

# User Account Messenger Scheduler

Last Modified on 02/19/2026 11:42 am CST

Tool Search: User Account Messenger Scheduler

The User Account Messenger Scheduler lets you set recurring user account messages that can be sent daily, weekly, or monthly to users who meet the message template criteria.

This tool is especially useful for automatically establishing recurring account activation emails for user accounts created via the Student and Staff Account Automation functionality within the Account Security Preferences tool, and for user accounts created en masse via the [User Account Batch Wizard](#).

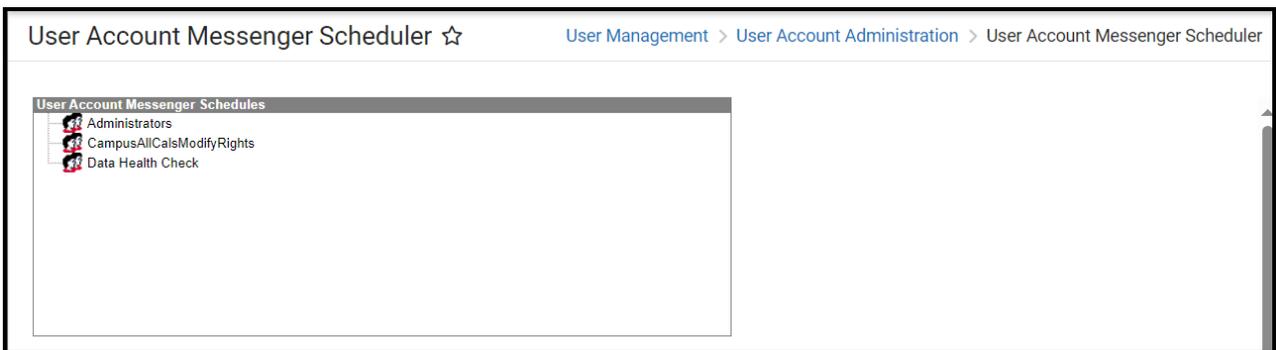


Image 1: User Account Messenger Scheduler

Only users assigned a [Product Security Role](#) of **Student Information System (SIS)** are allowed to use this tool.

## Prerequisites

Before using this tool to schedule user account messages, user account message templates must first be created and saved within the [User Account Messenger](#) tool. To do this, complete the following steps.

1. Navigate to the [User Account Messenger](#) tool.
2. Create a user account message.
3. Click **Save** in the upper right-hand corner of the screen.
4. Give the template a **User/Group** and **Template** name.
5. Click **OK**. The template is now available for use within the User Account Messenger Scheduler tool.

Please see the [Building and Sending an Account Message](#) section for more information about

how to build a message and [this section](#) for detailed information on how to build a message template for users with newly created user accounts.

