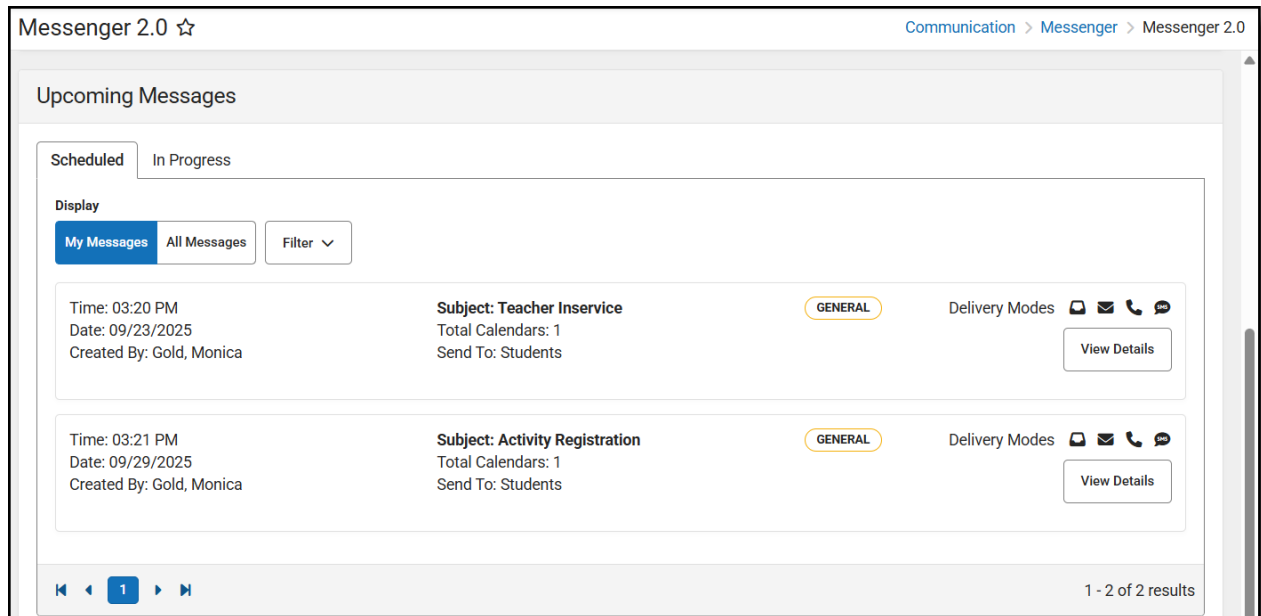# Upcoming Messages (Messenger 2.0)

Last Modified on 01/12/2026 5:16 pm CST

Tool Search: Messenger 2.0

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 Field Descriptions

| Field	Description
Scheduled	Displays any message that is scheduled to send on a future date and time.
In Progress	Displays any messages that are: • 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.

Field	Description
All Messages	Displays all messages within a district that have been scheduled or are in progress. Users must have the tool right 'View/Edit All Scheduled Messages' for this to be available.
Filter	Three search bars that can be used to filter scheduled messages: • 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 📥 ✉ 📞 💬	• **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.
View Details	The button allows users to view a summary of scheduled messages so they can verify that the message will be sent to the correct recipients and access the 'Edit Message' button, which is used to modify any details or cancel a scheduled message. Review Send a General Message for more information on scheduling messages.
Cancel Message	Found within View Details, this button is used to cancel a message that is in progress. Although the message will be canceled, some recipients may still have received it.

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 Shoutpoint.
- 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 Shoutpoint, 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 Shoutpoint confirmation. This behavior is expected and the message has been canceled.
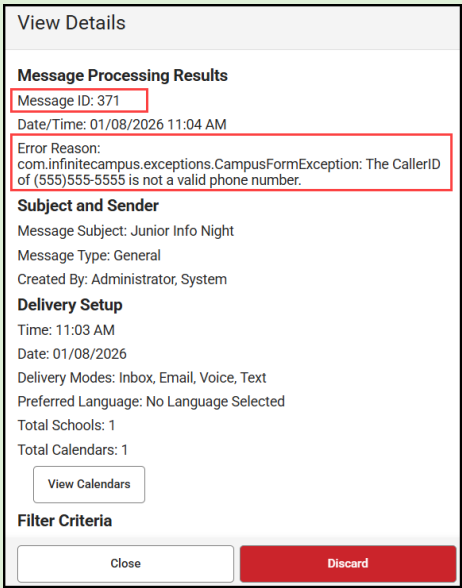
In Progress Message Processing and Statuses

