# **Recipient Log**

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<u>Search for Messages Sent to a Specific Recipient | Print a Recipient Report | Screen Examples and</u> <u>Field Descriptions</u>

Tool Search: Recipient Log

The Recipient Log allows you to review process inbox, email, voice and text messages that were scheduled or sent by you to a specific recipient. Once you find the message for which you are searching, you can review the message details as well as print a Recipient Report for a specific message.

Print the Recipient Report to determine whether delivery devices were available when the message was sent or whether a message was successfully delivered.

Recipient Log ☆       Communication > Messenger > Recipient Log         Narborough, Andreanna DOB: 03/30/08       HS Graduation						nt Log				
Scheduled Between 01	/30/2023 and 02/10/2023 Find Me	essages								<b>^</b>
			Reci	bient Log				•		
Message Type 🗢	Subject	Recipient		ent ♀	Account Num	ber ≑	Sender	÷	Date Scheduled A	
Messenger 2.0 General	Parent/Teacher Conferences 1st Week in March	Narborough, Andrea Narborough, Pearl; Narborough, Sande	inna; Narb	orough, Andreanna			Administrator, Demo		02/08/2023 3:17 PM	
		Stat See Obtic See (See Rep PD PD PT Mess Sen Sch Cale Stat Pret Mess Mes Dist Rep PD PD PD PD PD PD PD PD PD PD Rep Rep PD Rep PD Rep Rep PD Rep PD Rep Rep PD Rep Rep Rep PD Rep Rep PD Rep Rep PD Rep Rep Rep Rep Rep Rep Rep Rep Rep Rep	terret Languese Tores to the terret Languese	d: uled: Int Devices: Inbox, Er sage Log for email de Options message recipient Teport Students Messager Cont One Message Staff 22-23 22-23 Harrison H All Students All Staff School Staff age: No Language Pre Vessenger 2.0 - Gene Harrison High codemo @jicdemo.mg.in t: onferences 1st Week i	No Delive Administra 02/08/202 02/08/202 10/00	ry Device stor, Dem 3 3:17 Ph 3 3:17 Ph	Available o A A			



See the <u>Recipient Log Tool Rights</u> article for information on available tool rights.

# Search for Messages Sent to a Specific Recipient

- 1. Enter the date range in which the message was created and click the **Find Messages** button. The Recipient Log displays the messages that fall within the date range you entered.
- 2. Filter the results by selecting an option in the column's dropdown list, entering search criteria, or sorting the search results by clicking the column headers. (Optional)

To filter results using the **Date Scheduled** field, you must enter the date in the format in which it displays on the screen: **MM/DD/YYYY HH:MM AM** (or PM). For example, 10/01/2023 8:30 AM. If you do not know the full date or time, you can enter part of the date or time and the search tool will display dates/times that match the numbers you enter.

 Select the message you want to view. The Recipient Delivery Summary, Recipient Report Options, Filter Criteria Detail and Message Detail areas display. See the following <u>Screen</u> <u>Examples and Field Descriptions</u> for details about each area.

# **Print a Recipient Report**

The Recipient Report provides additional details about the delivery of a message.

The report includes the following types of information:

- Recipient Delivery Summary.
- Filter Criteria used to send the message.
- Detailed information about the message.
- Enter the date range in which the message was created and click the Find Messages button. The Recipient Log displays the messages that fall within the date range you entered.

If you cannot see the message for which you want a report, sort the search results by clicking the column headers or filter the results by selecting an option in a column's dropdown list.



- 2. Select the message for which you want a report for message details to display.
- 3. Mark the **Print for each message recipient** checkbox to print a report for each unique recipient/student message combination if the message was sent to multiple recipients about the same student or regarding multiple students to the same recipient. (optional)
- 4. Select the Report Format. Available formats include PDF or DOCX.
- 5. Click the **Print Recipient Report** button.

#### **Recipient Report Example**

<u>Tool Rights</u> control whether you see actual data or just Campus field names on the report. For example, *student.firstname* may display instead of *John*.

Harrison High Generated on 02/08/2023 03:53:33 PM Message Status: Sent		:33 PM	Recipient Report Subject: Parent/Teacher Conferences 1st Week in I Recipient/Student: Abegg, Dylan Include message for each recipient: Selected	March 1
Recipient	Delivery Summary			
Type: Sender:	Messenger 2.0 - General Administrator, Demo	Date Scheduled: Date Created:	02/08/2023 3:17 PM Selected Recipient Devices: Inbox, Email 02/08/2023 3:17 PM	
Messenge	er 2.0 - General Filter	Criteria Detail		
Send To: Stud	ents; Messenger Contacts (One	Message Total); Staff		
School Year:	22-23			
Student Select	tion: All Students			
Staff Selection	n: All Staff (School Staff)			
Preferred Lan	guage: No Language Preference	6		
Message	Detail			
Reply To Em	ail: icdemo@icdemo.mg.infi	nitecampus.org		
Message Body:				
Parent/Teacher Conferences 1st Week in March				
Delivery Detail				
Recipient		Student	Delivery Device Status	Time
Abegg, Dylan		Abegg, Dylan	studentone@infinitecampus.com Sent Process Inbox Sent	03:17 PM 03:17 PM

# Screen Examples and Field Descriptions

The Recipient Log tab is divided into multiple areas.

