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 (regulates how many messages a parent with multiple students in the school receives)	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.

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	- 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.

Recipient	Requirements
Parents/Other	• 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.
Staff	• 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

	Progress Tracker
⚠	An alert indicates there is missing information for required fields.
✓	The green checkmark indicates all required fields are complete.
③	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.