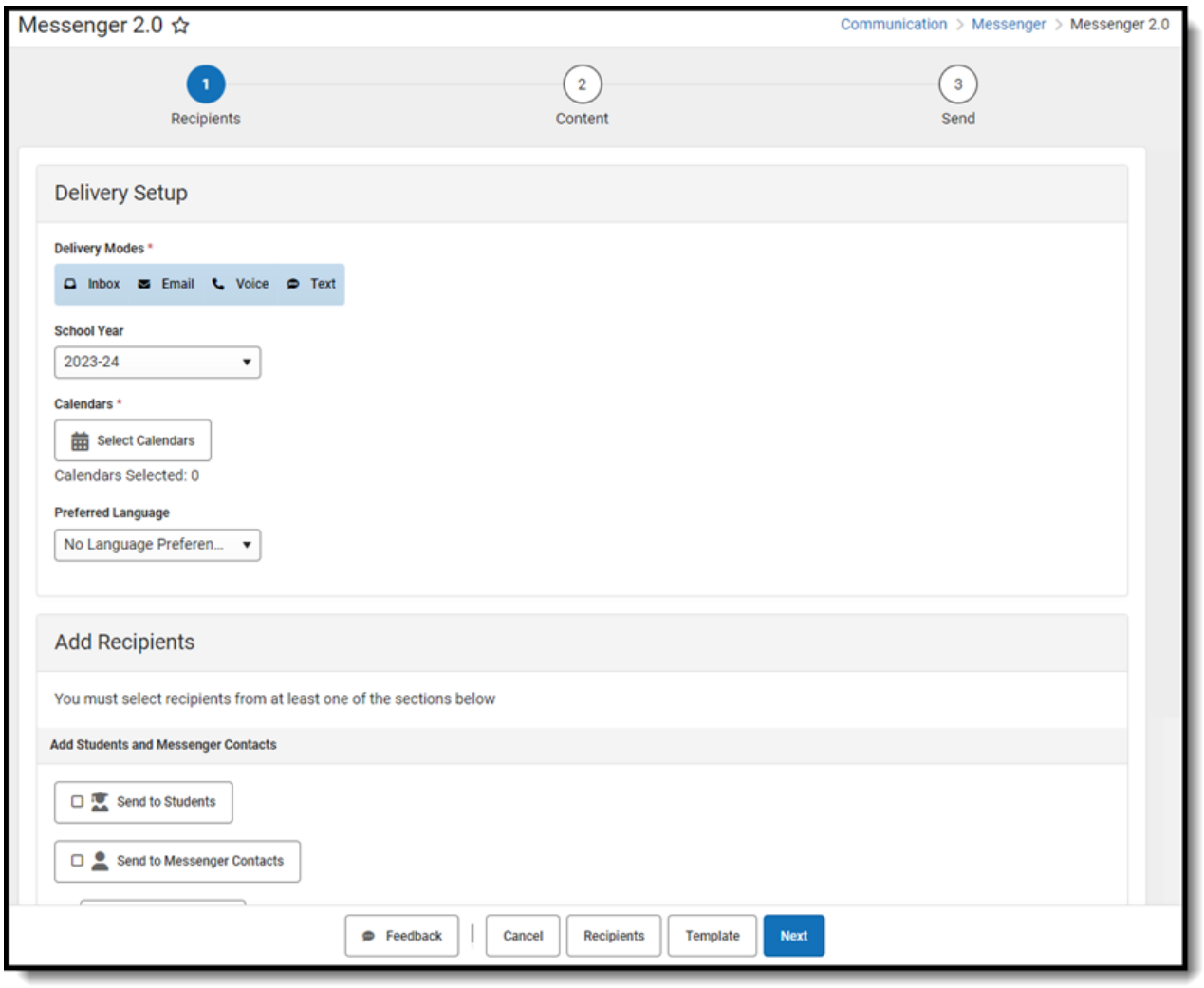
Messenger Field Descriptions (Messenger 2.0)

Last Modified on 11/18/2026 11:25 am CST

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.

