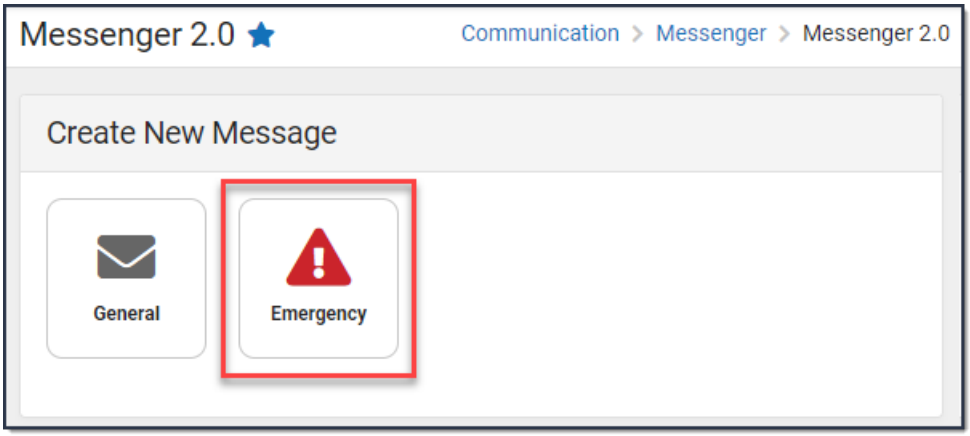
Send an Emergency Message (Messenger 2.0)

Last Modified on 10/01/2026 10:24 am CDT

You can send an emergency message if you need to quickly create and immediately deliver a message to students, messenger contacts, and/or staff.

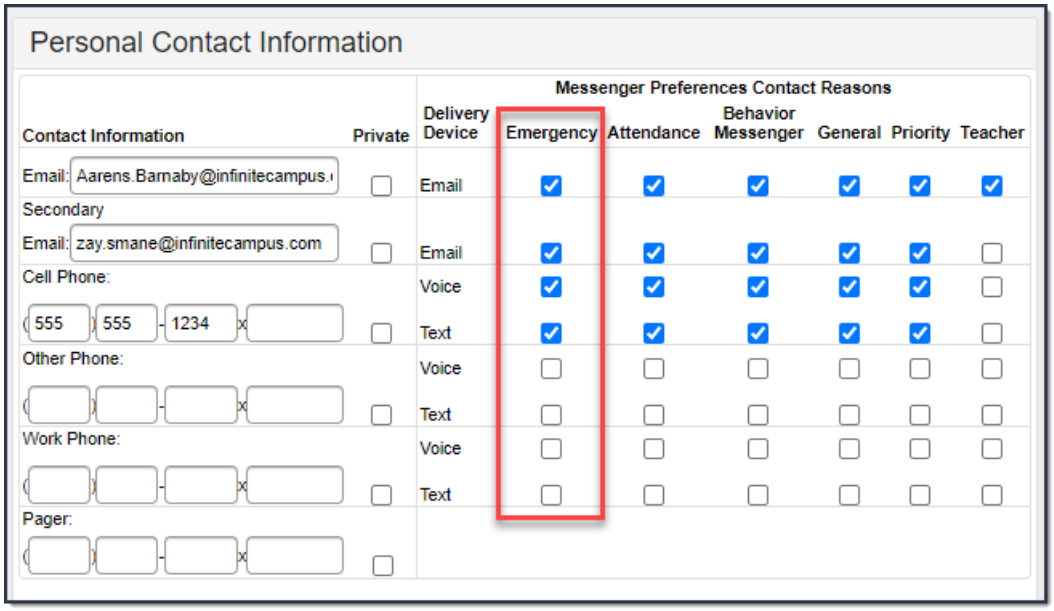


What can I do?	What do I need to know?
• Send an Emergency Message	• Important Information about Emergency Messages • Phone Recipient Confirmation

Important Information about Emergency Messages

- Unlike other Campus messages, an emergency message does not have a scheduled delivery window. All messages are delivered immediately or as quickly as possible.
- Emergency messages are NOT limited to the dialing window established by the District Start Time and District End Time fields of the Voice Settings tool (System Administration > Messenger > Messenger Preferences > Voice Settings).
- The Emergency Messenger sends messages to contacts based on the contact phone numbers and email addresses marked to receive emergency messages on the Demographics tool. The Emergency checkbox on the Demographics tab must be marked by the phone number or email address. Phone numbers and email addresses that do not have the Emergency checkbox marked do not receive an emergency message.

