

Upcoming Messages (Messenger 2.0)

Last Modified on 03/07/2024 1:30 pm CST

[Upcoming Messages](#) | [Edit a Scheduled Message](#) | [Deleting One-Time or Recurring Scheduled Messages](#)

Tool Search: Upcoming Messages

The Upcoming Messages allows you to edit and review each scheduled message you have access to, as well as view and cancel In-Progress messages. Scheduled messages can be filtered by who it was created by, their subject, and the calendar that was selected when they were created. The delivery time receipts and delivery modes are visible on each entry. The names of users who have created or modified a scheduled message will appear as well.

Unlike in Messenger 1.0, recurring messages in Messenger 2.0 are not edited by making changes to a template. Edits occur by clicking the Edit Message button for a series from the Scheduled Messages list.

Upcoming Messages

Scheduled In Progress




Display

My Messages All Messages Filter ▾

Time: 07:15 AM Date: 05/25/2023 Created By: Administrator, Demo	Subject: Teacher Inservice Total Calendars: 1 Send To: Staff	GENERAL	Delivery Modes	Edit Message
Time: 04:45 PM Date: 05/25/2023 Created By: Administrator, Demo	Subject: Activity Registration Total Calendars: 1 Send To: Students	GENERAL	Delivery Modes	Edit Message
Time: 10:30 AM Date: 05/30/2023 Created By: Administrator, Demo	Subject: Backpack Drive Total Calendars: 1 Send To: Students	GENERAL	Delivery Modes	Edit Message
Time: 04:45 PM Date: 06/01/2023 Created By: Administrator, Demo	Subject: Activity Registration Total Calendars: 1 Send To: Students	GENERAL	Delivery Modes	Edit Message

Upcoming Messages

Feature	Description
Scheduled	Displays any message that is scheduled to send on a future date and time.

Feature	Description
In Progress	Displays any messages that are: <ul style="list-style-type: none"> • In the process of sending. • Send Now messages that were sent and still actively processing.
My Messages	Displays each message that you have scheduled or are in progress.
All Messages	Displays all messages within a district that have been scheduled or are in progress. <div style="background-color: #fff9c4; padding: 5px; margin-top: 10px;"> Users must have the tool right 'View/Edit All Scheduled Messages' for this to be available. </div>
Filter	Three search bars that can be used to filter scheduled messages: <ul style="list-style-type: none"> • Created By - filter by the name of the user who scheduled the message. • Subject - filter by the name of the message. • Calendar - filter for messages scheduled within a district's calendar year.
	Indicates that a message is recurring.
	Indicates that a message has an attached file.
Delivery Modes 	<ul style="list-style-type: none"> • 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 are not 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.
Message Type	A label that will appear in a message based on whether it was created using General or Emergency.
Edit Message	Button used to edit any of the details in a scheduled message. Review Send a General Message for more information on scheduling messages.
Cancel Message	Button used to cancel a message that is in progress. <div style="background-color: #fff9c4; padding: 5px; margin-top: 10px;"> While the message will be canceled, some recipients may still have received the message. </div>

