

Getting Started with Messenger 2.0

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Messenger 2.0 Feature Comparison

Feature	Messenger 1.0	Messenger 2.0
Send messages to students and their messenger contacts (Parents, guardians, etc.)	X	X
Enforce a messaging limit	X	X
Include Ad hoc filter options	X	X
Option to review before sending	X	X
Create and schedule a message to send at a later date and time	X	X
Navigation buttons to move back and forth through the process		X
Total recipient count tracking		X
Option to view recipients before completing the entire message		X
Option to send message to student AND parents AND staff from one place		X
Create and send messages from a mobile device		X
Option to provide suggestions and feedback to our developers during the development process		X
One-time scheduled messages generate recipient lists at time of delivery		X

Feature	Messenger 1.0	Messenger 2.0
Recurring messages can be scheduled to send to multiple calendars in a single campaign		X
Edit a one-time scheduled message		X
Conveniently view and manage scheduled messages		X

Access Messenger 2.0

Messenger 2.0 is available in the Communications area of the [New Look and Feel of Campus](#) or in the Messenger > Messenger 2.0 path in the classic view. Messenger 2.0 is mobile friendly in the New Look and Feel of Campus only.

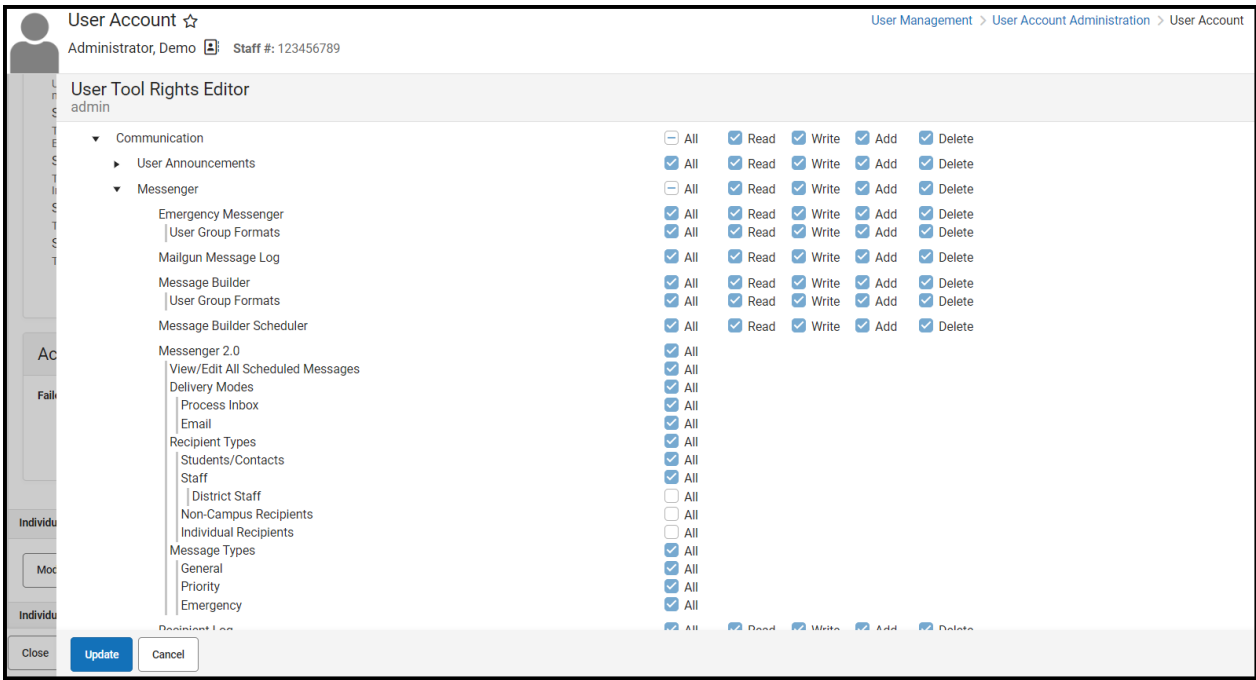
All Messenger 1.0 functionality remains available and DOES NOT include any added functionality. Messenger 2.0 and its features function separately from Messenger 1.0.

Sending messages from mobile devices requires you to have "Try New Look" turned ON in the User Menu.

Tool Rights

Messenger 2.0 requires tool rights to view, create and send a message.

- When the checkbox is selected, the user has access to engage with the corresponding tool or sub-tool.
- Users must have **Read** access to *Communication* and *Messenger*.
- When the **All** checkbox is marked for *Students/Contacts*, users given this tool right can send messages to students and Messenger contacts.
- When the **All** checkbox is marked for *Staff*, users given this tool right can send messages to staff.
- Users with the *District Staff* tool right can message anyone under the district staff category. District staff qualify as staff who do not have an active district assignment or only have district assignment(s) at schools without a calendar in the active year.
- If a user has access to View/Edit All Scheduled Messages, they can edit or cancel any message in a district.



Email Settings

Be sure to check the [Email Settings](#) tool to configure general settings for email messages.

Recipient Requirements

The following requirements must be established for recipients to receive a message.