  Click here to expand...



- Emergency Messenger also relies on proper designation of a person as a Messenger contact on the Relationships tool.
- **Sending out MASS Emails using Freeware like Google as Your Email Server**
  - Emails exceeding the amount set by the email service provider may fail due to controls set by the provider to prevent SPAM.
  - Free email service providers also typically set maximum allowed emails sent per day. After that limit is reached, usually in a 24 hour rolling period, additional emails won't be sent until the time passes.
  - For more information about Google's sending limits, see the following articles:
    - Sending Limits
    - Message Bounced Due to Sending Limit

Phone Recipient Confirmation

When voice messages are delivered, Shoutpoint may attempt to reach a recipient at multiple phone numbers. Shoutpoint continues to call recipient phone numbers until the recipient confirms message receipt or until the maximum number of redials is met as allowed by the district (configured in System Administration > Messenger > Messenger Preferences > Voice Settings).

> For districts that have migrated to Voxology, Voxology performs redials but does not utilize the redial settings for a specific status. Instead, it will run through a person's phone numbers until they have confirmed contact or all devices have had a successful contact attempt (answering machine or picked up). Additional contact attempts will stop if confirmed.

To confirm delivery of a message, a recipient must press **0** at the end of a voice message. This cancels all additional delivery and/or redial attempts for recipients with non-shared numbers or non-extension numbers.

Confirming and cancelling calls to other phone numbers works in the following way:

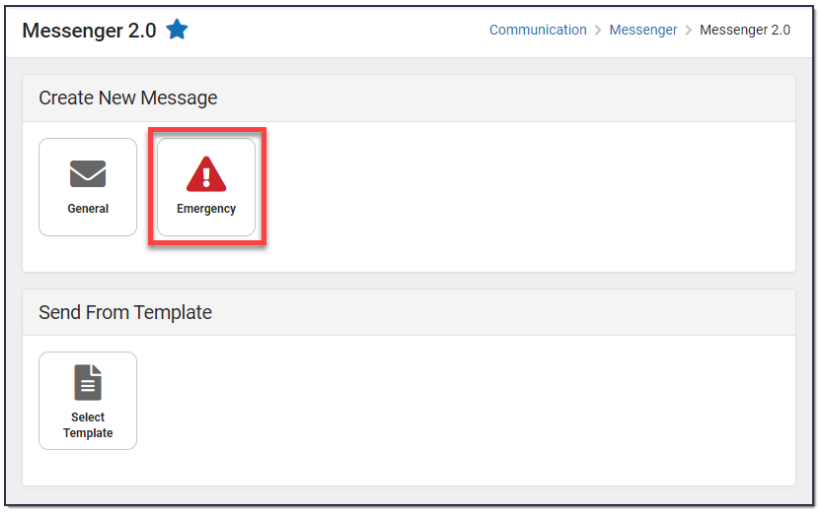
- Recipients can confirm calls on any phone number, even those shared with any other recipient in Campus.
- If a phone number contains an extension, recipients are not be able to confirm the call.
- Confirming calls to phone numbers for the same recipient does not cancel calls to any phone numbers which contain extensions.
- If a multiple recipients share a phone number but have different Delivery Devices selected for the same Messenger tool (Voice/Text), Voice call confirmation cancels the Text message from going out for the other recipient.

