

# Messenger Field Descriptions (Messenger 2.0)

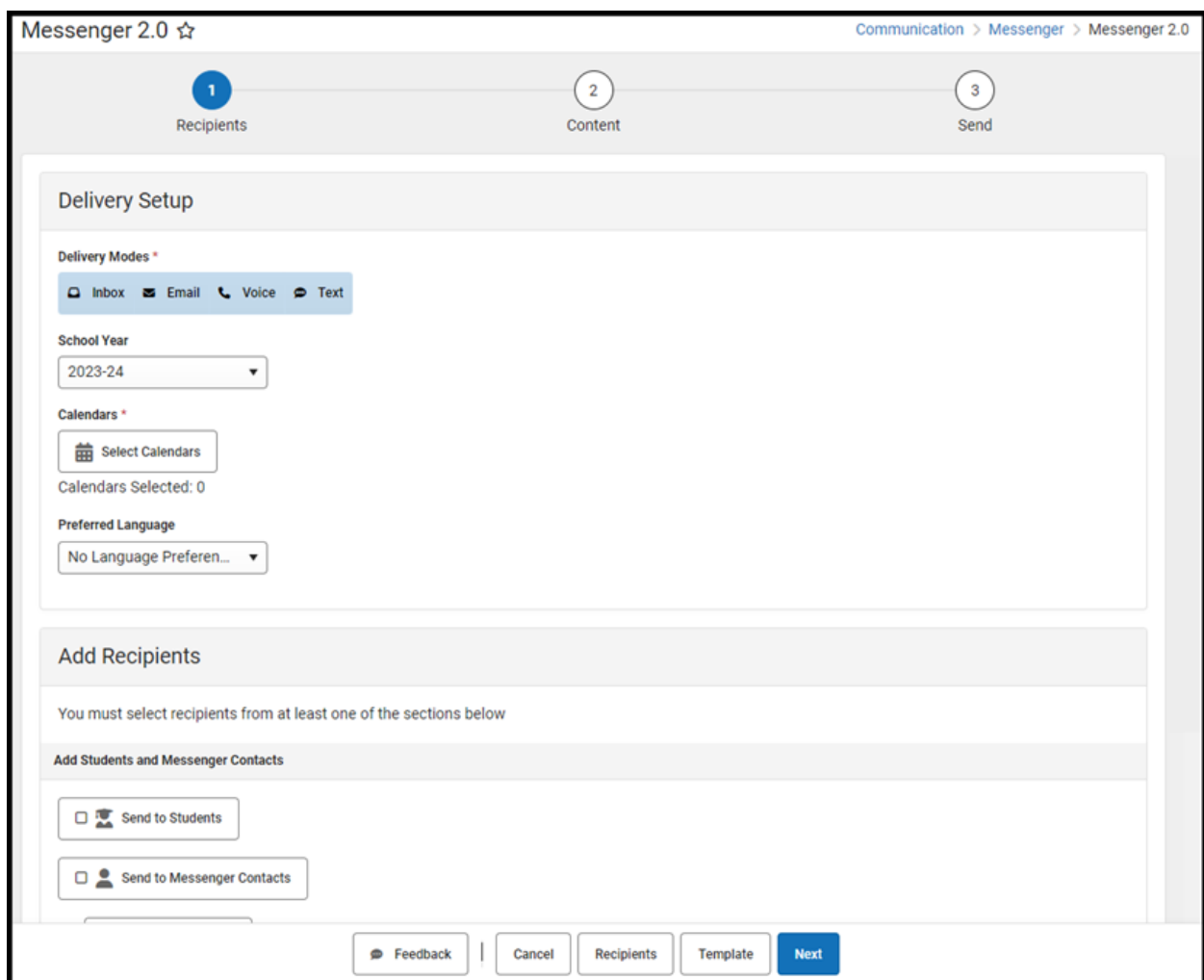
Last Modified on 08/28/2025 1:31 pm CDT

[Recipients Screen - Field Descriptions](#) | [Content Screen - Field Descriptions](#) | [Send Screen - Field Descriptions](#) | [WYSIWYG Editor - Field Descriptions & Tips](#)

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.



The screenshot shows the 'Recipients' screen in the Messenger 2.0 interface. At the top, there are three numbered tabs: 1 Recipients, 2 Content, and 3 Send. The 'Recipients' tab is active. Below the tabs, there is a 'Delivery Setup' section with the following fields:

- Delivery Modes \***: A row of buttons for 'Inbox', 'Email', 'Voice', and 'Text'. 'Email' is currently selected.
- School Year**: A dropdown menu showing '2023-24'.
- Calendars \***: A button labeled 'Select Calendars'.
- Calendars Selected**: A text field showing '0'.
- Preferred Language**: A dropdown menu showing 'No Language Preferen...'.

