

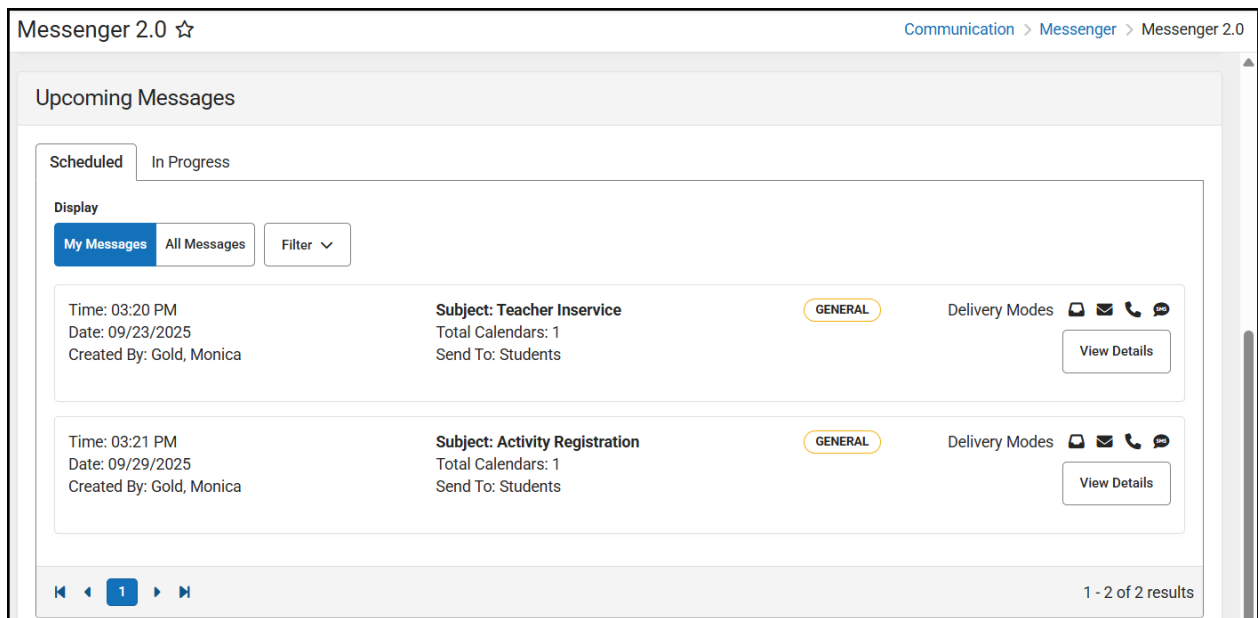
Upcoming Messages (Messenger 2.0)

Last Modified on 10/03/2025 11:14 am CDT

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: <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.

Field	Description
All Messages	<p>Displays all messages within a district that have been scheduled or are in progress.</p> <p>Users must have the tool right 'View/Edit All Scheduled Messages' for this to be available.</p>
Filter	<p>Three search bars that can be used to filter scheduled messages:</p> <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.
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	<p>Found within View Details, this button is used to cancel a message that is in progress.</p> <p>Although the message will be canceled, some recipients may still have received it.</p>