After sending a message, the message starts processing and shows up in the In Progress tab of Upcoming Messages. A loading graphic of three dots appears while the list refreshes with your latest sent messages.
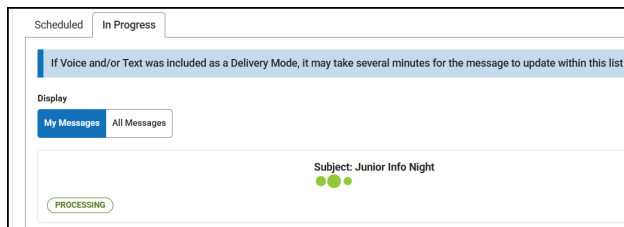
While the message is processing, you can leave the screen and return later to check your message details. The Upcoming Messages list refreshes every minute. A status label below the Created By field shows the progress of the message in the sending process. After the message is completed sending, it leaves the In Progress tab and moves to the Sent Message Log 2.0.

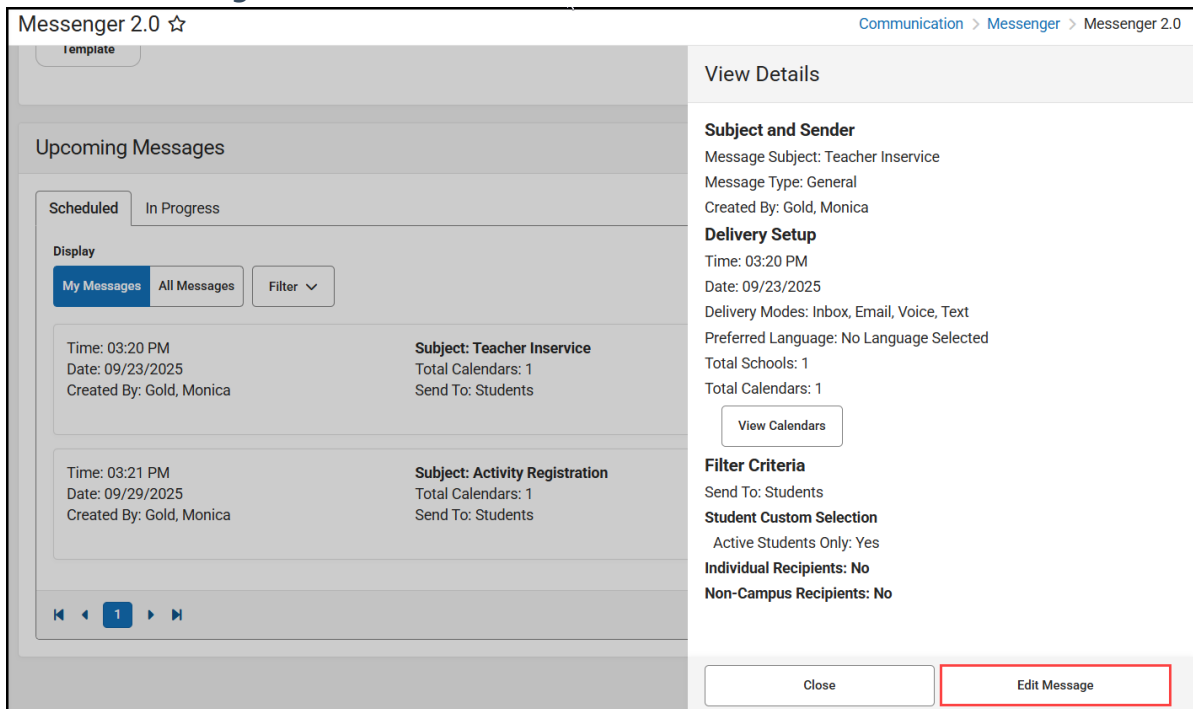| Statuses	Descriptions
Processing	The process involves generating the recipient list and devices, pulling relevant field and sub-report information, inserting this data into messenger tables, and preparing the handoff to third-party systems. Failure or cancellation during Processing means the message never left Campus, and no recipients have received the message.
Sending	This status means a message has left the campus, process inbox messages are created and delivered, and Mailgun or SMTP dispatched emails. Simultaneously, Voxology and Shoutpoint handle the dispatch of voice calls, SMS, and redials. The progress of these actions is communicated back to Campus. Failure or cancellation during dispatch means that the message has left the campus; in some cases, recipients may have already received the message, which is then displayed in the Sent Message Log 2.0.