Below the 'Delivery Setup' section is the 'Add Recipients' section. It contains a message: 'You must select recipients from at least one of the sections below'. Underneath, there is a section titled 'Add Students and Messenger Contacts' with two buttons: 'Send to Students' and 'Send to Messenger Contacts'.

At the bottom of the screen, there is a navigation bar with the following buttons: 'Feedback', 'Cancel', 'Recipients', 'Template', and 'Next'.

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

Field	Description	Description
<b>Inbox</b>		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.
<b>Email</b>		The Email option sends an email to the email address on record (entered in Census > People > Demographics).
<b>Voice</b>		The Voice option calls the phone number on record (entered in Census > People > Demographics).
<b>Text</b>		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 <a href="#">Demographics</a> 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...](#)

**Messenger Settings** ☆
 Communication > Messenger Settings > Messenger Settings

Save

**Portal URL Settings**  
 \*Portal URL   
 (URL to insert in messages directing parents to login to parent portal)

**Messenger Maintenance Settings**  
 \*Maintenance Start Time   
 Messenger Maintenance improves message sending performance by running daily checks and removing expired messages during weekends.  
 Message Expiration

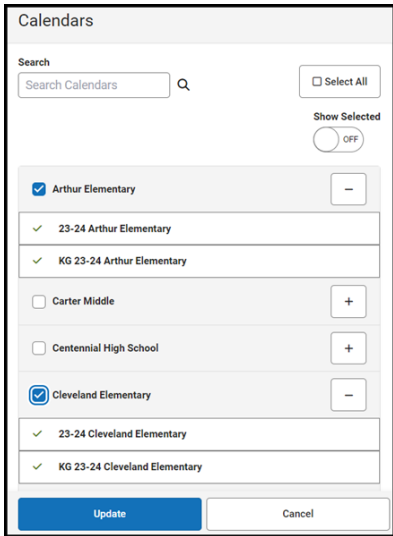
**Messenger Tool Settings**



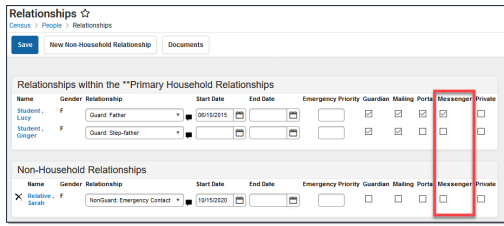

Messenger Tool	Inbox	Email	Voice	Text
Attendance Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Behavior Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Class Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Emergency Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Grades Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Message Builder	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Messenger 2.0 - General</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Missing Assignment Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
POS Account Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Scheduling Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
School Choice Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Staff Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Survey Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
User Account Messenger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Messenger 2.0 ☆

1 Recipients

**Delivery Modes \***  
☒ Inbox ☒ Email ☒ Voice ☒ Text

Field	Description		
<b>School Year</b>	<p>The default selection is the year selected in the Campus toolbar. If the current school year is selected in the toolbar, options for <b>School Year</b> will only include:</p> <ul style="list-style-type: none"> <li>• current school year</li> <li>• previous school year</li> <li>• future school year</li> </ul>		
<b>Calendars</b>	<p>The calendar selected in the Campus toolbar is automatically selected unless All Schools and All Calendars is selected. Click the <b>Select Calendars</b> button to display the Calendars panel.</p> <p>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.</p> <div> <p><b>Tips</b></p> <p>To quickly display all of the calendars you have selected, switch the <b>Show Selected</b> toggle to <b>ON</b>.</p> <p>To quickly select all Calendars, mark the <b>Select All</b> checkbox.</p> </div> <p>► <a href="#">Click here to expand...</a></p> 		
<b>Preferred Language</b>	<p>Filters the message to only send to recipients whose <i>Preferred Language</i> in the Personal Contact Information section of Demographics matches the language selection made here.</p>		
<b>Add Recipients</b>	<p>Allows a message to be sent to specific recipients: Students, Messenger Contacts, Staff, Individual Recipients, and Non-Campus Recipients.</p> <table> <tr> <th>Recipient</th><th>Sends the message to...</th></tr> </table>	Recipient	Sends the message to...
Recipient	Sends the message to...		


