacts
Message For Each Student

Enrollment Filter: Message Only Active Students

Selected Filters: Administrator, System: Harrison High Students

Filter Operation: Union

Calendar: 13-14 Harrison High

Limit delivery to contacts that speak
No Language Preference

Message Detail

Message Detail
Message Type: Message Builder - General Notification
District/School: Harrison High
Sender's Email: messenger@infinitcampus.com
Caller ID: (612)555-9876
Email Attachment File: 2013-08-26-11-55-24_Next.png
Audio File: 2013-08-26-11-55-02_Hello Message.wav

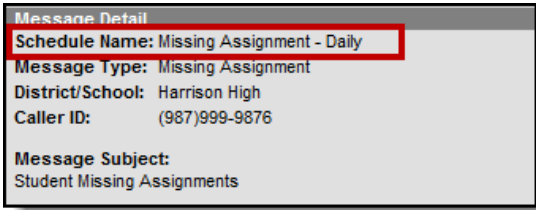
Message Subject:
 Important Message from School Nurse

Message Body:

An important message from the School Nurse
 A medication consent form must be completed and signed by a parent for ALL medication brought to school. All meds must be brought to school in the original container; if the medication is prescription, it must be correctly labeled for the student. For prescription meds, BOTH a parent and an MD signature are needed.
 Thanks for your cooperation!

Message Text:

An important message from the School Nurse
 A medication consent form must be completed and signed by a parent for ALL medication brought to school. All meds must be brought to school in the original container; if the medication is prescription, it must be correctly labeled for the student. For prescription meds, BOTH a parent and an MD signature are needed.
 Thanks for your cooperation!

Field	Description
Schedule Name	If a message is sent via a Messenger Scheduler tool, the Schedule Name appears before the Message Type to indicate the message is scheduled. 
Message Type	Identifies the specific Messenger Tool or other Campus tool that was used to send the message.
District/School	The district or school to which the message was sent.
Sender's Email	The email address that appears as the sent from address on sent email messages.
Caller ID	The caller ID number shown to recipients of phone messages.

Field	Description
Email Attachment File	This link allows you to view the attachment sent on the email message. The file is available as long as your system administrator has not deleted the attachment or moved the attachment to another server.
Audio File	This link allows you to listen to the audio file that was used for phone messages. The file is available as long as your system administrator has not deleted the attachment or moved the attachment to another server.
Message Subject	The subject entered on email messages.
Message Body	The content of the email message.
Message Text	The content of the text message.

Understanding Recipient Details

The Recipient Details section is specific to the device (portal account, phone number called, texted, or email contacted) for each recipient.

Field	Description
Recipient	The person who received the message.
Student	The student who is enrolled at the school.
Delivery Mode	The Delivery Mode that was selected when the message was created.

Status	<p>The status is specific to the device (portal account, phone number called, texted, or email) contacted.</p> <ul style="list-style-type: none"> • Inbox <ul style="list-style-type: none"> ◦ Sent - The message has successfully been sent to the recipients inbox. • Email <ul style="list-style-type: none"> ◦ Sent - The email campaign the message was a part of was successfully sent from Campus to the third party email relay and/or Shoutpoint system and has finished processing. ◦ Mailgun Message Log contains the actual delivery status for each email address we passed along. It will give more detailed errors of why a message failed if it did...I.E. invalid email address, blacklisted, etc. ◦ In-Progress - The email campaign is being sent from Campus to the third party email relay and/or Shoutpoint system and has not finished processing. • Phone Number (Voice/Text) <ul style="list-style-type: none"> ◦ Infinite Campus retrieves a specific call or text status for each phone number that was contacted, Shoutpoint sends that back in the form of a number, and the Call Status Code number under Status.
Status Detail	<p>Provides additional context about a recipient's message status by explaining what occurred during delivery or dispatch. When blank, the Status Detail matches the Status.</p>
Time	<p>The time the message was received.</p>

Recipient Status Definitions

Status	Status Detail	Delivery Mode	When this happens
Confirmed	Live person detected	Voice	Call is answered by a live person who confirmed the call by pressing "0."
Not Confirmed	Live person detected	Voice	Call is answered by a live person, but no confirmation was recorded.
Not Confirmed	Voicemail detected	Voice	Call was picked up by voicemail.
Not Confirmed	Fax detected	Voice	Call was answered by a fax machine.
Not Confirmed	Answered - Unknown	Voice	Call was attempted and picked up, but no person, voicemail or fax was detected.