Canceling	The message has been canceled by clicking the Cancel button under View Details. While canceling the message, Campus sends the cancellation request to third-party providers and waits for a response. This process can take several minutes. If the message was canceled during Processing, the record of the message is deleted when cancellation is complete. If the message is canceled during the sending stage, a record of the message is stored in the Sent Message Log 2.0.
Failed	This status is assigned to messages that failed during Processing and never left Campus. Messages that have failed display in the In Progress tab for seven days. For more information about failed messages, click the "View Details" button. When contacting support for assistance with a failed message, please reference the Message ID and Error reason within View Details.

For smaller campaigns, it is possible that the message is processed and sent before the list refreshes, which means the message may initially display as 'Processing' and disappear from the list. In such cases, the message has been processed and sent in under a minute, and it is no longer marked as "In Progress". If this occurs, a record of the message can be found in the Sent Message Log 2.0.

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

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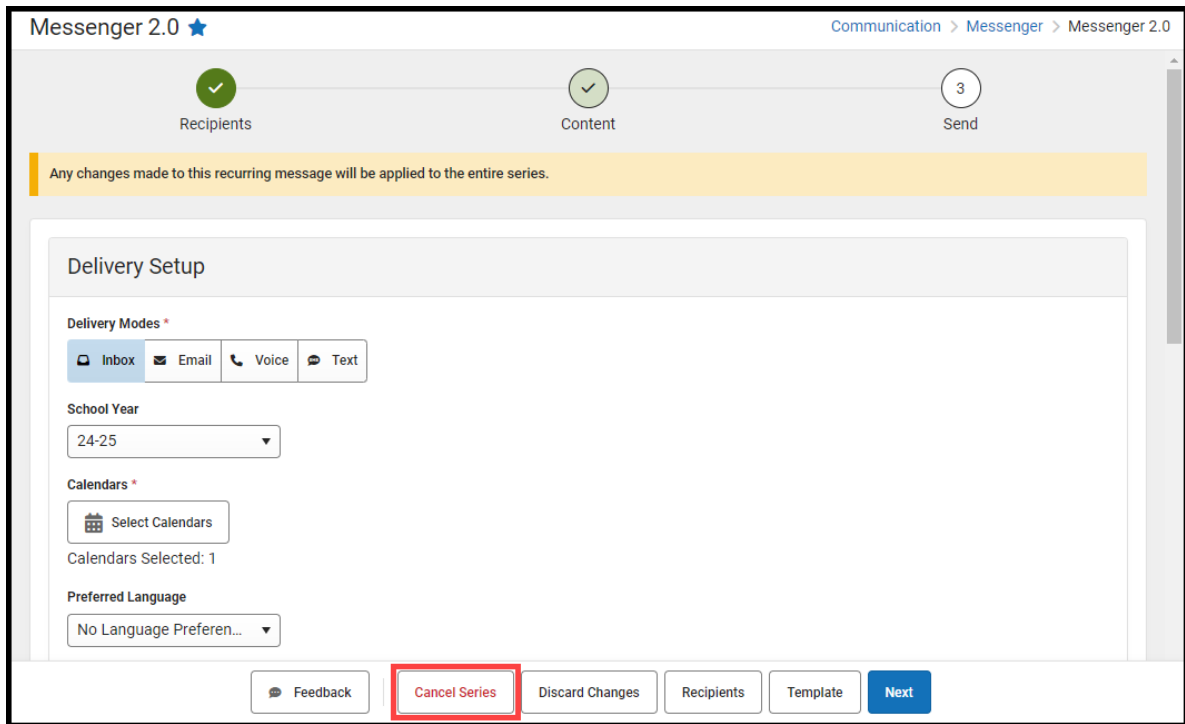
Cancel One-Time or Recurring Scheduled Messages

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

3. Click **Cancel Message** or **Cancel Series**.

4. 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.