Field	Description	Sends the message to...
	<b>Students</b>	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.
	<b>Messenger Contacts</b>	people who have a messenger relationship with the student. A "messenger relationship" means the Messenger checkbox ( <i>Census &gt; People &gt; Relationships</i> ) is marked. 
	<b>Staff</b>	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...](#)

Add Students and Messenger Contacts

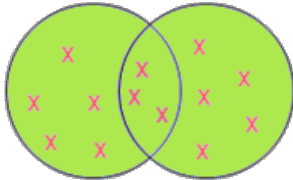
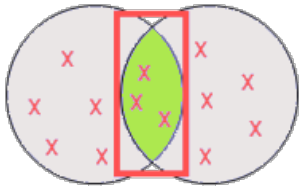
☐  Send to Students



☐  Send to Messenger Contacts

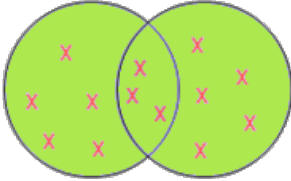
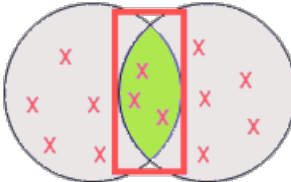
☒  Custom Selection

Student Custom Selection	Description
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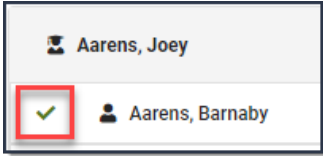
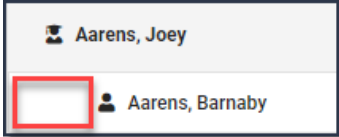
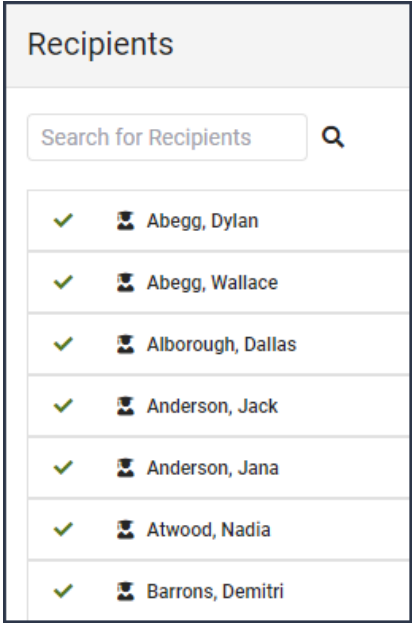
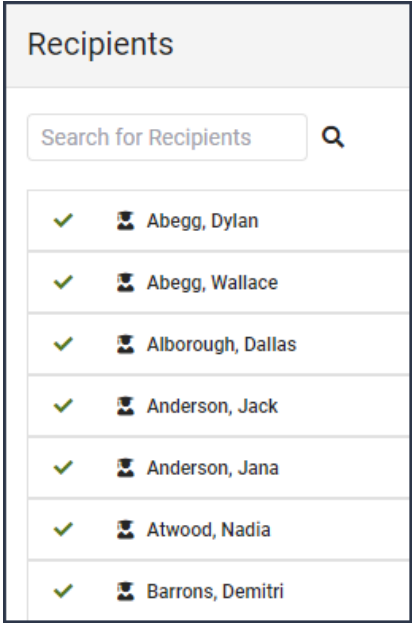
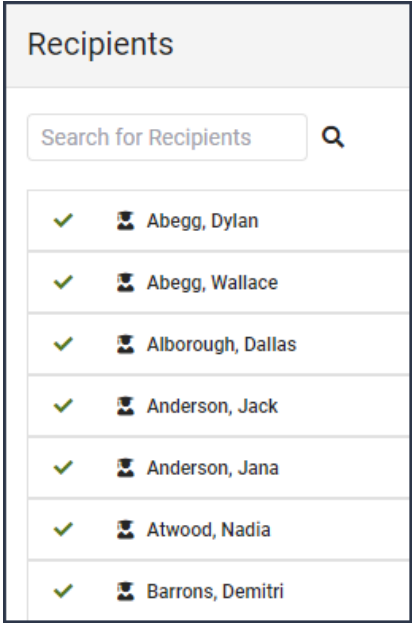
Field	Description	Includes all students in the selected calendar(s) who have an active enrollment in the current school year or have a future enrollment but have not started yet. If this box is unchecked, the selection will include all students in the selected calendar(s) regardless of enrollment status.
	<div data-bbox="389 241 654 271" data-label="Text"> <input type="checkbox"/> Active Students Only         </div>	<div data-bbox="687 427 1378 553" data-label="Text"> <p>This can be toggled off when messaging future and past calendars.</p> </div>

Field	Description
	<p>Includes the ability to filter the student list with the following options:</p> <ul style="list-style-type: none"> <li>Grade Level <ul style="list-style-type: none"> <li>This filter will only show grade levels that exist in Calendars within the School Year selected.</li> </ul> </li> <li>Ad Hoc</li> <li>Transportation</li> </ul> <p>If you choose multiple filters, the message will only be sent to students meeting each of the chosen criteria simultaneously.</p> <p><b>Filter Operations</b></p> <p>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.</p> <p><b>Union Operation</b> - 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.</p>  <p><b>Intersection Operation</b> - 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.</p>  <p><b>Staff Filtering Options</b></p> <p>The following filtering options are available under <b>Custom Selection</b> to limit who receives the message.</p> <p>► <a href="#">Click here to expand...</a></p>