Recipient	Requirements
Students	<ul style="list-style-type: none"> • Must have an enrollment in a selected calendar. • Must have an email address in the Email field of Demographics. • Must have the General Messenger Preference box marked in Demographics for the email address at which they receive messages.
Parents/Other	<ul style="list-style-type: none"> • Must be a person in Campus. • Must have a relationship (Census > Relationships) to a student with an enrollment AND the Messenger checkbox must be marked for the relationship. • Must have an email address in the Email field of Census > Demographics. • Must have the General and/or Priority Messenger Preference box marked in Demographics for the email address to receive the designated type of message.

Recipient	Requirements
Staff	<ul style="list-style-type: none"> • Must have either an active District Employment record or active District Assignment record. • Must have an email address in the Email field of Census > Demographics. • Must have the General and/or Priority Messenger Preference box marked in Demographics for the email address to receive the designated type of message.

Navigate Messenger 2.0

The screenshot shows the Messenger 2.0 interface with several key elements highlighted:

- Progress Tracker:** A horizontal bar at the top of the form with three sections: 'Recipients' (with a green checkmark), 'Content' (with a blue circle containing the number 2), and 'Send' (with a white circle containing the number 3).
- Action Bar:** A horizontal bar at the bottom of the form containing buttons for 'Feedback', 'Previous', 'Cancel', 'Recipients', 'Template', and 'Next'.
- Form Fields:** Includes 'Message Subject', 'Reply To Email' (with the address noreply@infinitecampus.com), and 'Message Body' with a rich text editor.

An orange callout box with the text "Navigate to another section by making a selection from the Progress Tracker or the Action Bar." points to the 'Recipients' and 'Next' buttons.

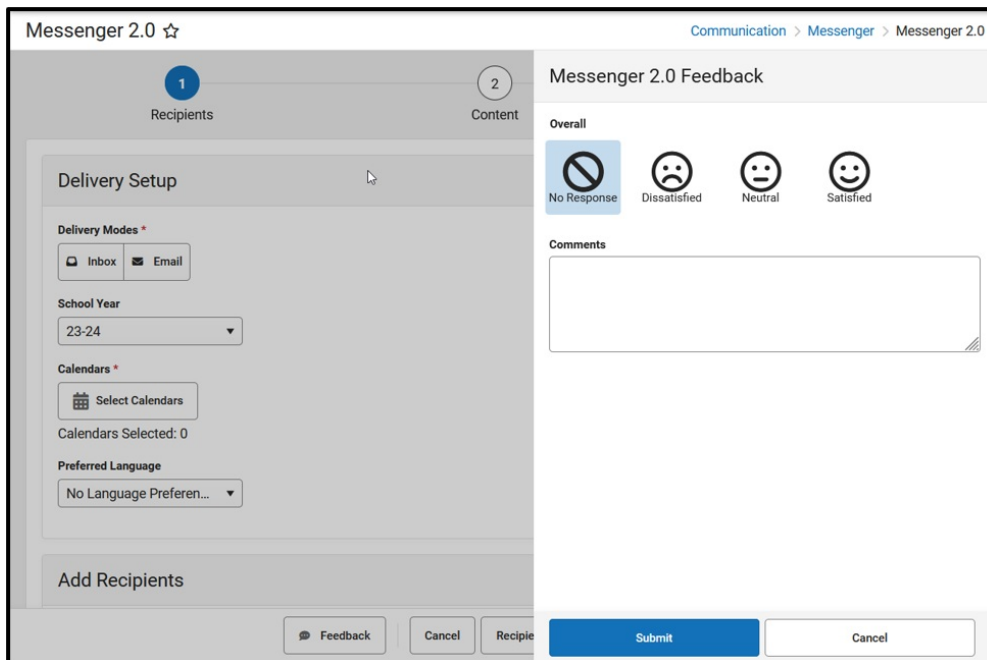
Progress Tracker	
	An alert indicates there is missing information for required fields.
	The green checkmark indicates all required fields are complete.
	A white circle indicates the screen has not been viewed and no entries have been made.

Submit Feedback

As we continue to enhance the Messenger 2.0 tools your feedback is critical to help us provide the best user experience possible.

The Feedback button is available on each step of the messenger workflow.

1. Press the **Feedback** button on any step of the workflow and a side panel will open.
2. Choose an Overall response (No Response, Dissatisfied, Neutral, Satisfied).
3. Enter any comments you have regarding the tool. For example, features you like, features you dislike, questions you may have, enhancements you would like to see in the future, etc.



The screenshot shows the Messenger 2.0 interface with a feedback side panel open. The main window is titled "Messenger 2.0" and has a breadcrumb trail: "Communication > Messenger > Messenger 2.0". The main content area is divided into two steps: "1 Recipients" and "2 Content". The "Recipients" step is active, showing "Delivery Setup" options: "Delivery Modes" (Inbox, Email), "School Year" (23-24), "Calendars" (Select Calendars, 0 selected), and "Preferred Language" (No Language Preferen...). A "Feedback" button is visible at the bottom of the main window. The feedback side panel is titled "Messenger 2.0 Feedback" and includes an "Overall" section with four radio button options: "No Response" (selected), "Dissatisfied", "Neutral", and "Satisfied". Below this is a "Comments" text area and a "Submit" button.