

## **Attendance Messenger Scheduler**

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Voice and text message features described in this article only apply to schools/districts that use <u>Campus Messenger with Voice</u> add-on functionality

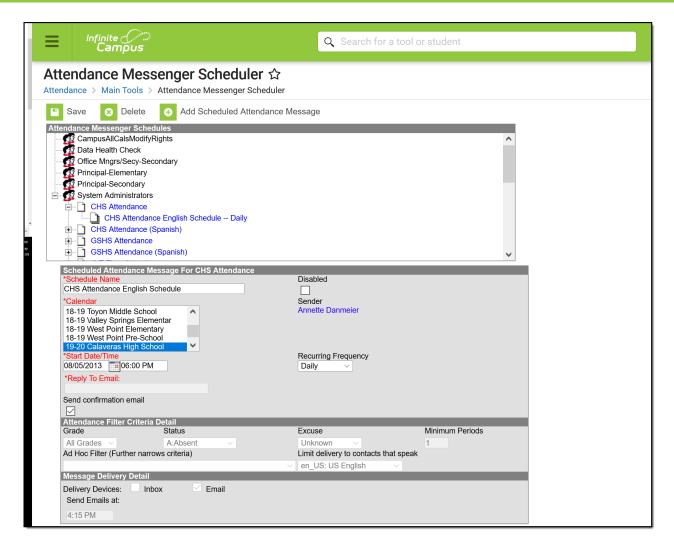
The Attendance Messenger Scheduler tool sets the dates and times for automatic delivery of attendance messages, according to a template first created in the <u>Attendance Messenger</u> tool.

The Attendance Messenger Scheduler will automatically generate messages based on the data available at that time. A confirmation email will be sent to the person that created the messenger schedule telling them that it has run and how many phones/email devices received the message. The person must have an email address entered on their <u>Demographics</u> tab.

If a child is enrolled in multiple schools, they will receive more than one attendance message. One message will be sent for each school.

Once the first attendance message is sent for a student, no additional attendance messages are sent for the same student on the same day. This tool only works in the active school year.





Attendance Messenger Scheduler Tool

See the <u>Attendance Messenger Scheduler Tool Rights</u> article for information about rights needed to use this tool.

## Schedule an Attendance Message

- 1. Select a template from the **Attendance Messenger Schedules** table.
- 2. Enter the Schedule Name.
- 3. Select a Calendar. This option defaults to the calendar selected in the toolbar.
- 4. Enter the **Start Date** in *mmddyy* format or click the calendar icon to select a date.
- 5. Enter the **Start Date/Time** of the message.





the <b>same</b> or <b>later</b> than the time entered on the Dial Window or Send Email field on the template	at the time entered on the Scheduler.
earlier than the time entered in the Dial Window or Send Email field on the template	at the time set on the template.

- 6. Choose how often to send the message by selecting an option from the **Recurring Frequency** dropdown list.
- 7. Enter the **Schedule Time Window** of the message.

The **Schedule Time Window** begins after the **Start Date/Time** entered on the Scheduler.

## **Example**

If the Start Date/Time is	And the Schedule Time Window begins as	Then the message is sent at
9:00 AM	11:00 AM	11:00 AM
9:00 AM	8:00 AM	9:00 AM

- 8. Mark the **Send Confirmation Email** checkbox to receive an email when the message has been sent. A confirmation email will be sent to the person who set up the schedule.
- 9. Select the **Save** icon when finished. The new schedule will appear below its respective template in the Attendance Messenger Schedules table.

Add more schedules by selecting the newly added schedule in the Attendance Messenger list and select the **Add Scheduled Dial**.

If the **Attendance Messenger** should be disabled, mark the **Disabled** checkbox. If disabled, no future messages will be sent for the schedule.

## **Troubleshooting**

Ensure all settings in the message template created in <u>Attendance Messenger</u> are correct.

If a dial window has been set on the message template, messages will no longer be sent once that window is closed, even if they have not all been delivered. Also, ensure correct start and end times if a window has been added if messages are not delivered when expected.

Ensure recipients have the information needed in order for a message to be received set in Census > People > Demographics > Personal Contact Information.