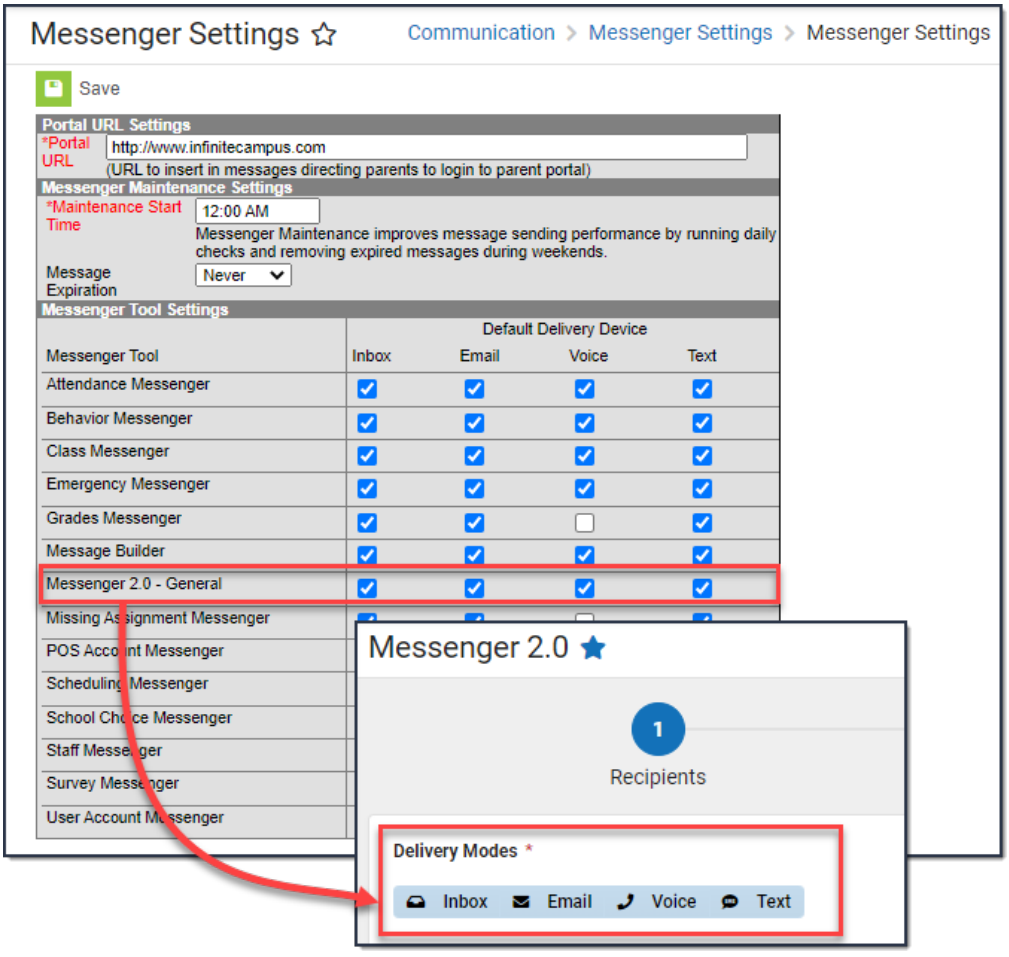


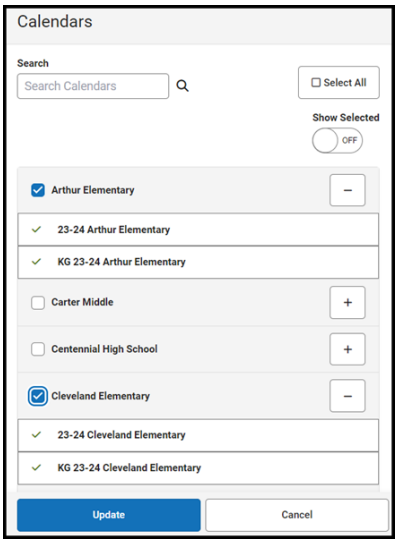
Field	Description
Delivery Mode	Allows you to select the delivery modes to which you want to send the message.

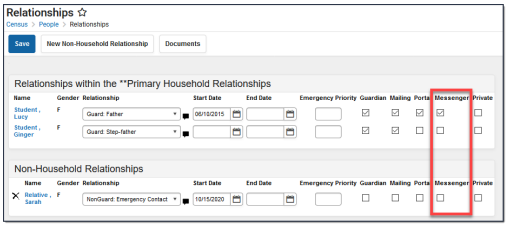
Field	Option	Description
	Inbox	This option places a note in the user's Message Center in Campus. Infinite Campus strongly recommends using this option to ensure delivery in case other delivery modes aren't available for some recipients.
	Email	The Email option sends an email to the email address on 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...



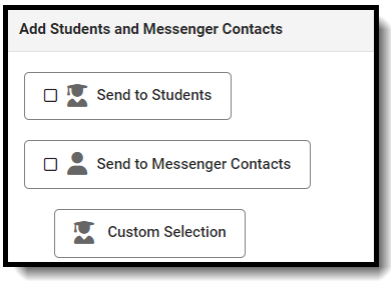
Field	Description
School Year	The default selection is the year selected in the Campus toolbar. If the current school year is selected in the toolbar, options for **School Year** will only include: • current school year • previous school year • future school year
Calendars	The calendar selected in the 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... 
Preferred Language	Filters the message to only send to recipients whose Preferred Language in the Personal Contact Information section of Demographics matches the language selected here. Messages are not translated automatically. Enter the message in the language you want recipients to receive.
Add Recipients	Allows a message to be sent to specific recipients: Students, Messenger Contacts, Staff, Individual Recipients, and Non-Campus Recipients.

Field	Description		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.

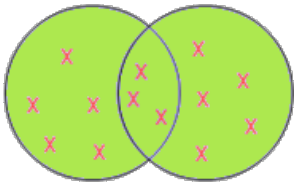
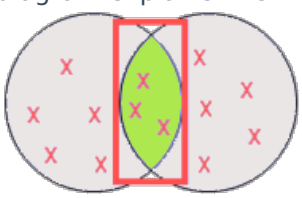
Student Filtering Options

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...

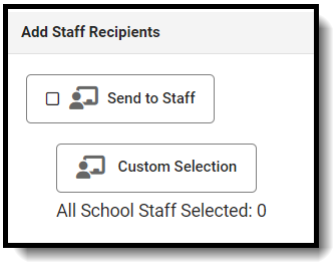


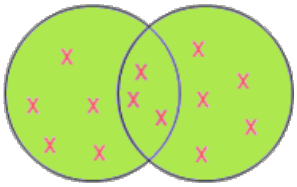
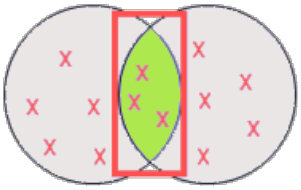
Student Custom Selection	Description
Active Students Only	Includes all students in the selected calendar(s) who have an active enrollment in the current school year or have a future enrollment but have not started yet. If this box is unchecked, the selection will include all students in the selected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

Field	Description
Filtering	Includes the ability to filter the student list with the following options: • Grade Level ◦ This filter will only show grade levels that exist in Calendars within the School Year selected. • 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.

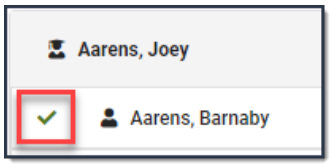
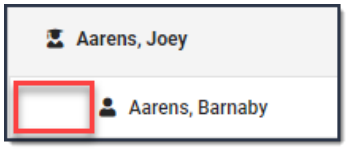
Field	Description
	If a staff member has a District Assignment at a school without a calendar and at a school with a calendar, they are not added as District Staff. Because they are already associated with an active school, they will appear instead when the School Staff is selected, and the message is configured to send to the same school. Click here to expand...  **Staff Custom Selection** **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**: The District Staff option captures staff members who are not associated with an active school calendar for the current year. This includes: • Staff who do not have any District Assignment records. • Staff whose District Assignment records are only associated with schools that do not have a calendar configured for the active year.

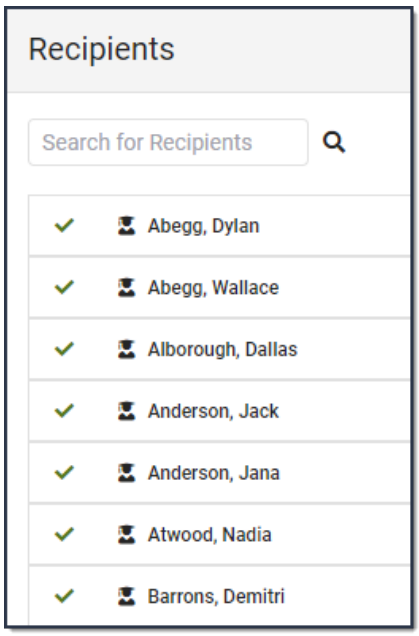
Field	Description
Ad Hoc Filters	Sends the message to only staff who are included in the ad hoc. Only displays Data Type: Census/Staff Ad Hoc filters. If you choose a Staff Role and an Ad Hoc filter, the message is only sent to staff in that staff role AND staff that meet the Ad Hoc criteria. **Filter 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. 