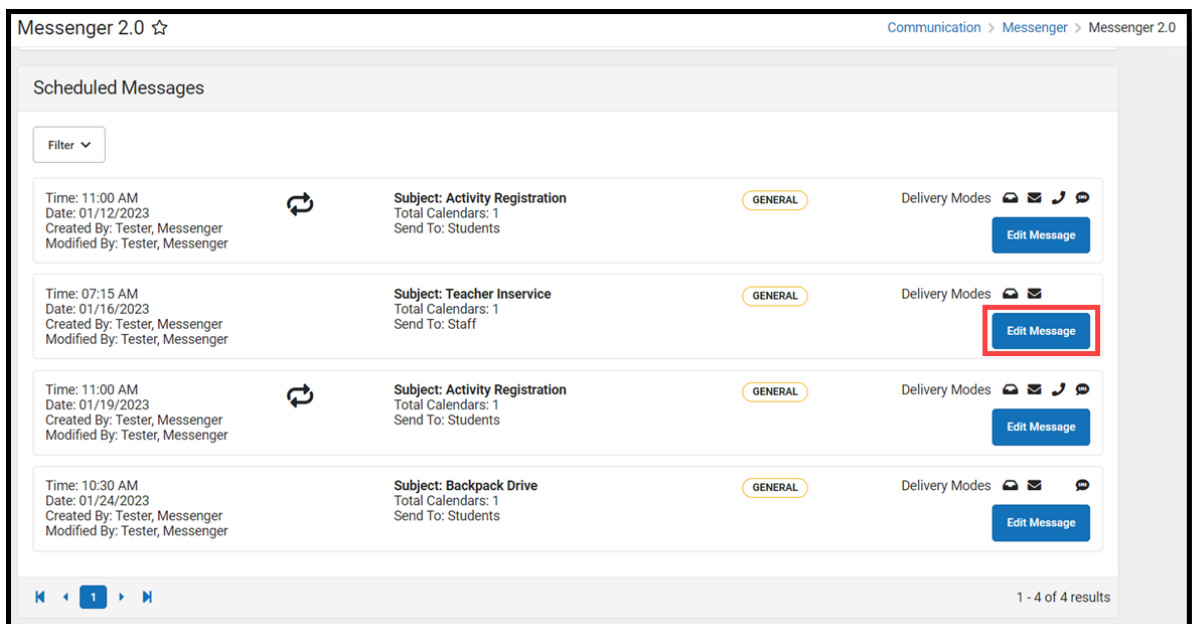
In-Progress Message Scenarios when using Voice/Text

- It is possible for all recipients to have been contacted, but the message still appears as In Progress. It can take several minutes for voice/text campaign status to update based on communication with Shout Point.
- Messages with voice will appear as In Progress while redial attempts are being made even if everyone has been contacted.
- After a message is canceled and Infinite Campus is waiting to get the confirmation back from Shout Point, the message status will change from “In Progress” to “Canceling”. The canceled message may still display in the In Progress list for several minutes while Infinite Campus is waiting for the Shout Point Confirmation. This behavior is expected and the message has been canceled.