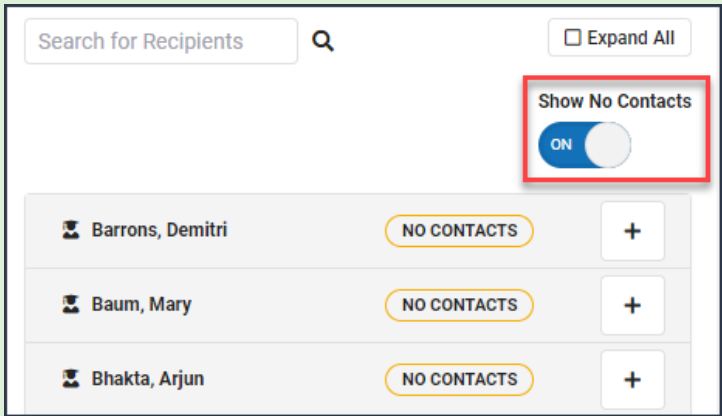
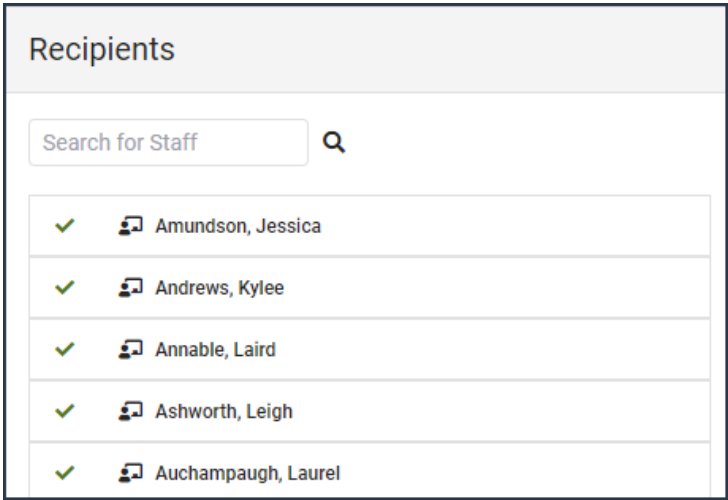
Field	Description								
	<div> <div>Add Staff Recipients</div> <div> <input type="checkbox"/>  Send to Staff         </div> <div> <input type="checkbox"/>  Custom Selection         </div> <div>All School Staff Selected: 0</div> </div> <table> <tr> <th colspan="2">Staff Custom Selection</th></tr> <tr> <td><b>Include School Staff</b></td><td>Includes all staff who have an active District Assignment record at the school in a selected calendar.</td></tr> <tr> <td><b>Staff Role</b></td><td>Staff roles are identified on the staff member's District Assignment tab.</td></tr> <tr> <td><b>Include District Staff</b></td><td>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.</td></tr> </table>	Staff Custom Selection		<b>Include School Staff</b>	Includes all staff who have an active District Assignment record at the school in a selected calendar.	<b>Staff Role</b>	Staff roles are identified on the staff member's District Assignment tab.	<b>Include District Staff</b>	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.
Staff Custom Selection									
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<b>Staff Role</b>	Staff roles are identified on the staff member's District Assignment tab.								
<b>Include District Staff</b>	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.								

Field	Description
	<p>Sends the message to only staff who are included in the ad hoc.</p> <p>Only displays Data Type: Census/Staff Ad Hoc filters.</p> <div style="background-color: #fff9c4; padding: 10px; margin: 10px 0;"> <p>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.</p> </div> <p><b>Filter Operations</b></p> <p>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.</p> <p><b>Union Operation</b> - 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:</p>  <p><b>Intersection Operation</b> - 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.</p>  <div style="background-color: #e1f5fe; padding: 10px; margin: 10px 0;"> <p><b>Add Individual Recipients</b></p> </div> <p>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.</p> <div style="background-color: #e1f5fe; padding: 10px; margin: 10px 0;"> <p><b>Add Non-Campus Recipients</b></p> </div>



Field	Description						
	<p>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.</p>						
Cancel	Closes and reverts back to the Messenger home screen.						
Recipients	<p>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.</p> <ul style="list-style-type: none"> <li>A checkmark next to the person's name means they will receive the message.</li> </ul>  <ul style="list-style-type: none"> <li>No checkmark next to the person's name means they will <b>not</b> receive the message.</li> </ul>  <table border="1"> <thead> <tr> <th>Recipient</th><th>Description</th></tr> </thead> <tbody> <tr> <td>Students</td><td> <p>When you send a message to <i>Students</i> only, the recipient list only displays the student names.</p> <p>▶ <a href="#">Click here to expand...</a></p>  </td></tr> <tr> <td>Messenger</td><td>When you send a message to Messenger Contacts, the</td></tr> </tbody> </table>	Recipient	Description	Students	<p>When you send a message to <i>Students</i> only, the recipient list only displays the student names.</p> <p>▶ <a href="#">Click here to expand...</a></p> 	Messenger	When you send a message to Messenger Contacts, the
Recipient	Description						
Students	<p>When you send a message to <i>Students</i> only, the recipient list only displays the student names.</p> <p>▶ <a href="#">Click here to expand...</a></p> 						
Messenger	When you send a message to Messenger Contacts, the						