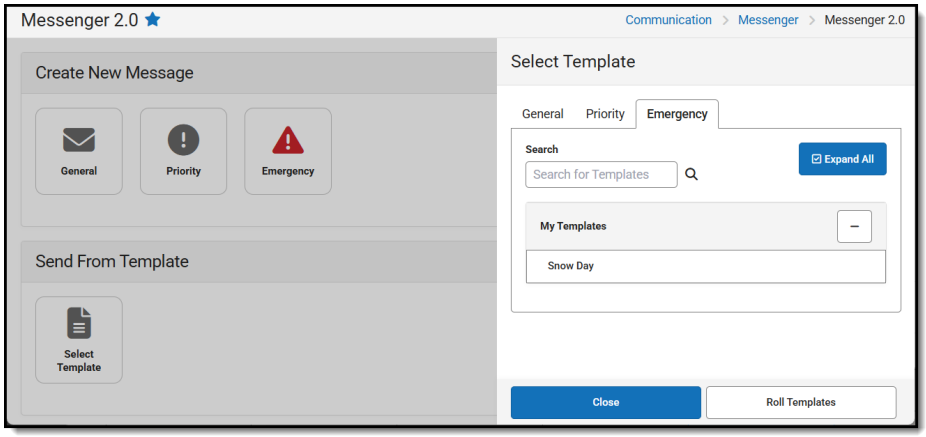
To stop additional calls, a recipient should always press **0** to confirm receipt of messages. If a recipient listens to a message but does not confirm its receipt by pressing **0**, they may continue to receive call and redial attempts.

Send an Emergency Message

The procedures in this section describe how to send an emergency message via inbox, email, voice or text to students, messenger contacts, and/or staff. For detailed descriptions of each field in the message builder, see the Messenger Field Descriptions article.

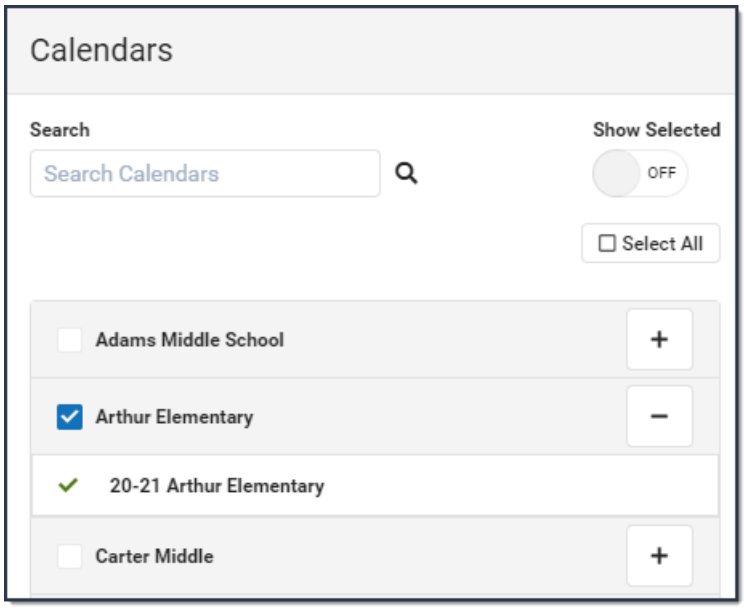
To begin, choose one of the following options.