<u>Recipient Log Search and Result Table | Recipient Report Options | Filter Criteria Detail | Message</u> <u>Detail</u>



# **Recipient Log Search and Result Table**

Recipient Log 🏠 Communication > Messenger Administration > Recipient Log					
Scheduled Between 01/30/2	Scheduled Between 01/30/2020 and 01/30/2020 Find Messages				
		Recipient L	og		
Message Type 🔶	Subject 🗢	Recipient 🗢	Student \$	Sender 🗢	Date Scheduled
~					
Message Builder	Library Hours	Campus, Mary	Campus, Barry; Campus, Connor	Administrator, System	01/30/2020 1:34 PM
Message Builder	Parent/Teacher Conferences 1st Week in March	Campus, Mary	Campus, Barry	Administrator, System	01/30/2020 10:39 AM

Field	Description		
Scheduled Between	The date range in which the message was scheduled.		
Message Type	The tool used to create the message.		
Subject	The subject on the message.		
Recipient	The recipient(s) of the message. This field contains up to 3 recipient names on 2 rows.		
Student	The student for whom you are reviewing messages.		
Account Number	Point of Sale Customers Only		
	The Account Number column displays up to 4 account numbers. If the account is for a Family Account (multiple patrons on a single account), the account number displays once for each patron on the account who received the message.		
Sender	The user who sent the message.		
Date	The date on which the message is/was scheduled to be sent.		
Scheduled	To filter results using the <b>Date Scheduled</b> field, you must enter the date in the format in which it displays on the screen: <b>MM/DD/YYYY HH:MM AM</b> (or PM). For example, 10/01/2022 8:30 AM. If you do not know the full date or time, you can enter part of the date or time and the search tool will display dates/times that match the numbers you enter.		

## **Recipient Report Options**



Field	Description
Print for each message recipient	<ul> <li>Prints a report for each unique recipient/student message combination if the message was sent to multiple recipients about the same student or regarding multiple students to the same recipient.</li> <li>You must select this option if want to view Campus fields instead of just seeing the field name in the message body. For example, <i>student.firstname</i> displays <i>John</i> on the Recipient Report when it's printed. This feature is only available if you have tool</li> </ul>
	rights for the Recipient Campus Fields
Print Recipient Report	Clicking this button prints the Recipient Report.

## **Filter Criteria Detail**

Each Messenger tool displays unique Filter Criteria. The Filter Criteria was selected on the Messenger Template for the message.

This section does not appear for Messenger tools that use a Recipient Selector like Class Messenger or Scheduling Messenger to send messages or non-Messenger tools such as Behavior Referrals and Special Education Process Alerts.

The following screen is an example of the Message Builder Filter Criteria.

Message Builder Deliver To:	Filter Criteria Detail Student Messenger Contacts Message For Each Student	
Enrollment Filter:	Message Only Active Students	
Selected Filters:	Administrator, System: Harrison High Students	
Filter Operation:	Union	
Calendar: 13-14 Harrison High Limit delivery to contacts that speak No Language Preference		

## **Message Detail**



Message Detail	
Message Type: Message Builder - General Notification	
District/School: Harrison High	
Sender's Email: messenger@infinitecampus.com	
Caller ID: (612)555-9876	
Email Attachment File: 2013-08-26-11-55-24_Next.png	
Audio File: 2013-08-26-11-55-02_Hello Message.wav	
Message Subject: Important Message from School Nurse	
Message Body:	
An important message from the School Nurse A medication consent form must be completed and signed by a parent for ALL medication borught to school. All meds must be brought to school in the original container; if the medication is prescription, it must be correctly labeled for the student. For prescription meds, BOTH a parent and an MD signature are needed. Thanks for your cooperation!	
	1
Message Text:	
An important message from the School Nurse A medication consent form must be completed and signed by a parent for ALL medication borught to school. All meds must be brought to school in the original container; if the medication is prescription, it must be correctly labeled for the student. For prescription meds, BOTH a parent and an MD signature are needed. Thanks for your cooperation!	
	1.

Field	Description	
Schedule Name	If a message is sent via a Messenger Scheduler tool, the Schedule Name appears before the Message Type to indicate the message is scheduled. Message Detail Schedule Name: Missing Assignment - Daily Message Type: Missing Assignment District/School: Harrison High Caller ID: (987)999-9876 Message Subject: Student Missing Assignments	
Message Type	Identifies the specific Messenger Tool or other Campus tool that was used to send the message.	
District/School	The district or school to which the message was sent.	
Sender's Email	The email address that appears as the sent from address on sent email messages.	
Caller ID	The caller ID number shown to recipients of phone messages.	



Field	Description
Email Attachment File	This link allows you to view the attachment sent on the email message. The file is available as long as your system administrator has not deleted the attachment or moved the attachment to another server.
Audio File	This link allows you to listen to the audio file that was used for phone messages. The file is available as long as your system administrator has not deleted the attachment or moved the attachment to another server.
Message Subject	The subject entered on email messages.
Message Body	The content of the email message.
Message Text	The content of the text message.