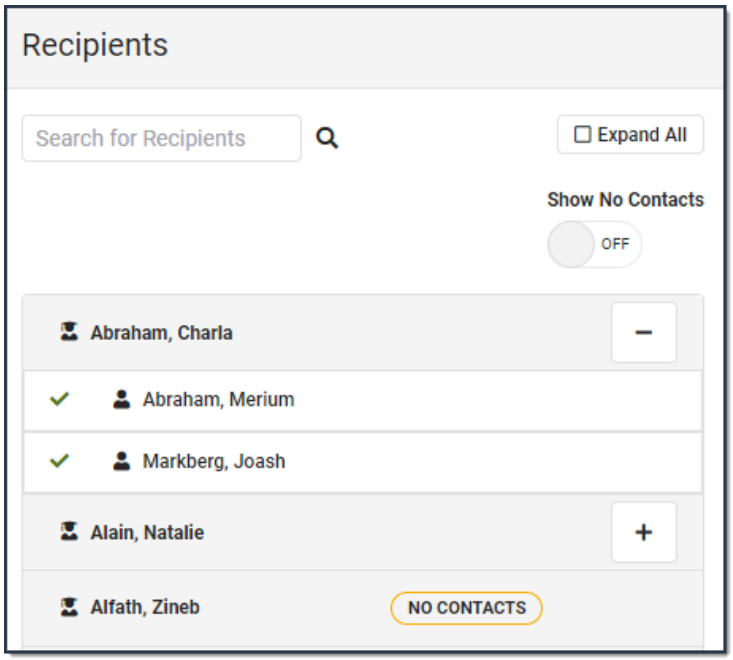
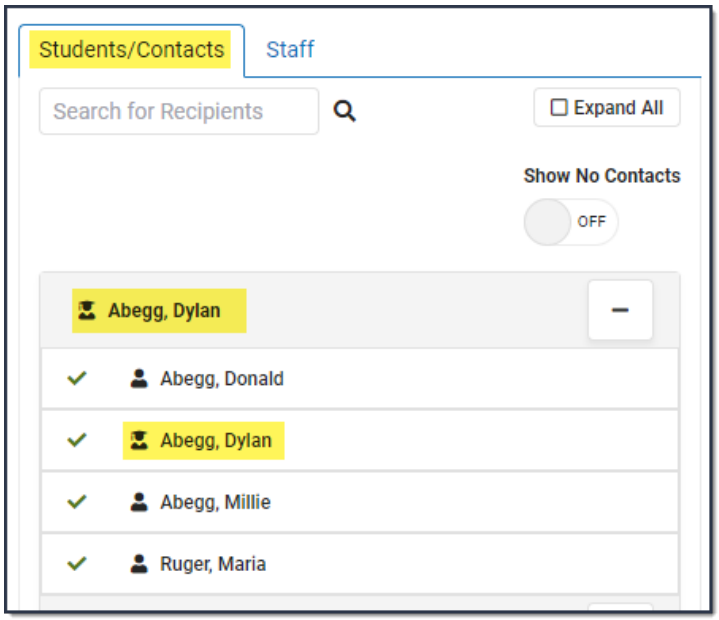
Add Individual Recipients

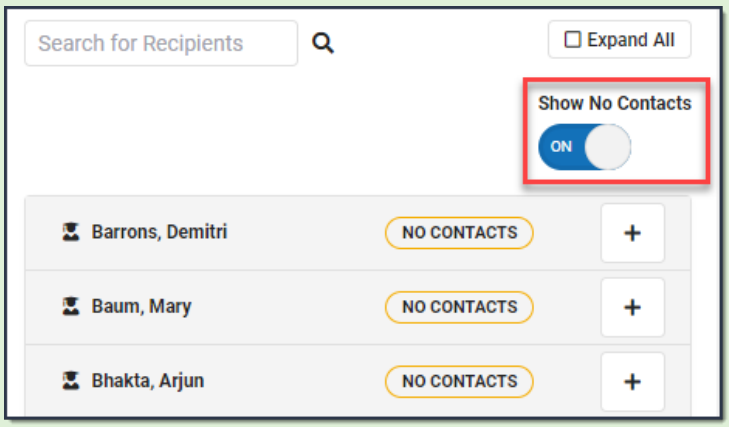
These individuals exist within the Infinite Campus SIS product and have not been filtered by Calendars, School Year, or Preferred Language. Individuals can be filtered within the Add Individual Recipients side panel by School Year, School, Calendar, and Search Type. Once filtered, users can be clicked to be selected as recipients and added by clicking the Add Recipients button.

Add Non-Campus Recipients

Field	Description
	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. 

Recipient	Description
Students	When you send a message to *Students* only, the recipient list only displays the student names. Click here to expand... 

Field	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.

Field	Description
	Tip: Switch the **Show No Contacts** toggle to **ON** to only display students that do not have any Messenger contacts. 

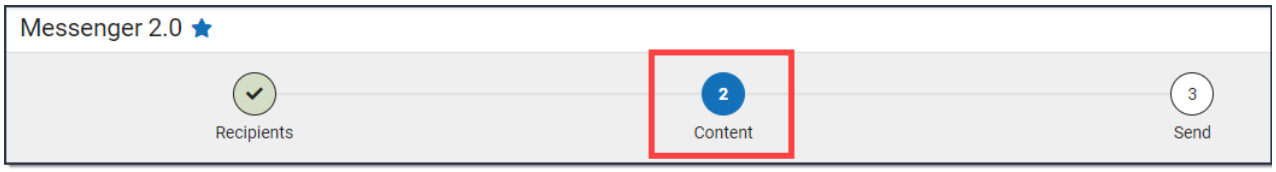
Field	Description	Description
	Staff	When you send a message to Staff, the recipient list displays the Staff member's names. Click here to expand...
Next	Select this button to proceed to the next screen in the message building workflow.	