Field	Contacts Description
	<p>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.</p> <p>▶ <a href="#">Click here to expand...</a></p> <div> <h3>Recipients</h3> <div> <input type="text" value="Search for Recipients"/> <input type="button" value="Q"/> <input type="button" value="Expand All"/> </div> <div> Show No Contacts  <input type="checkbox"/> OFF </div> <div> <div>  Abraham, Charla <div>-</div> </div> <div>   Abraham, Merium </div> <div>   Markberg, Joash </div> <div>  Alain, Natalie <div>+</div> </div> <div>  Alfath, Zineb <div>NO CONTACTS</div> </div> </div> </div> <p><b>Note:</b> If you are also sending the message to students, the student's name displays when their name is expanded.</p> <p>▶ <a href="#">Click here to expand...</a></p> <div> <div> Students/Contacts Staff </div> <div> <input type="text" value="Search for Recipients"/> <input type="button" value="Q"/> <input type="button" value="Expand All"/> </div> <div> Show No Contacts  <input type="checkbox"/> OFF </div> <div> <div>  Abegg, Dylan <div>-</div> </div> <div>   Abegg, Donald </div> <div>   Abegg, Dylan </div> <div>   Abegg, Millie </div> <div>   Ruger, Maria </div> </div> </div> <p>If it says <b>NO CONTACTS</b> next to the student's name, the student does not have a person with a messenger relationship set up to receive a message.</p> <p><b>Tip:</b> Switch the <b>Show No Contacts</b> toggle to <b>ON</b> to only</p>

Field	Description
	<p>display students that do not have any Messenger contacts.</p> 
Staff	<p>When you send a message to Staff, the recipient list displays the Staff member's names.</p> <p>▶ <a href="#">Click here to expand...</a></p> 

Field	Description
<b>Next</b>	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.

Messenger 2.0 ★

✓  
Recipients

2  
Content

3  
Send

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...](#)

Message Subject \*

Inbox

Message Body \*

B

*i*

A:

¶:

C

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

Inbox / Email

Reply To Email \*

icdemo@icdemo.mg.infinitecar

Message Body \*

B*i*A:≡≡¶:C🔗🖼️⋮

Field	Description
<b>Message Subject</b>	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 <a href="#">Sent Message Log</a> .

Field	Description
<b>Message Body</b>	<p>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.</p> <p>When copy/pasting from Microsoft Word, select <i>Keep</i> to retain the current format or <i>Clean</i> 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 <a href="#">WYSIWYG Editor - Field Descriptions &amp; Tips</a> for more information.</p> <p><b>Inserting Campus Fields or Sub-Reports</b> : Sub-Reports are only available for messages being sent to Students/Messenger Contacts and only when one calendar is selected.</p>

## Email

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

► [Click here to expand...](#)

Message Subject \*

Email

Reply To Email \*

icdemo@icdemo.mg.infinitecampus.or

Message Body \*

B*i*UA≡≡≡¶C🔗🖼️+:

Attach Content

Select file...

Drop files here to upload

By sharing or uploading a file, I agree to be legally bound by the [Terms of Use](#), the [Privacy Policy](#), and any applicable school or district policies.

Preview/Test

Preview

Email ⓘ

Destination Email

Send Test Email

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 <a href="#">Sent Message Log</a> .
Reply to Email	<p>This field displays the email address that is automatically included in the message body for message recipients to reference.</p> <p>To reduce the chance an email is flagged as spam, avoid using "no reply" or "do not reply" in the Reply to Email.</p>
Sender Display Name	Entries to this field will display in the recipient's email inbox for easier sender identification.

Field	Description
<b>Message Body</b>	<p>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.</p> <ul style="list-style-type: none"> <li>• If you are also sending a Voice message using Text-to-Speech, the Voice message will use the text entered in this field.</li> <li>• If you are also sending an Inbox message, the Inbox message will use the text entered in this field.</li> </ul> <p>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 <a href="#">WYSIWYG Editor - Field Descriptions &amp; Tips</a> for more information.</p> <p><b>Inserting Campus Fields or Sub-Reports</b> : Sub-Reports are only available for messages being sent to Students/Messenger Contacts and only when one calendar is selected.</p>
<b>Attach Content</b>	<p>This field allows you to attach <b>one</b> file to an email message.</p> <p>This option only displays when the <b>Allow Email Attachments</b> option is marked in the <a href="#">Email Settings</a> tool. See the <a href="#">Email Settings</a> article for more information about this option and other options like setting size limits for email attachments.</p>
<b>Test</b>	
<b>Email / Send Test Email</b>	<p>To view a message in the manner it will be delivered to recipients, enter a valid email address in the <b>Email</b> field and click <b>Send Test Email</b>. Up to five email addresses can be entered and email addresses must be separated by a comma.</p> <p>Infinite Campus strongly recommends testing messages before delivering them.</p>

## Voice

Voice messages require a Caller ID number in [CallerID Preferences](#).