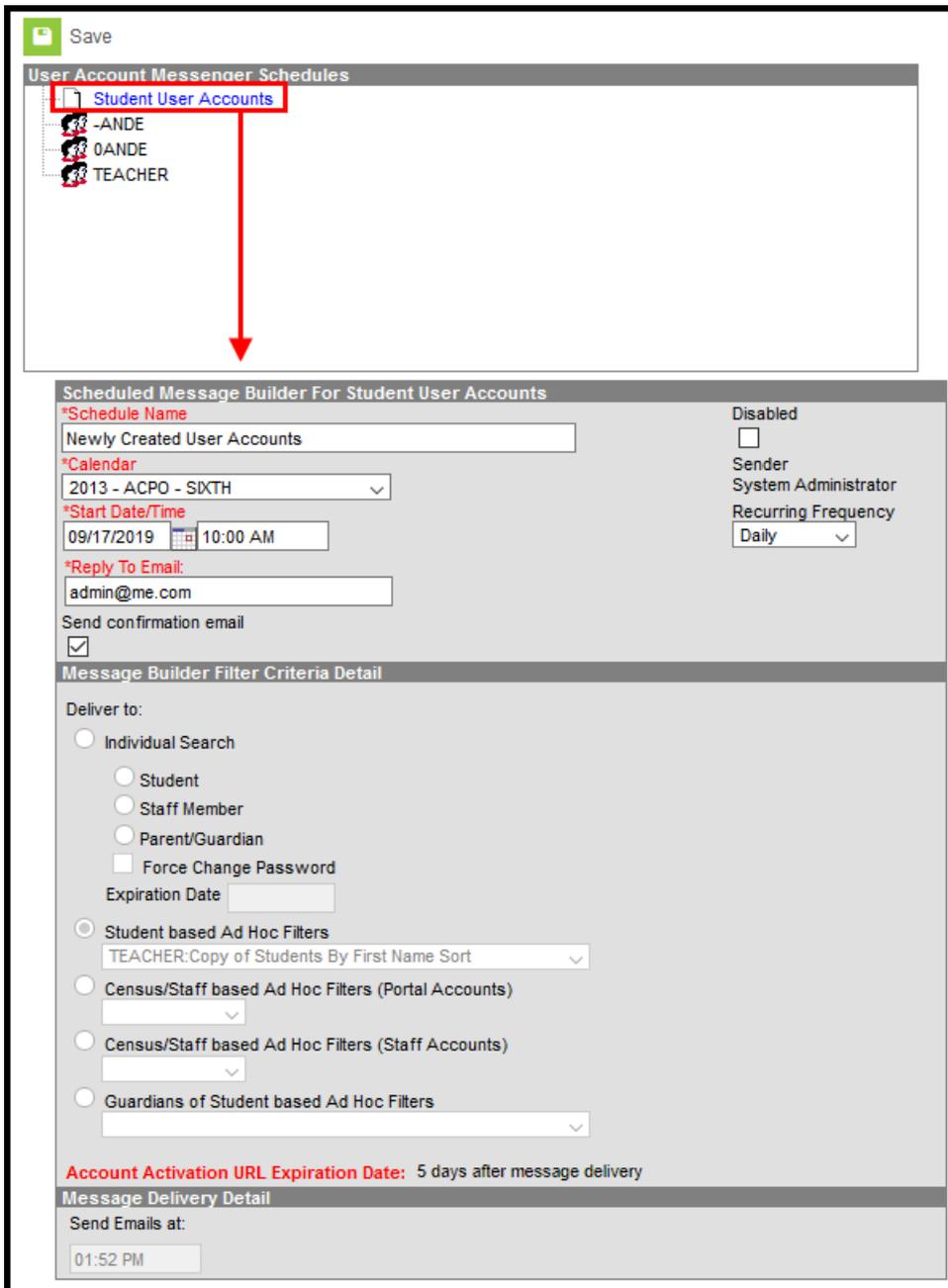
The screenshot shows the 'User Account Messenger' interface. At the top, there is a 'User/Group' dropdown set to 'User' and a 'Template' dropdown set to '<new>'. A red box highlights the 'Save' button next to the 'Template' dropdown. Below this, there are filter criteria options for 'Deliver to', including 'Individual Search' (Student, Staff Member, Parent/Guardian) and 'Student based Ad Hoc Filters' (TEACHER: Copy of Students By First Name Sort). The 'Account Activation URL Expiration Date' is set to 09/19/2019. The 'Message Subject' is 'User Account Activation'. The 'Message Body' contains a message with placeholders for username, activation URL, and expiration date, all enclosed in dashed blue boxes. A 'Save/Copy Template' dialog box is open, showing the 'User/Group' as 'User' and the 'Template' as 'Student User Accounts'. A red callout box with a red border and text points to the 'Save' button and the dialog box, stating: 'You must first create a template by navigating to User Account Messenger, creating the message, and then hitting save in the upper right-hand corner. This will save the template and become an available option for use in the User Account Messenger Scheduler.'

## Scheduling a Recurring User Account Message

Once user account messenger templates have been created within the User Account Messenger tool, these templates can be used to schedule a one-time or recurring message. This is especially useful for scheduling recurring user account activation emails for any and all user accounts automatically generated via Student and Staff Account Automation functionality within the [Account Security Preferences](#) tool and user accounts created en masse via the [User Account Batch Wizard](#).

The unique URL generated within this recurring message will automatically expire 5 days after the message is delivered.

1. Click a user account messenger template from the User Account Messenger Schedules window. Three editors pertaining to the template will appear below.