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

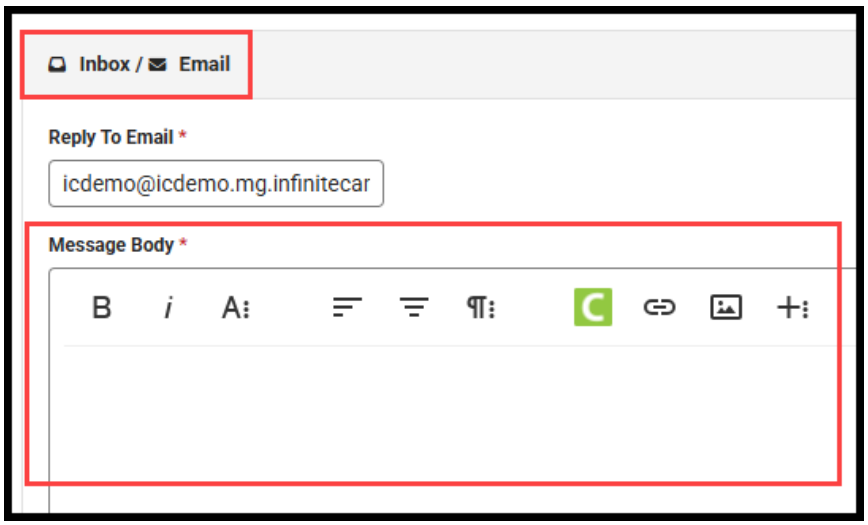
The following options display when you select the Inbox Delivery Mode on Step 1. Recipients.

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

Click here to expand...



If you are also sending an Email message, the text you enter in the Message Body will be used for the email message too.



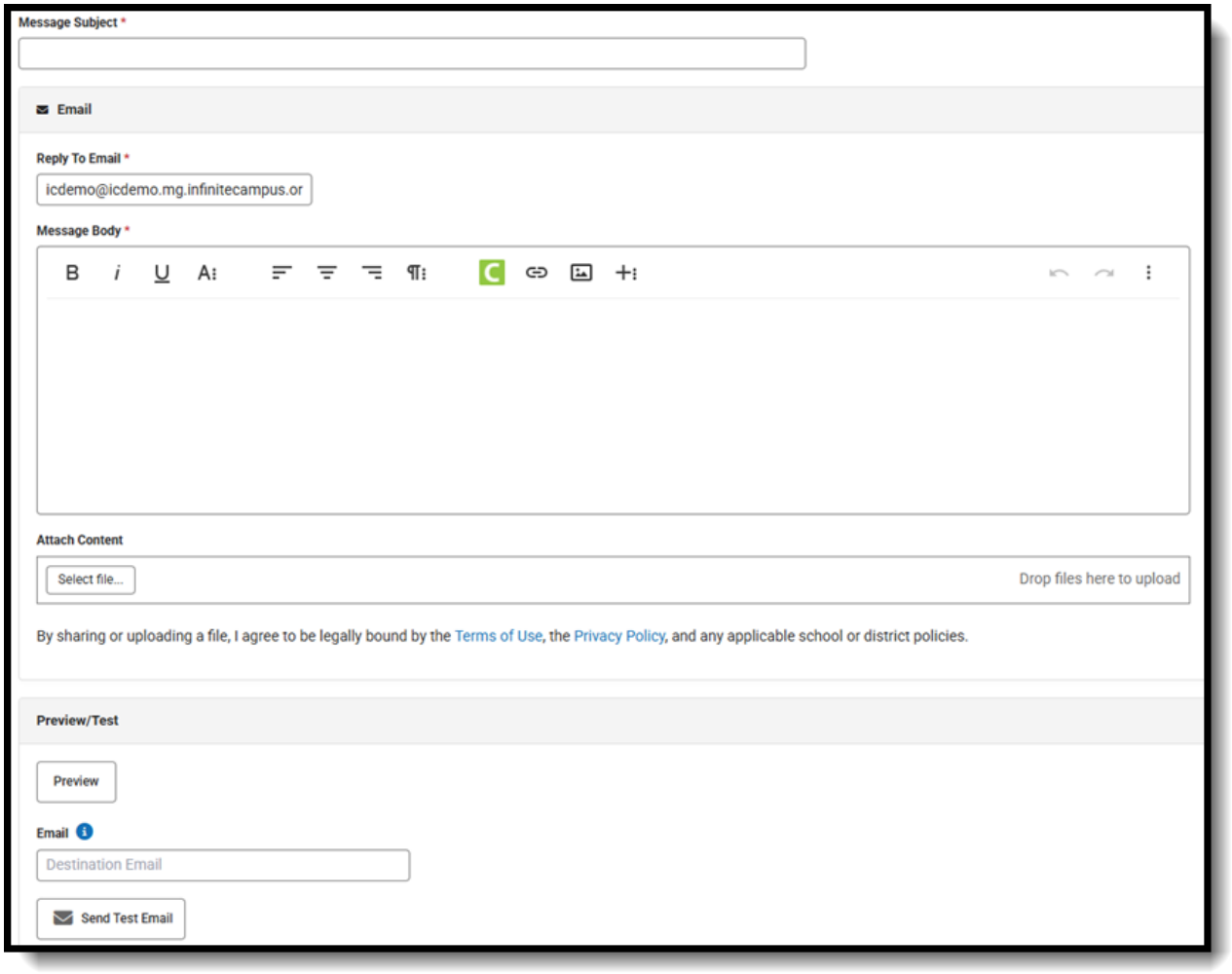
Field	Description
Message Subject	This field determines the text that displays in the Subject field of the email message. The Message Subject can also be used to search or filter results in the Sent Message Log.

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...