► [Click here to expand...](#)

## CallerID Preferences ☆

 Save

### District & School List

#### School Name

All Schools  
Arthur Elementary  
Carter Middle  
Cleveland Elementary  
Clinton Secondary  
Fillmore Middle School  
Harrison High  
Jackson High School  
Jefferson Middle  
Lincoln Elementary  
McKinley Elementary School  
Monroe High  
Pierce Junior High  
Polk Middle School  
Taylor K-8  
Van Buren High School

### Messenger Caller ID Detail

Plainview Schools District

District Phone: (763)555-5555

Fill empty values with this number

Attendance Messenger (763)555-7777

Behavior Messenger (763)555-7777

Emergency Messenger (763)555-7777

Instruction Messenger (763)555-7777

Message Builder (763)555-7777

Messenger 2.0 Emergency (763)555-7777

Messenger 2.0 General (763)555-7777

POS Account Messenger (763)555-7777

Staff Messenger (763)555-7777

Survey Messenger (763)555-7777

Clear all values

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

► [Click here to expand...](#)

**Message Subject \***

**Voice**

**Caller ID \***

**Voice Type**

Attach an existing WAV file below or select 'Record WAV' to record and attach a new WAV file

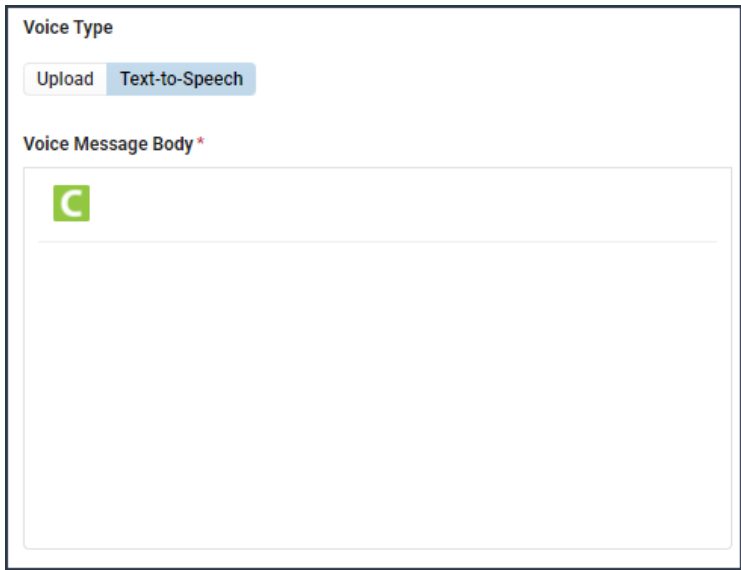
**Attach WAV \***

Drop files here to upload

**Test**

**Phone**

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


Field	Description
Voice Type	Option
	Description
	<p><b>Upload</b></p> <p>This option allows you to attach a pre-recorded .WAV file or record and attach a new WAV file. Click the <b>Record Wav</b> button to use the <a href="#">Shoutpoint Voice Recorder</a>. See the <a href="#">Shoutpoint Voice Recorder</a> article for help using this tool.</p>
	<p><b>Text-to-Speech</b></p> <p>If text is entered in the <b>Voice Message Body</b> area on this screen, Campus converts the text to speech using the built-in text-to-speech engine.</p> <ul style="list-style-type: none"> <li>Only English text can be converted.</li> <li>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.</li> <li>Infinite Campus recommends that this type of message be tested for pronunciation before any messages are sent.</li> <li>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.</li> </ul>
	
Test	

Field	Description
<b>Phone</b> <b>Send Test Voice</b>	<p>To hear a test message, enter a valid number in the <b>Phone</b> field and click <b>Send Test Voice</b>.</p> <p>Infinite Campus strongly recommends testing messages before delivering them. A message is sent in the exact manner it is delivered to recipients.</p>

## Text

Text messages require a Caller ID number in [CallerID Preferences](#).