Option	Description
Create a new message	

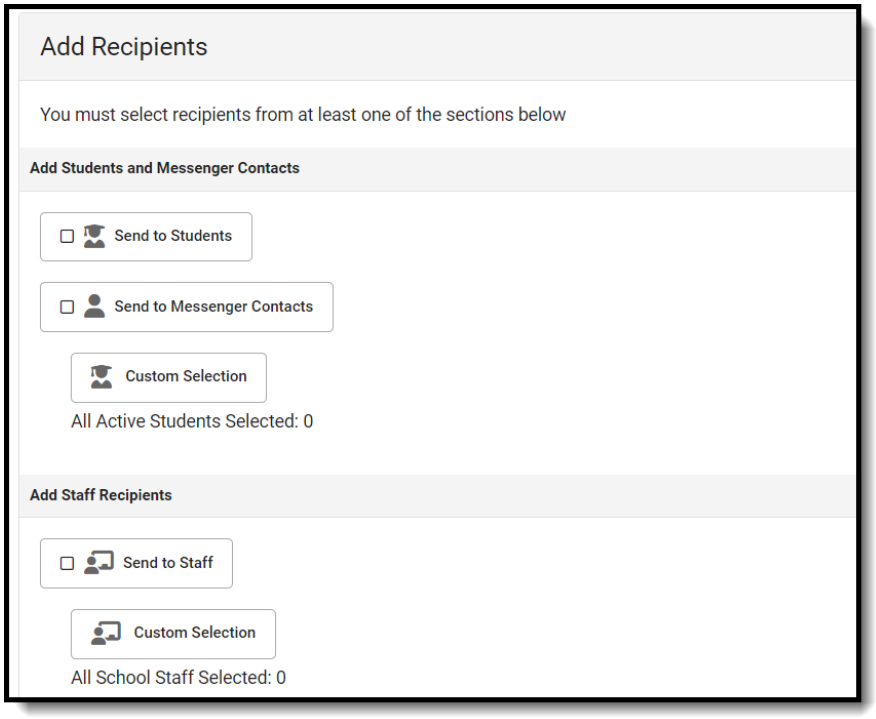
Option	Description
Use an existing template	Click **Select Template > Emergency** then select the template you want to use. 

Step 1. Recipients

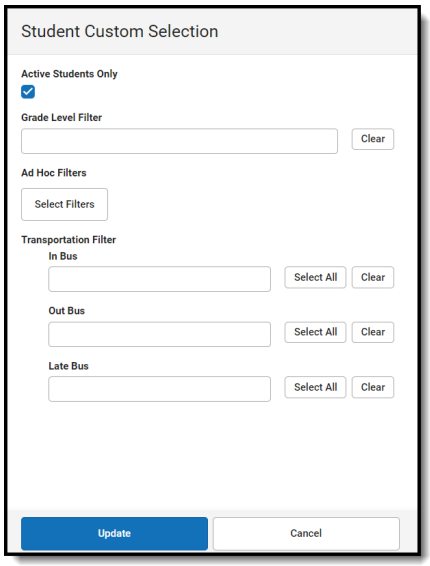
1. Select **General** or **Priority**.
   Result: *Step 1 Recipients* displays.
2. Select the Delivery Mode: **Inbox**, **Email, Voice,** and/or **Text**.
3. Select a **School Year**.
   Tip: The default selection is the current school year.
4. Select **Select Calendars**. By default, all Calendars a user has tool rights to are selected when an Emergency Message is created.
   Result: The Calendars panel displays. Use the **+** (plus) and **-** (minus) buttons to view or hide additional calendars.
   Click here to expand...

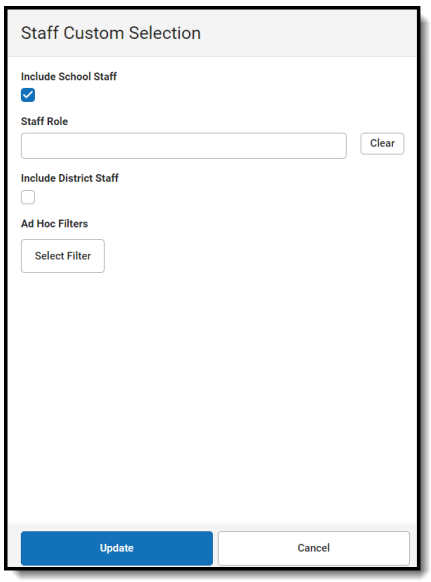


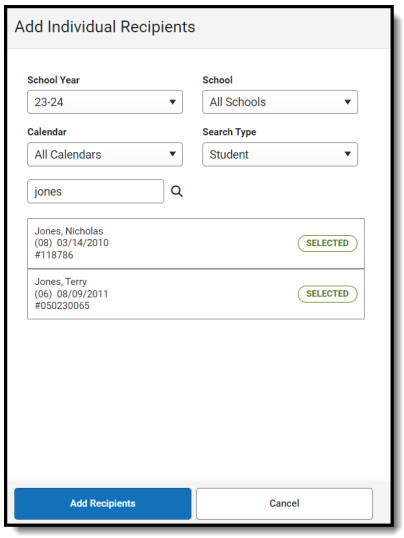
5. Select a **Preferred Language** preference. (Optional)
6. Select at least one recipient group from **Add Recipients**:

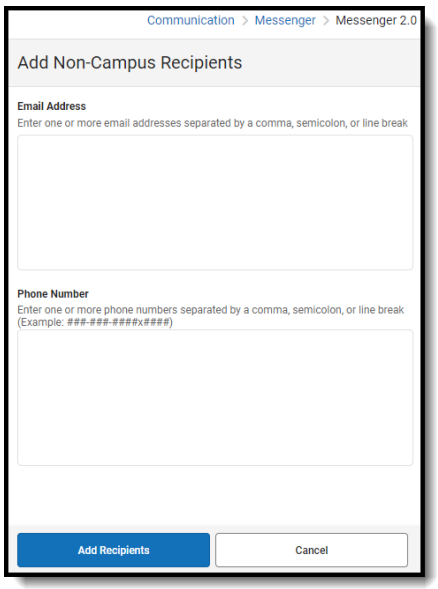


Messenger Contacts are filtered by the student list.

Option	Description
Send to Students	Includes students in the selected calendar(s). **Student Custom Selection:** Includes all active students by default with the ability to filter the student list with the following options: Grade Level, Ad Hoc, and Transportation Filter. The Transportation Filter allows for sending messages directly to students on buses and Messenger Contacts based on which bus the student rides. Click **Update** when you are done. 

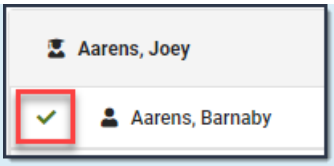
Send to Messenger Contacts	Messenger Contacts are filtered by the student list.
Send to Staff	Includes staff in the selected calendar(s). **Staff Custom Selection**: Includes all current school staff, including those with a future start date, at schools of the selected calendar(s). From here you can select specific Staff Roles, mark the checkbox to **Include District Staff**, and/or select predefined Ad Hoc filters. Click **Update** when you are done. 

Add Individual Recipients	To add individuals who are not filtered by Calendars, School Year, or Preferred Language, click **Add Individual Recipients**. Choose from the available filters or enter a name. Select the desired recipients and click **Add Recipients**. Fields and/or Sub-Reports cannot to be added to the message bodies on Step 2 when using Add Individual Recipients.  To remove individual recipients: 1. Click **Recipients**. 2. Select the Other Recipients tab in the Recipients side panel. 3. Click **Remove** next to their name. 4. Click **Update**.

Add Non-Campus Recipients	Click the **Add Non-Campus Recipients** and enter one or more email addresses/phone numbers of non-Campus recipients. Click **Add Recipients** after they have been entered. These email addresses and phone numbers will be contacted via the delivery mode selected between Email, Voice, and Text. Email addresses and phone numbers will be saved to Messenger Templates and Scheduled Messages, as well as recorded in the Sent Message Log. Fields and/or Sub-Reports cannot to be added to the message bodies on Step 2 when using Add Non-Campus Recipients.  To remove non-Campus recipients: 1. Click **Recipients**. 2. Select the Other Recipients tab in the Recipients side panel. 3. Click **Remove** next to their name. 4. Click **Update**.

7. Click the **Recipients** button to display a side panel to review the recipient list. If necessary, exclude recipients and click the **Update** button on the panel when you are done. You may also click the down arrow next to Update to select Update and Generate CSV. This will create a CSV report that contains data related to the message and each of the recipients. For more information, review Recipient Report. (Optional)

   By default, all recipients are automatically selected to receive the message. Click the person's name to exclude them as a message recipient. 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. In the following example, the person **will** receive the message.