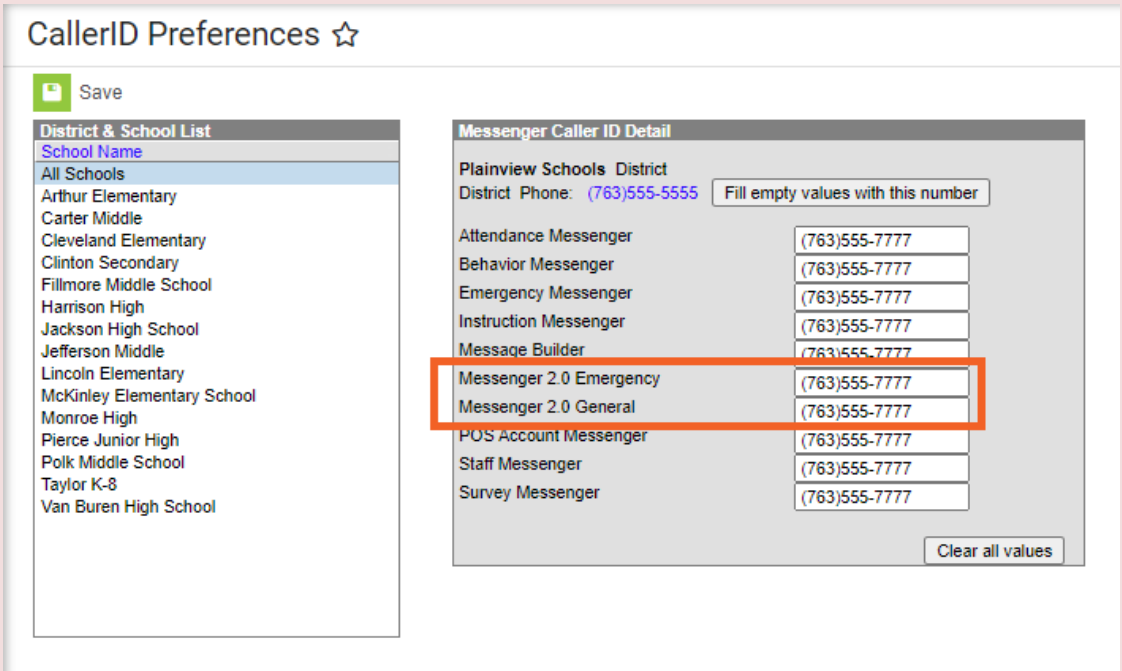
Field	Description
Message Subject	This field determines the text that displays in the Subject field of the email message. The Message Subject can also be used to search or filter results in the Sent Message Log.
Reply to Email	This field displays the email address that is automatically included in the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

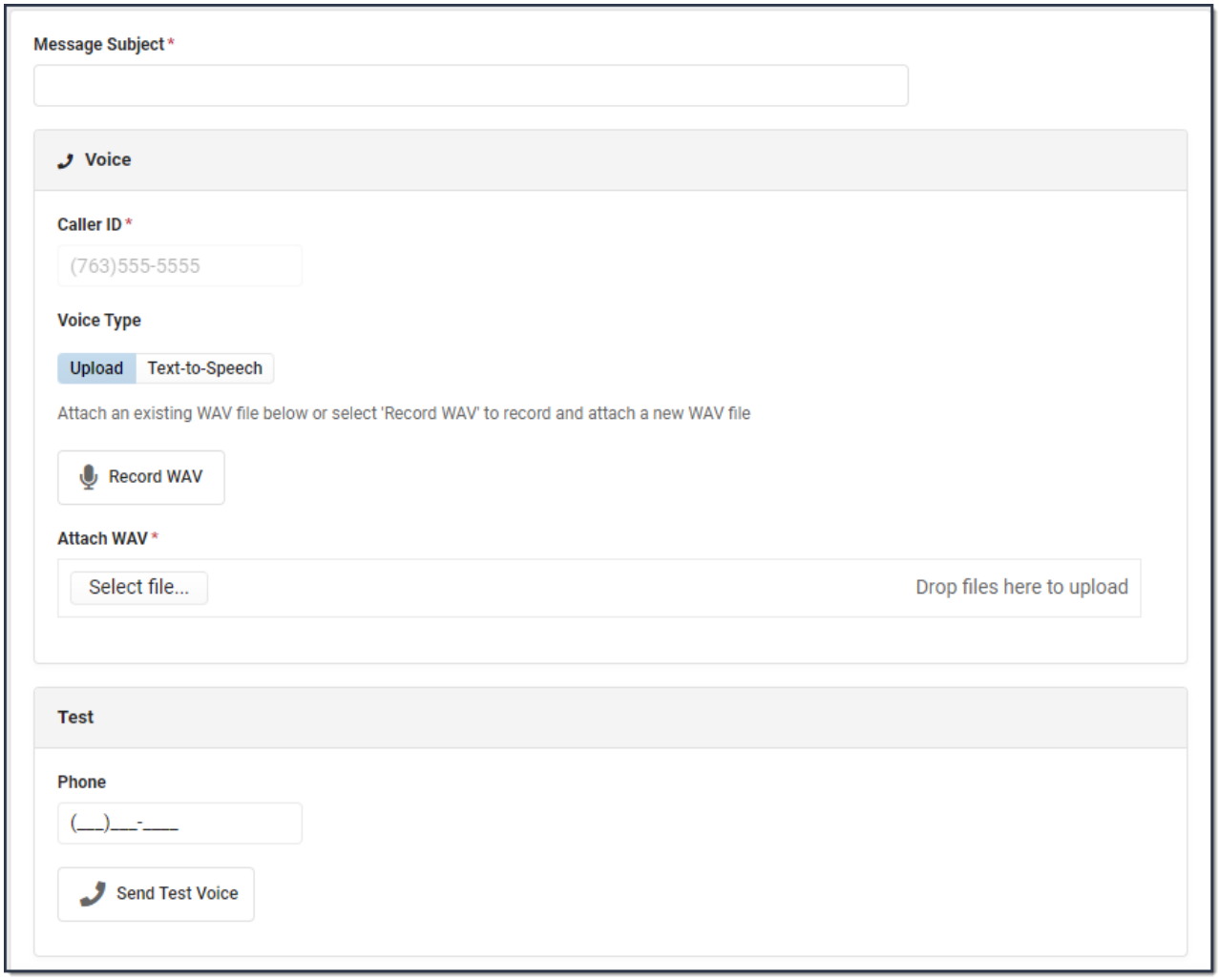
Voice messages require a Caller ID number in CallerID Preferences.

Click here to expand...