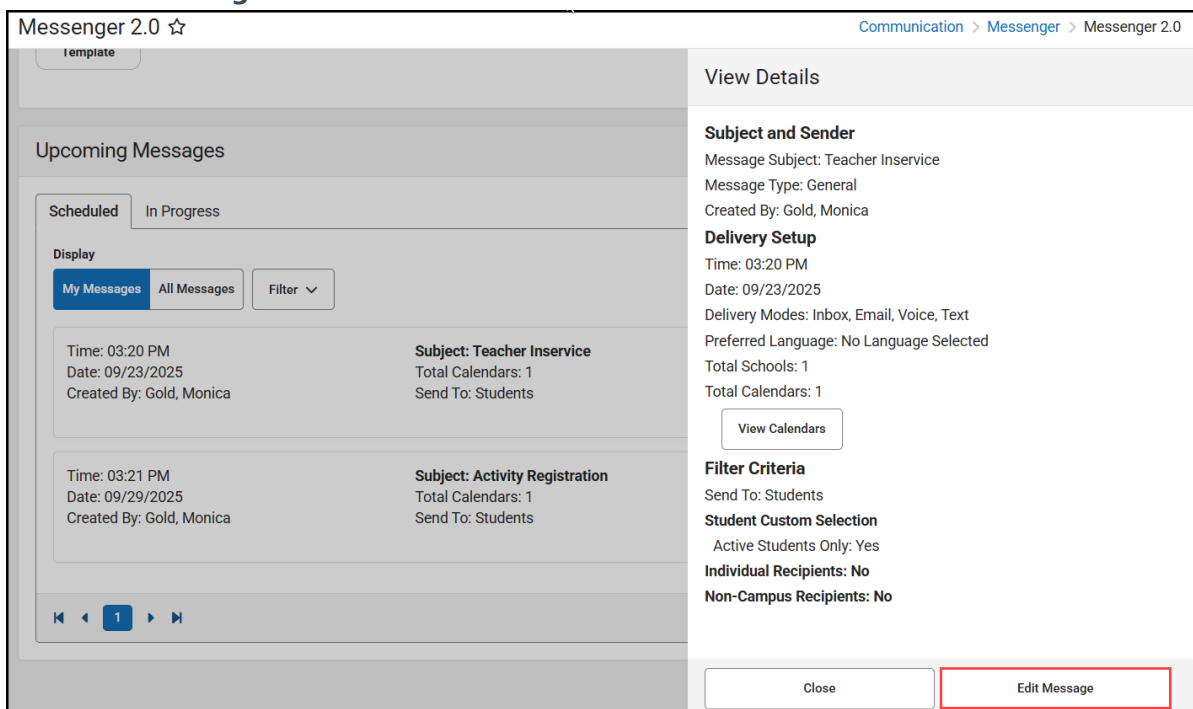
In-Progress Message Scenarios when using Voice/Text

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



The screenshot shows the 'Messenger 2.0' interface. On the left, under 'Upcoming Messages', there are two tabs: 'Scheduled' (selected) and 'In Progress'. Below the tabs, there are filters for 'My Messages', 'All Messages', and a 'Filter' dropdown. Two message entries are listed:

- Message 1:** Time: 03:20 PM, Date: 09/23/2025, Created By: Gold, Monica. Subject: Teacher Inservice. Total Calendars: 1, Send To: Students.
- Message 2:** Time: 03:21 PM, Date: 09/29/2025, Created By: Gold, Monica. Subject: Activity Registration. Total Calendars: 1, Send To: Students.

On the right, the 'View Details' panel is open for the first message. It contains the following information:

- Subject and Sender:** Message Subject: Teacher Inservice, Message Type: General, Created By: Gold, Monica.
- Delivery Setup:** Time: 03:20 PM, Date: 09/23/2025, Delivery Modes: Inbox, Email, Voice, Text, Preferred Language: No Language Selected, Total Schools: 1, Total Calendars: 1. There is a 'View Calendars' button.
- Filter Criteria:** Send To: Students.
- Student Custom Selection:** Active Students Only: Yes.
- Individual Recipients:** No.
- Non-Campus Recipients:** No.

At the bottom right of the 'View Details' panel, there are two buttons: 'Close' and 'Edit Message' (highlighted with a red border).

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.

Messenger 2.0 ☆ Communication > Messenger > Messenger 2.0

Recipients Content Send

Message Delivery

Send Options

Send Now **Schedule One-Time** Schedule Recurring

Text messages can be sent between the 07:00 AM-08:00 PM dial window

Confirmation Email

A confirmation will be sent to your email address listed in Census

☒

Date * 01/24/2023 **Inbox/Email Time *** 10:30 AM **Text Message Time *** 10:30 AM

Feedback Previous **Cancel Message** Close Recipients Template **Update**

Deleting 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**.

Messenger 2.0 ☆ Communication > Messenger > Messenger 2.0

Recipients Content Send

Any changes made to this recurring message will be applied to the entire series.

Delivery Setup

Delivery Modes *

☒ Inbox ☐ Email ☐ Voice ☐ Text

School Year

24-25

Calendars *

Select Calendars

Calendars Selected: 1

Preferred Language

No Language Preferen...

Feedback **Cancel Series** Discard Changes Recipients Template Next

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.