8. Select **Next**.
   Result: Step 2 Content displays.

Step 2. Content

1. Enter the subject of the message in **Message Subject**.
2. Complete the following **Inbox**, **Email, Voice,** and/or **Text** options.

Option	Description
Inbox	Compose the body of the message in the **Message Body**. Attachments are not sent with Inbox messages.
Email	◦ Enter or confirm the correct email is showing in the **Reply to Email** field. **Tip**: This Field is only editable if the *Allow Custom Sender's Email Address* checkbox is marked in the Email Settings tab of Messenger Admin. ◦ Enter a **Sender Display Name.** *(Optional)* ◦ Compose the body of the message in the **Message Body**. ◦ Click the **Select File** button to attach a file to the email. *(Optional)*

Option	Description
Voice	Select one of the following options: ◦ **Upload** - Use this option to attach a pre-recorded .WAV file. ◦ **Text-to-Speech** - Use this option to have Campus convert text from the **Voice Message Body** field on this screen to a voice message. If you are also sending an Email message the **Voice Message Body** field is not available and the Message Body from the Email card will be converted instead. When using voice messaging, this call chain determines the order in which each recipient's phone numbers are contacted: a. Call/Text all eligible devices marked for Emergency. ▪ Calls and texts are sent at the same time to all devices, reaching everyone simultaneously. b. After the first round, if redials are initiated, we automatically revert to this call chain: ▪ Household Phone ▪ Cell Phone ▪ Work Phone ▪ Other Phone
Text	Compose the body of the message in **Text Message Body**. Hyperlinks for text messages must be written as full URLs (e.g. https://www.infinitecampus.com).

3. Optional: 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.

4. Select **Next**.
   Result: Step 3. Send displays.

Step 3. Send

1. Select **Send Now** or **Schedule One-Time**.

Option	Description
Send Now	Deliver the message as soon as the Send step is completed.

Schedule One-Time	Schedule a message to be sent in the future. Once created, these messages can be edited/viewed within Scheduled Messages in Messenger 2.0. ◦ Enter the **Date** the message will be sent. ◦ Enter the **Send Time** the message will be sent.

2. Confirm you would like to receive a confirmation email that the message was successfully processed by marking the **Confirmation Email** checkbox.
3. Click **Review**. A pop-up will display the number of message recipients for each selected Delivery Mode. Use **View Recipient Details** to download the Recipient Report before sending the message.
4. Click **Send**. After you initiate the send message process, you'll be taken back to the main Messenger 2.0 screen. The message then starts processing and shows up in the 'In Progress' tab of Upcoming Messages.

While the message is processing, you can leave the screen and return later to check your message details. A status label below the 'Created By' field shows the progress of the message in the sending process. After the message is fully processed, it leaves the 'In Progress' tab and moves to the Sent Message Log 2.0. For more information about In Progress messages and their statuses, read the Upcoming Messages documentation.

Recipient Report

After Students, Messenger Contacts, or Staff have been selected under Send To, a report can be generated to preview:

- Total and Distinct recipient counts.
- Full recipient list and the delivery modes they are eligible to be contacted at.
- A list of recipients who do not have an eligible delivery mode to be contacted at.
- A list of excluded recipients.

Generating Recipient Report

1. Click the Recipients button.
2. Click the down arrow next to Update.
3. Click Update and Generate CSV. The report will then download to your computer.



Recipient Report Definitions

Term	Definition
Total People	Total number of distinct people pulled into the recipient list.

Total Eligible Recipients	Total number of distinct people eligible to receive a message. Excludes: missing devices, contact preferences, excluded people.
Distinct Inbox	Total number of people eligible to receive a process inbox message.
Distinct Email	Total number of people eligible to receive email message.
Distinct Voice	Total number of people eligible to receive a voice call.
Distinct Text	Total number of people eligible to receive a text message. **Note**: If a recipient confirms the voice call they will not receive a text message
Excluded Recipients	Number of recipients that were excluded. **Note**: Messenger contacts must be excluded from receiving a message from all students to be counted.
No Device	Number of people who do not have an eligible device to receive a message.