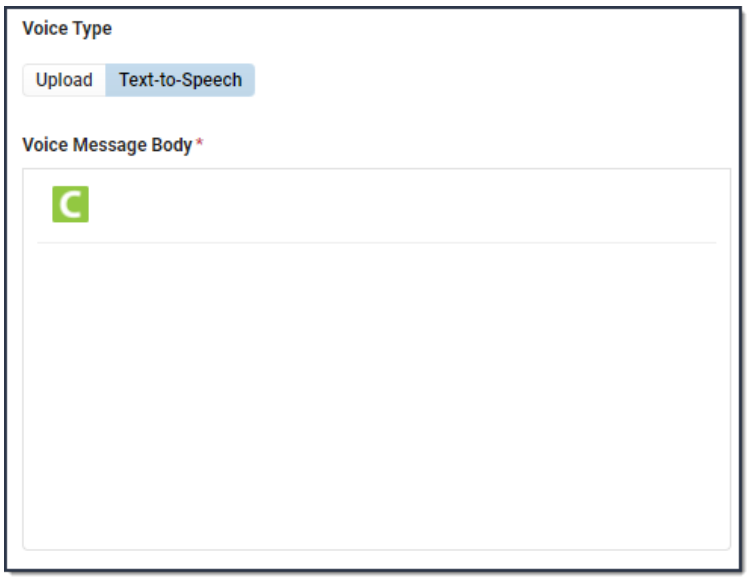


The following options display when you select the Voice Delivery Mode on Step 1. Recipients.

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.

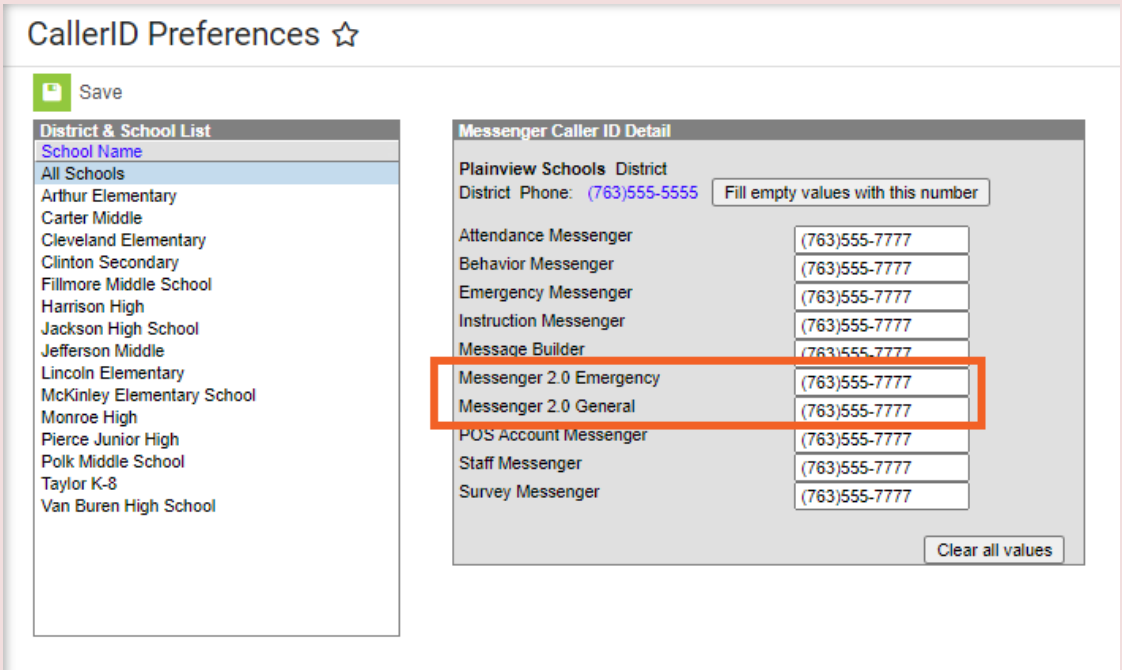
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Voice Type</td><td>
<table>
<tr><th>Option</th><th>Description</th></tr>
<tr><td>Upload</td><td>This option allows you to attach a pre-recorded .WAV file or record and attach a new WAV file.
Click the Record Wav button to use the Shoutpoint Voice Recorder. See the Shoutpoint Voice Recorder article for help using this tool.</td></tr>
<tr><td>Text-to-Speech</td><td>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.

</td></tr>
</table>
</td></tr>
<tr><td>Test</td><td></td></tr>
</table>

Field	Description
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.

Text

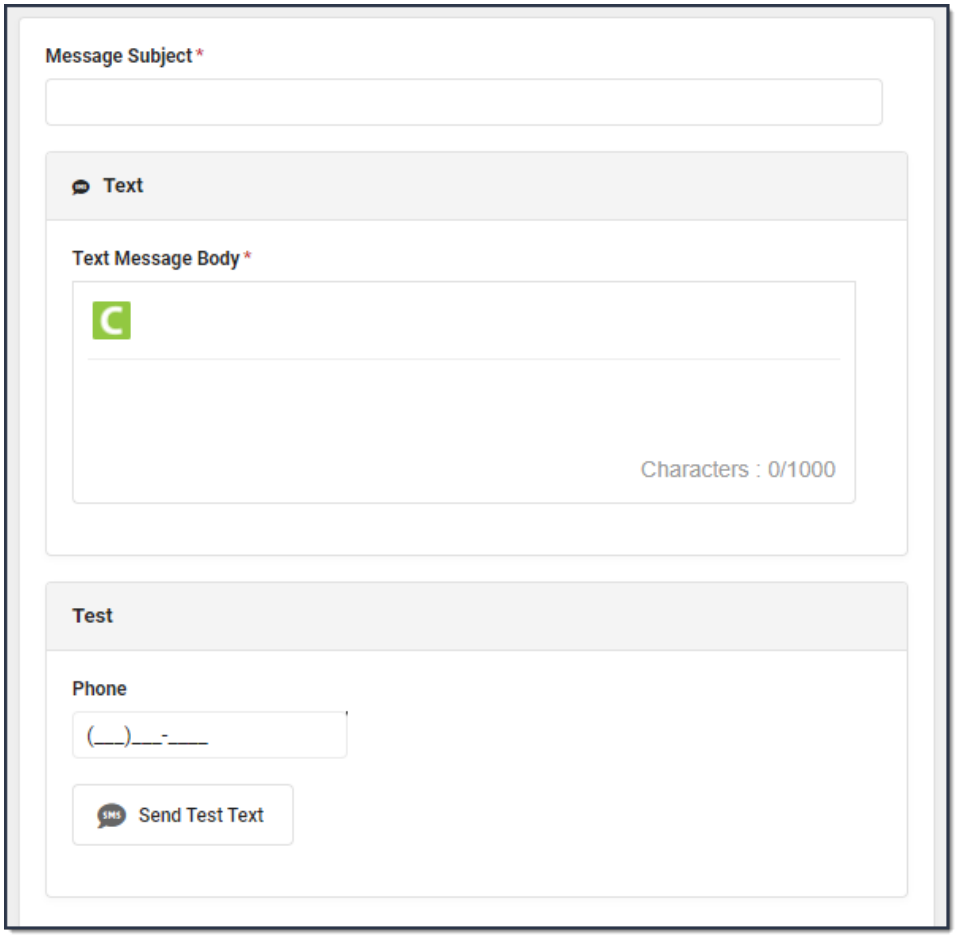
Text messages require a Caller ID number in CallerID Preferences.