The screenshot shows the 'User Account Messenger Schedules' window. In the left sidebar, 'Student User Accounts' is highlighted with a red box, and a red arrow points down to the 'Scheduled Message Builder For Student User Accounts' form. The form includes the following fields and options:

- \*Schedule Name:** Newly Created User Accounts
- \*Calendar:** 2013 - ACPO - SIXTH
- \*Start Date/Time:** 09/17/2019 10:00 AM
- \*Reply To Email:** admin@me.com
- Send confirmation email:**
- Message Builder Filter Criteria Detail:**
  - Deliver to:**
    - Individual Search
      - Student
      - Staff Member
      - Parent/Guardian
      - Force Change Password
    - Student based Ad Hoc Filters: TEACHER:Copy of Students By First Name Sort
    - Census/Staff based Ad Hoc Filters (Portal Accounts)
    - Census/Staff based Ad Hoc Filters (Staff Accounts)
    - Guardians of Student based Ad Hoc Filters
- Account Activation URL Expiration Date:** 5 days after message delivery
- Message Delivery Detail:** Send Emails at: 01:52 PM

2. Enter the **Schedule Name**. This describes the scheduled message.
3. Select which **Calendar** will be used to identify which users will receive the message (filtered by values selected in the template).
4. Enter the **Start Date** and **Start Time** of the message. This is the first date and time the message will be sent.
5. Select the **Recurring Frequency** - 1 time only, Daily, Weekly, or Monthly. The message will be scheduled to be sent in this frequency using the Start Date set in the previous step as guidance for the start of the frequency.
6. Enter the **Reply to Email**. This is the email address users who receive the email will see if they attempt to reply to the message.
7. If you would like confirmation the message was sent successfully, mark the **Send confirmation email** checkbox.

- Review the message template data in the Message Builder Filter Criteria Detail and Message Delivery Detail. If everything looks good, click **Save**. The newly scheduled message will appear below the message template.

## Schedule Campus Parent Portal Account Creation Emails

For detailed steps on scheduling Campus Parent Portal account creation emails, [see this article](#).

## Review Sent Messages and Recipients

If you would like to review which messages have been sent and their recipients, please see the

Sent Message Log and Recipient Log tools.

### Sent Message Log

Created Between: 01/00/2020 and 01/31/2020 Find Messages

Status	Message Type	District/School	Message Subject	Sender	Date Created	Date Scheduled	ScheduleID
Sent	Message Builder	High School	Late bus drop off	Administrator, System	01/23/2020 1:18 PM	01/23/2020 1:18 PM	23332059
Cancelled	Message Builder	High School	Student Attendance	Administrator, System	01/22/2020 4:14 PM	01/22/2020 4:16 PM	23317685
Sent	Message Builder	High School	Student Attendance	Administrator, System	01/22/2020 2:42 PM	01/22/2020 2:42 PM	23315181
Sent	Message Builder	High School	Student Attendance	Administrator, System	01/22/2020 1:26 PM	01/22/2020 1:26 PM	23315681
Cancelled	Message Builder	High School	Behavior	Administrator, System	01/22/2020 1:07 PM	01/22/2020 1:07 PM	23315681
Sent	Message Builder	High School	Student Attendance	Administrator, System	01/22/2020 10:49 AM	01/22/2020 10:49 AM	23309933
Sent	Message Builder	High School	Behavior	Administrator, System	01/22/2020 10:36 AM	01/22/2020 10:36 AM	23309627
Sent	Message Builder	High School	Student Attendance	Administrator, System	01/22/2020 10:31 AM	01/22/2020 10:31 AM	23309481

### Recipient Log

Communication: Messenger Administration > Recipient Log Campus, Mary 0/0

Scheduled Between: 01/00/2020 and 01/30/2020 Find Messages

Message Type	Subject	Recipient	Student	Sender	Date Scheduled
Message Builder	Parent/Teacher Conferences 1st Week in March	Campus, Mary	Campus, Mary	Administrator, System	01/20/2020 10:39 AM

**Recipient Delivery Summary**

Status: Error

Sender: Administrator, System

Date/Time Created: 01/20/2020 10:39 AM

Date/Time Scheduled: 01/20/2020 10:39 AM

Selected Recipient Devices: Inbox, Email

Refresh Status

Refreshed Device Options

Report Options:

Print for each message recipient

Report Format: PDF

Print Recipient Report

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

Deliver To: Student Messenger Contacts  
Message For Each Student: Students

Enrollment Filter: Message Only Active Students

Selected Filters: Administrator, System: Campus Parents

Filter Operation: Union

Calendar: 19-20 Harrison High

Limit delivery to contacts that speak: No Language Preference

Message Type: Message Builder - General Notification

District/School: Harrison High

Ready To Email: icomn@icdcm.org in 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.