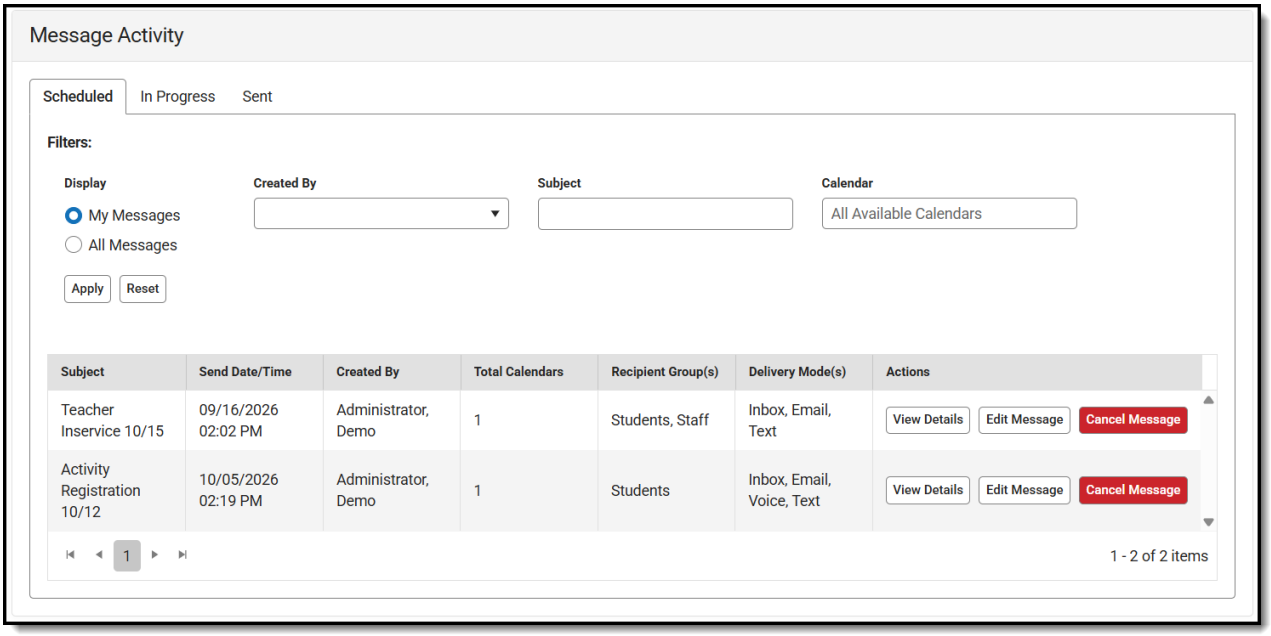
# Message Activity (Messenger 2.0)

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Tool Search: Messenger 2.0

The Message Activity section lets you cancel, edit, and review each scheduled message you have access to, view and cancel In Progress messages, and view messages sent in the last seven days. Messages can be filtered by user, subject, status, and available calendars. The send date and time, delivery modes, total calendars, recipient groups, and the name of the user who created the messages are visible on each entry. Chosen calendars for a message can be found by selecting View Details.

> 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 list.




# Message Activity 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:<br>• In Delivery: Processing or Sending<br>• Canceling<br>• Failed |

| Field | Description |
| --- | --- |
| **Sent** | Displays message that have been sent in the last seven days. For messages after seven days, view the Sent Message Log 2.0. |
| **My Messages** | Displays each message that you have scheduled, in progress, or sent. |
| **All Messages** | Displays all messages within a district that have been scheduled, in progress, or sent.<br>Users must have the tool right 'View/Edit All Messages' for this to be available. |
| **Created By** | Filter by the name of the user who scheduled the message. |
| **Subject** | Filter by the name of the message. |
| **Message ID** | This can be used to identify the message when contacting support and referencing the Sent Message Log 2.0, and is available for both In Progress and Sent tabs. When a message enters In Progress, the ID is not immediately available because it is generated while the message begins processing. |
| **Status** | Filter in the In Progress and Sent tab we can filter by the message status.<br>• In Progress tab can contain: Canceling, Failed, Processing, Sending<br>• Sent tab can contain: Error, Sent, Canceled |
| **Calendar** | Filter for messages scheduled within a district's calendar year. |
| **Delivery Modes** | • **Inbox:** 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.<br>• **Email:** Sends an email to the email address on record (entered in Census > People > Demographics).<br>• **Voice:** Calls the phone number on record (entered in Census > People > Demographics).<br>• **Text:** 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 or in-progress messages so they can verify that the message was set up correctly. Review Send a General Message for more information on scheduling messages. |
| **Edit Message** | Used to modify details or edit the recurrence of a scheduled message, including removing individual dates from a recurring message series. |

| Field | Description |
|---|---|
| **Cancel Message** | Used to cancel a single message, a message series, or a message that is currently in progress.<br>• If you cancel a message from the Scheduled tab, the scheduled occurrence is deleted and will not be sent.<br>• If you cancel a message from the In Progress tab:<br>  ◦ **Processing**: The message is deleted and is not sent to any recipients.<br>  ◦ **Sending**: The sending process is stopped, but some recipients may have already received the message before the cancellation was completed.<br><br>If a message is canceled while sending, delivery to all recipients cannot be guaranteed to stop immediately. |

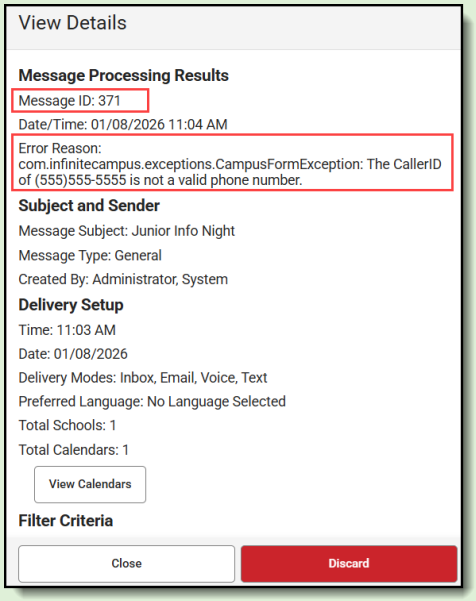
**In-Progress Message Scenarios when using Voice/Text**

- 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 Voxology.
- Messages with voice will appear as In Progress while redial attempts are being made even if everyone has been contacted.
- When a message enters the In Progress tab, the Message ID, View Details, and Cancel Message will not immediately display. The In Progress list will refresh each minute or when the message finishes processing.
- After a message is canceled and Infinite Campus is waiting to get the confirmation back from Voxology, 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 Voxology 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 Message Activity. While the message is in progress, you can leave the screen and return later to check your message details. The Message Activity list refreshes every minute. The Status field shows the message's progress during the sending process. After the message is completed sending, it leaves the In Progress tab and moves to the Sent tab and 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.<br>When contacting support for assistance with a failed message, please reference the Message ID and Error reason within View Details.<br> |

For smaller campaigns, the message may be processed and sent before the list refreshes, so it

may initially appear as 'Processing' and then 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 tab and 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 **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**.
4. Click **Update** in the Review and Schedule Message pop-up. You will then return to the Messenger 2.0 screen.

# Cancel One-Time or Recurring Scheduled Messages

If you click the Cancel Message button for any message in a series, you will delete an entire message series.

1. Click **Cancel Message** in the Actions column.
2. Click **Confirm** to cancel the one-time or recurring message.