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.
Text Message Body	This 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.

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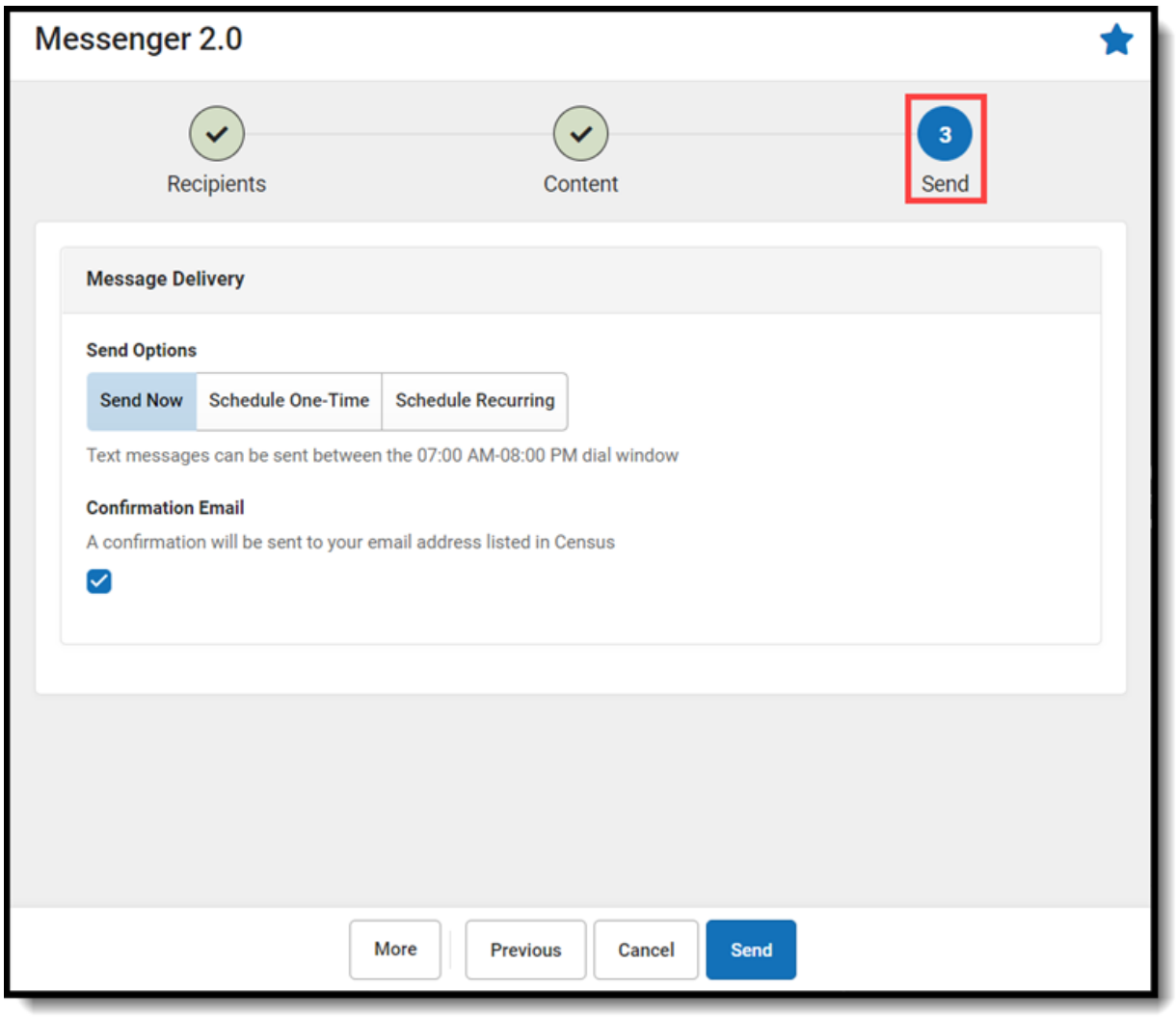
Send Screen - Field Descriptions

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

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'.
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.

Field	Description
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.

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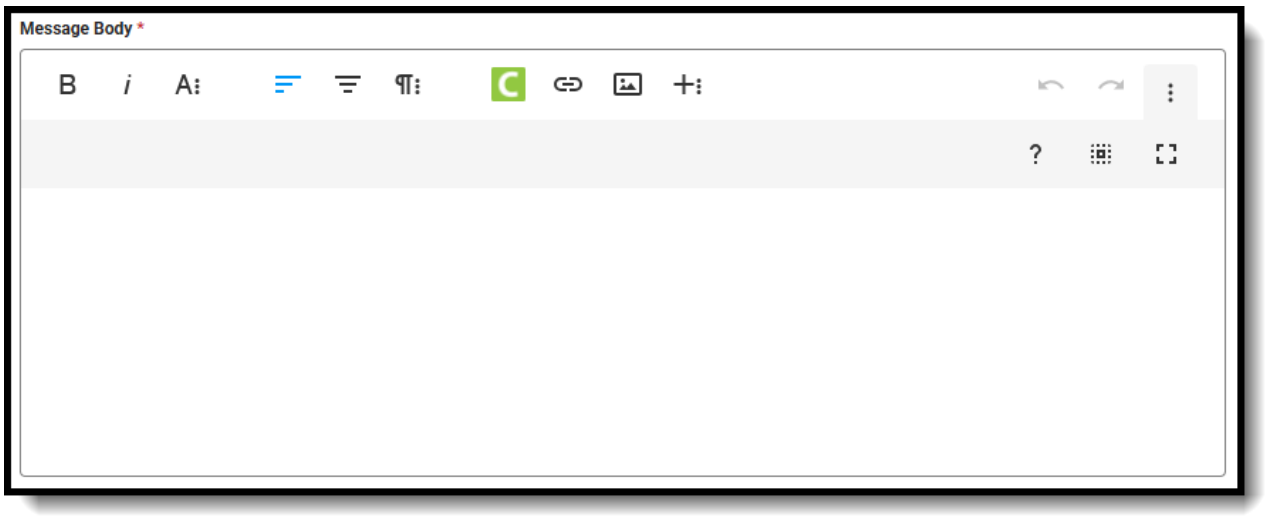
WYSIWYG Editor - Field Descriptions & Tips

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 sub-reports. 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.