► [Click here to expand...](#)

 Save

**District & School List**  

School Name

All Schools

Arthur Elementary  
 Carter Middle  
 Cleveland Elementary  
 Clinton Secondary  
 Fillmore Middle School  
 Harrison High  
 Jackson High School  
 Jefferson Middle  
 Lincoln Elementary  
 McKinley Elementary School  
 Monroe High  
 Pierce Junior High  
 Polk Middle School  
 Taylor K-8  
 Van Buren High School

**Messenger Caller ID Detail**  

Plainview Schools District  
 District Phone: (763)555-5555
 

Fill empty values with this number

Attendance Messenger	(763)555-7777
Behavior Messenger	(763)555-7777
Emergency Messenger	(763)555-7777
Instruction Messenger	(763)555-7777
Message Builder	(763)555-7777
Messenger 2.0 Emergency	(763)555-7777
Messenger 2.0 General	(763)555-7777
POS Account Messenger	(763)555-7777
Staff Messenger	(763)555-7777
Survey Messenger	(763)555-7777

Clear all values

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

► [Click here to expand...](#)

Message Subject \*

Text

Text Message Body \*

C

Characters : 0/1000

Test

Phone

( ) -

Send Test Text

Field	Description
<b>Message Subject</b>	The Message Subject can be used to search or filter results in the <a href="#">Sent Message Log</a> .
<b>Text Message Body</b>	this field contains the text contained in the text message. <ul style="list-style-type: none"> <li>Maximum of 1,000 characters</li> <li>Messages over 140 characters are sent as a short link</li> </ul>
<b>Test</b>	
<b>Cell Phone Send Test Message</b>	To view a test message, enter a valid cell phone number in the <b>Cell Phone</b> field and click <b>Send Test Message</b> . <div>             Infinite Campus strongly recommends testing messages before delivering them. A message is sent in the exact manner it is delivered to recipients.           </div>

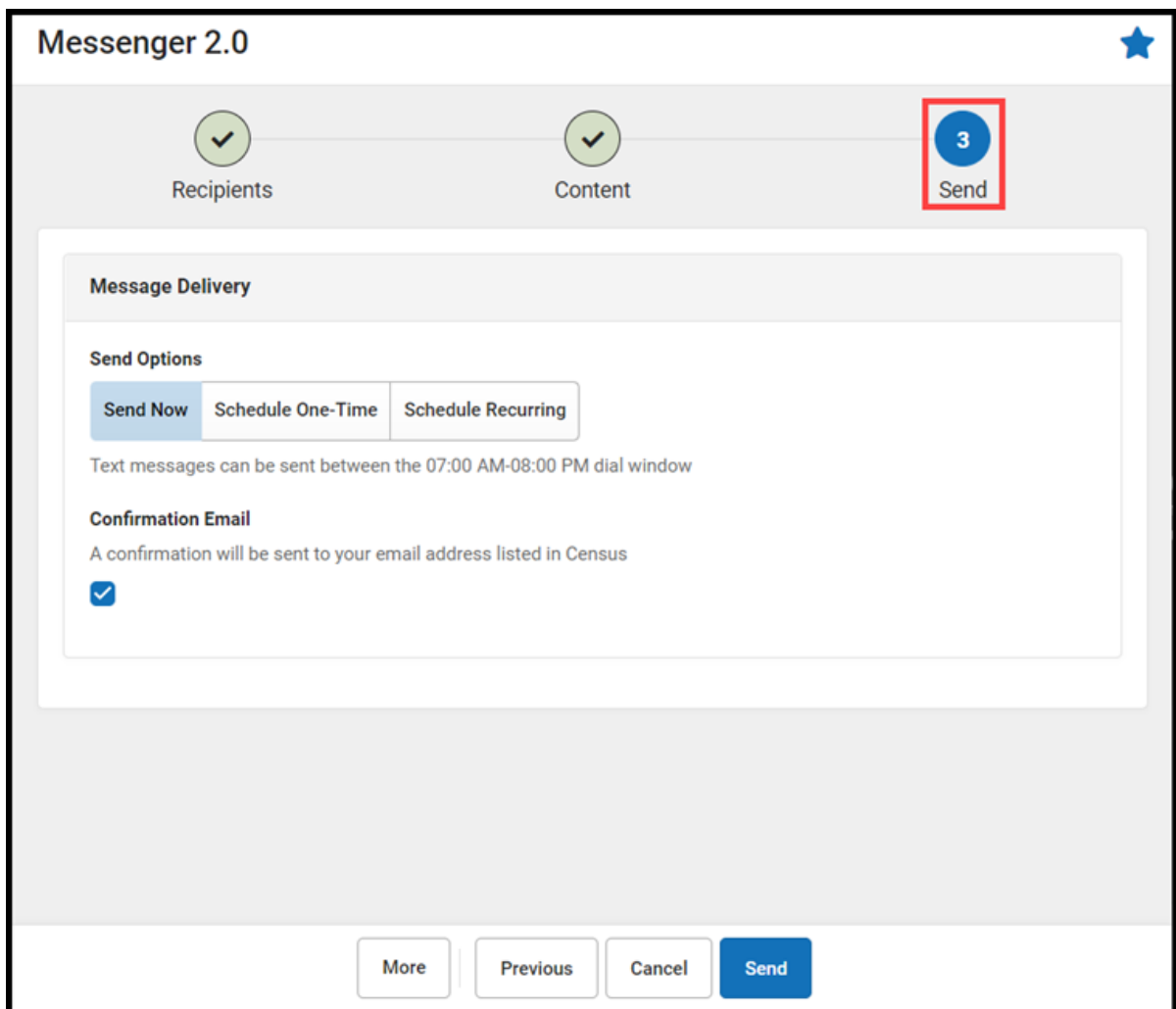
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## Send Screen - Field Descriptions