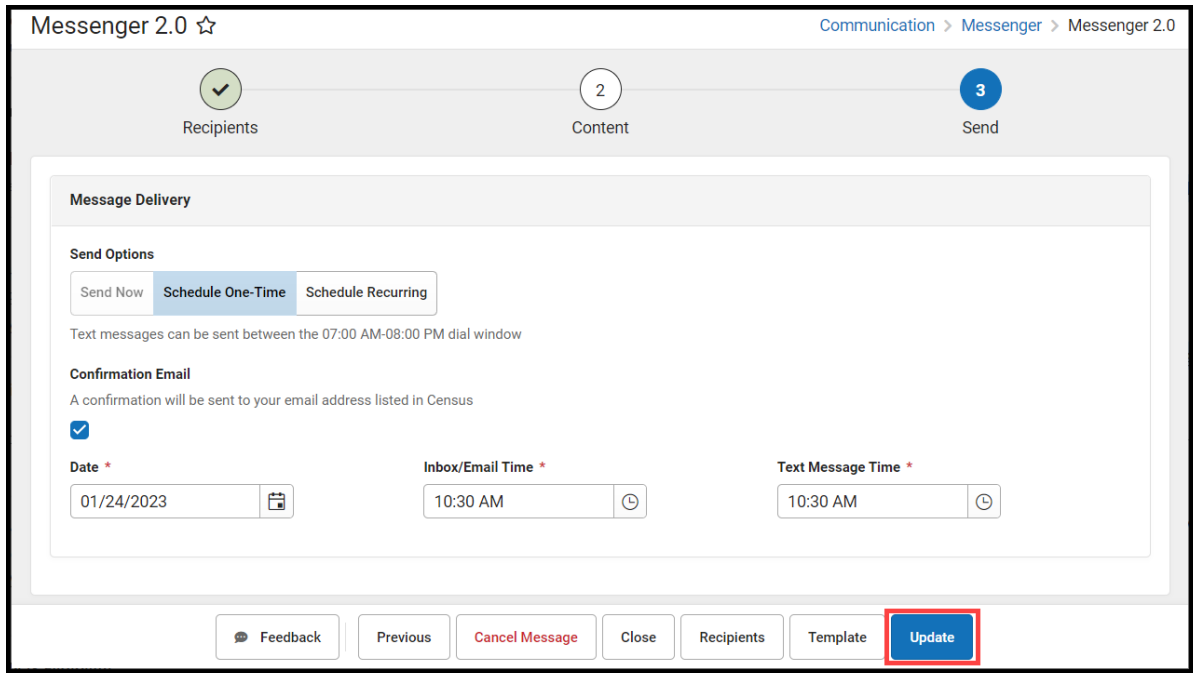
Edit a Scheduled Message

Editing a recurring message will update the entire campaign. If you needed to skip a week, or a couple weeks, adjust the start date of a Recurring Message. That will remove any messages scheduled between today’s date and the start date.

1. Click **Edit Message** in a one-time message or series from the Scheduled Messages list.

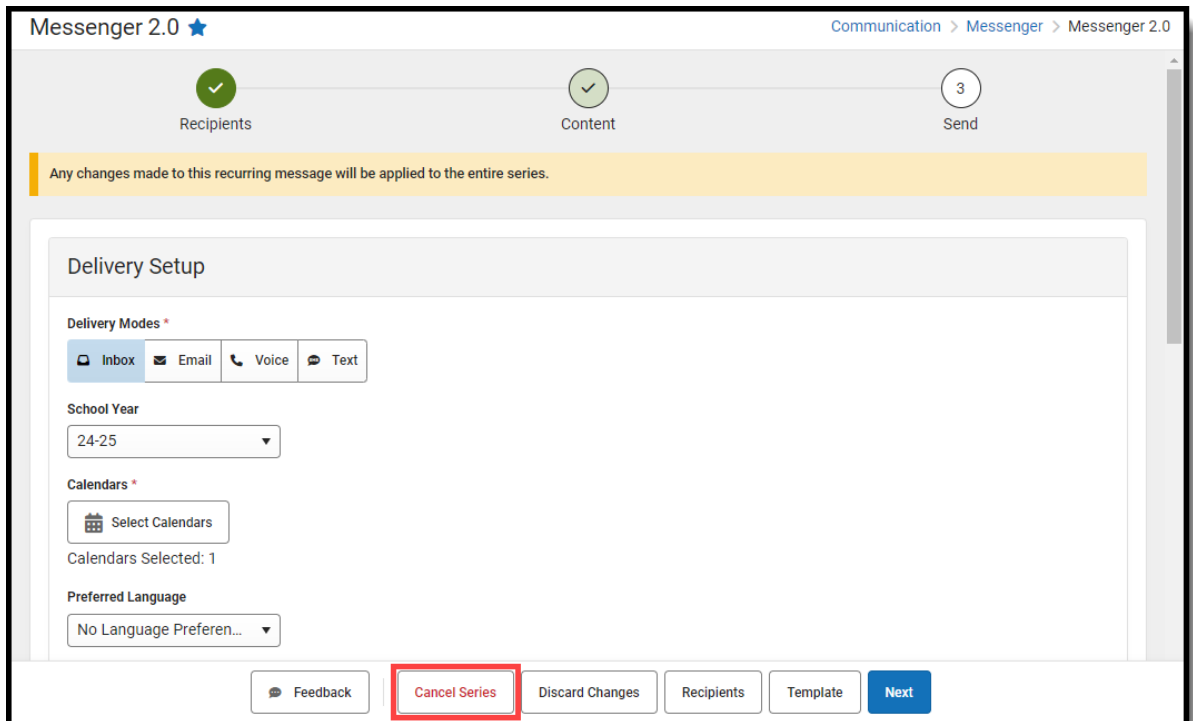


2. Make any needed changes in steps one or two, then proceed to step three.
3. Confirm your Send Option, delivery times, and Recurrence Pattern, then click **Update**. You will then return to the Messenger 2.0 screen.



Deleting One-Time or Recurring Scheduled Messages

1. Click **Edit Message** in a one-time message or series from the Scheduled Messages list.
2. Click **Cancel Message** or **Cancel Series**.



3. Click **Confirm** to cancel the one-time or recurring message. You will then return to the Messenger 2.0 screen once it has been canceled.