Button	Description	Button	Description
B	**Bold**	¶	**More paragraph** Expand for additional options
i	**Italic**		**Campus Fields and Sub-Reports**
U	**Underline**		**Insert Link**
A	**More Text** Expand for additional options		**Insert Image** Expand to upload images from your computer, add from a URL, or add from images that have already been uploaded to Campus. The Inbox/Email - Inline Images setting in the Digital Repository Preferences must be enabled to insert images. Until this is enabled, image files cannot be uploaded.
	Align Left	+	**More Rich** Expand to insert tables and special characters
	Align Center		**Undo and Redo**
	Align Right	⋮	**More Misc** When composing a message on a mobile device, select the full screen option for easier viewing.

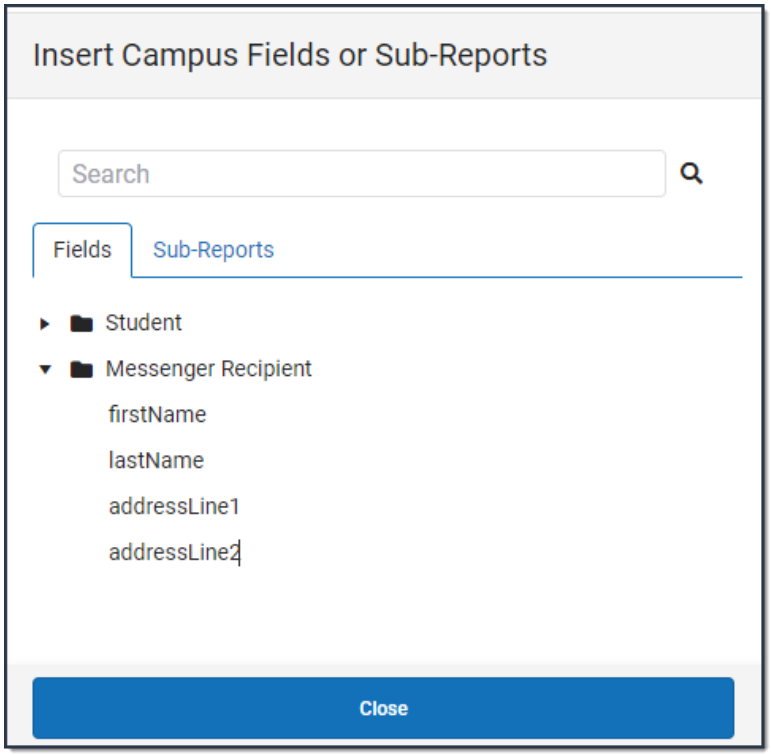
Campus Fields & Sub-Reports

A list of the most popular Campus Fields are available to help personalize messages. Sub-Reports are available only for messages sent to Students or Messenger Contacts, and only when a single calendar is selected.

Note: Some Campus Fields may not be suitable for use in Messenger messages.

The data pulled into the message body using Campus Fields can come from any of the available records, not necessarily the most recent or primary one. Campus Fields in Messenger function

similarly to ad hoc fields but do not include filtering capabilities. If a student has multiple records, such as more than one enrollment during the current school year, Messenger does not have a way to determine which record to prioritize.



Sub-Report Options

The following table lists the sub-report options for each area.

Area	Sub-Reports
Learner	• Student Schedule - Displays the student's current active course schedule including course names, periods, teachers, and room assignments. • Active and Dropped Student Schedule - Displays both current active courses and any dropped courses for the student, providing a complete view of schedule changes throughout the term.
Learner Planning	• Course Requests - Shows courses that the student has requested for upcoming terms or school years, typically used during course selection periods. • Course Plan - Displays the student's multi-year course plan, showing planned courses across multiple years for graduation planning purposes.

Area	Sub-Reports
Attendance	• Period Mark Summary - Summarizes attendance marks by period, showing absences, tardies, and other attendance codes for each class period. • Course Mark Summary - Provides attendance summary data organized by course, showing total absences and tardies per class. • Whole/Half Day Summary - Summarizes full-day and half-day absences, providing totals for excused and unexcused whole and half-day attendance events. • Exact Day Summary - Provides precise day-by-day attendance information, listing specific dates and attendance codes for each day. • Single Day Count Summary - Shows a count of attendance events for a single day, useful for daily attendance notifications.
Grading	• Grade Detail - Displays detailed grade information for each course, including letter grades, percentage scores, and grade points for the selected term(s). • Term GPA Summary - Shows the student's Grade Point Average (GPA) for specific terms, including weighted and unweighted GPA calculations.
Behavior	• Discipline Summary - Summarizes disciplinary incidents and actions, including incident types, dates, and consequences assigned to the student. • Behavior Summary - Provides an overview of positive and negative behavior marks, showing behavior trends and patterns for the student.
Student Portfolio	• Cumulative GPA and Class Rank - Displays the student's cumulative GPA across all terms and their current class rank within their graduating class.

Area	Sub-Reports
Health	• Immunization - Lists all immunization records for the student, including vaccine types, dates administered, and compliance status. • Health Screening Concussion - Shows concussion screening results, including screening dates, results, and any follow-up requirements. • Health Screening Dental - Displays dental screening information, including examination dates, findings, and recommendations. • Health Screening Hearing - Provides hearing screening results, showing test dates, pass/fail status, and any referrals needed. • Health Screening Scoliosis - Shows scoliosis screening results, including screening dates and any follow-up actions required. • Health Screening Vision - Displays vision screening results, including test dates, visual acuity measurements, and referral information.
Point of Sale	• POS Account Balance - Shows the current balance in the student's Point of Sale account, typically used for cafeteria or school store purchases.

When using sub-reports in letters, please note the following:

- All behavior data is included when adding either of the sub-reports.
- A field only displays if there is data for that field. If a field is chosen from the sub-report but there is no saved data for that student, information for that field does not display.
- A sub-report option only displays if the district/school records that data.