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



**Messenger 2.0**

Recipients Content **3 Send**

**Message Delivery**

**Send Options**

Send Now Schedule One-Time Schedule Recurring

Text messages can be sent between the 07:00 AM-08:00 PM dial window

**Confirmation Email**

A confirmation will be sent to your email address listed in Census

☒

More Previous Cancel Send

Field	Description
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Field	Description
<b>Send Now</b>	<p>Select this option for sending messages immediately. This is the default selection for messages during the district-wide dialing window.</p> <p>This option is not available if you are trying to send a text/voice message outside of the district-wide dialing window.</p> <p>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 <a href="#">Voice Settings</a> tool.</p>
<b>Schedule One-Time</b>	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'.
<b>Schedule Recurring</b>	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'.
<b>Date</b>	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.
<b>Inbox/Email Time</b>	A time in the future the email message should be sent. Schedule One-Time or Recurring must be selected to enter a time.
<b>Voice/Text Message Time</b>	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.
<b>Day(s) of the Week</b>	<p>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.</p> <p>Messages will begin sending on the first day that occurs on or after the selected Start Date.</p>
<b>Select Day(s)</b>	Each day a message will be sent out based on the frequency that is selected.
<b>Frequency</b>	Choose the weekly increments the message will be sent on.
<b>Start Date</b>	A date the recurring period starts on and messages will begin being sent.
<b>End Date</b>	Messages in this series will no longer be sent after the End Date.
<b>Custom Dates</b>	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.
<b>Select Dates</b>	Calendar tool used to select the custom dates a message will be sent.

Field	Description
<b>Confirmation Email</b>	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 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.





Button	Description	Button	Description
<b>B</b>	<b>Bold</b>		<b>More paragraph</b> Expand for additional options
<i><b>i</b></i>	<b>Italic</b>		<b>Campus Fields and SubReports</b>
<u><b>U</b></u>	<b>Underline</b>		<b>Insert Link</b>
<b>A:</b>	<b>More Text</b> Expand for additional options		<b>Insert Image</b> Expand to upload images from your computer, add from a URL, or add from images that have already been uploaded to Campus.  <div>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.</div>
	<b>Align Left</b>	<b>+:</b>	<b>More Rich</b> Expand to insert tables and special characters
	<b>Align Center</b>		<b>Undo and Redo</b>
	<b>Align Right</b>		<b>More Misc</b>  <div>When composing a message on a mobile device, select the full screen option for easier viewing.</div>

## 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.

Insert Campus Fields or Sub-Reports

Fields

Sub-Reports

Student

Messenger Recipient

firstName

lastName

addressLine1

addressLine2

Close

## Sub-Report Options

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

Area	Sub-Reports
<b>Learner</b>	<ul style="list-style-type: none"> <li>Student Schedule</li> <li>Active and Dropped Student Schedule</li> </ul>
<b>Learner Planning</b>	<ul style="list-style-type: none"> <li>Course Requests</li> <li>Course Plan</li> </ul>
<b>Attendance</b>	<ul style="list-style-type: none"> <li>Period Mark Summary</li> <li>Course Mark Summary</li> <li>Whole/Half Day Summary</li> <li>Exact Day Summary</li> <li>Single Day Count Summary</li> </ul>
<b>Grading</b>	<ul style="list-style-type: none"> <li>Grade Detail</li> <li>Term GPA Summary</li> </ul>

Area	Sub-Reports
<b>Behavior</b>	<ul style="list-style-type: none"> <li>• Discipline Summary</li> <li>• Behavior Summary</li> </ul>
<b>Student Portfolio</b>	<ul style="list-style-type: none"> <li>• Cumulative GPA and Class Rank</li> </ul>
<b>Health</b>	<ul style="list-style-type: none"> <li>• Immunization</li> <li>• Health Screening Concussion</li> <li>• Health Screening Dental</li> <li>• Health Screening Hearing</li> <li>• Health Screening Scoliosis</li> <li>• Health Screening Vision</li> </ul>
<b>Point of Sale</b>	<ul style="list-style-type: none"> <li>• POS Account Balance</li> </ul>

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.