Status	Status Detail	Delivery Mode	When this happens
No-Answer	Unable to connect	Voice	Call was attempted but not connected to recipient or no voicemail was detected or available.
Busy		Voice	Call was attempted but received a busy signal.
Canceled		Voice	Call was attempted but canceled at some point during dispatch by the sender.
Failed	Connection error	Voice	Call was attempted but failed at the vendor/carrier handoff.
Failed	Dispatch error	Voice	Call was not attempted due to a dispatch error.
Restricted	Recipient restrictions	Voice	Call was not attempted due to a restriction setting for the recipient device.
Error	System error	Voice	Call was not attempted due to a vendor system error.
Error	Bad data	Voice	Call was not attempted due to bad data. Check Census > Demographics for the recipient and ensure all contact information is accurate.
Error	Carrier or vendor issue	Voice	Call error occurred at the vendor or carrier.
No Call Status		Voice	Call status is unknown.
Sent	Sent to carrier	Text	Carrier has text message and is in process of sending to recipient. This status will update once delivery is confirmed.
Delivered	Delivered to recipient	Text	Carrier has confirmed delivery of text message to recipient.
Opt Out		Text	Recipient opted out of text messaging by texting STOP and is now on the Text Blacklist.
Failed	Carrier or vendor issue	Text	Text was attempted by vendor, but failed.
Failed	Technical error	Text	Text was attempted but failed at the vendor/carrier handoff.

Status	Status Detail	Delivery Mode	When this happens
Undelivered	Carrier or vendor issue	Text	Text error occurred at the vendor or carrier.
Vendor received	Status unknown	Voice/Text	The vendor received the call or text, but campus has not received a status of what happened afterwards.
No Device		Voice/Text	Recipient does not have a device but is opted into messaging for that delivery type. Check Census > Demographics for the recipient and ensure all contact information is accurate.

Voxology Call Statuses

The statuses provided by Voxology are as follows:

Successful Statuses	Description
Sent	Message was sent and accepted by an upstream carrier
Delivered	<p>Message was sent, accepted by and upstream carrier, and also received a delivery confirmation from that carrier. No confirmation was received by recipient.</p> <div style="background-color: #e1f5fe; padding: 10px; border: 1px solid #cfe2f3;"> <p>The timestamp for a text message that has a 'Delivered' status indicates when the carrier responded to Voxology that the text had been delivered.</p> </div>
Completed	<p>Call was connected to the recipient and has now ended.</p> <ul style="list-style-type: none"> • The Cloud Messaging System in AWS upon receiving a Completed status from Voxology can re-map the status as follows: <ul style="list-style-type: none"> ◦ Completed - The recipient of the call confirmed the call by pressing '0'. ◦ Not Confirmed - The recipient of the call did not press '0'.
Busy	Call was attempted and received a busy signal.
No Answer	Call was attempted, but the timeout value elapsed prior to connect, or the far end did not connect after ringing.
<p>The Cloud Messaging System in AWS can also opt not to dispatch messages to recipients under certain conditions which map to the following status:</p> <ul style="list-style-type: none"> • Not Eligible - An SMS message was about to be sent to an extension phone number. SMS was not sent to Voxology and instead marked as a Not Eligible contact attempt 	

No Device	Recipient did not have a device available to contact.
No Call Status	Statuses for this call or SMS were unable to be returned from the AWS system.
No Status	Statuses are unavailable for this email/inbox.
Opt-Out	Message could not be sent because recipient Opted-out by replying STOP to a text.
OPT in	<p>Recipient texted START to the Shortcode and has opted back into messages.</p> <ul style="list-style-type: none"> • This is a high level Message TYPE that can be seen on the Message log table. • The individual delivery statuses here don't apply because it's from the recipient to the campus shortcode.
Error Statuses	Description
Failed	Call was attempted but never connected due to a failure in the public switched telephone network (PSTN), which is the physical landline system.
Undelivered	Message was sent, but it could not be delivered. This can be returned in cases where the number cannot receive an SMS (like a landline). This comes from the carrier.
<p>The Cloud Messaging System in AWS can also experience errors when trying to initiate calls/texts to Voxology, which then maps to the following statuses:</p> <ul style="list-style-type: none"> • Error: Call was not attempted because of a user or system error (400 code). Additional context may need to be provided by Voxology. • Vendor Error: Vendor Error caused call to fail (500 Code). Additional context may need to be provided by Voxology. 	
Canceled Statuses	Description
Canceled	Call was stopped.