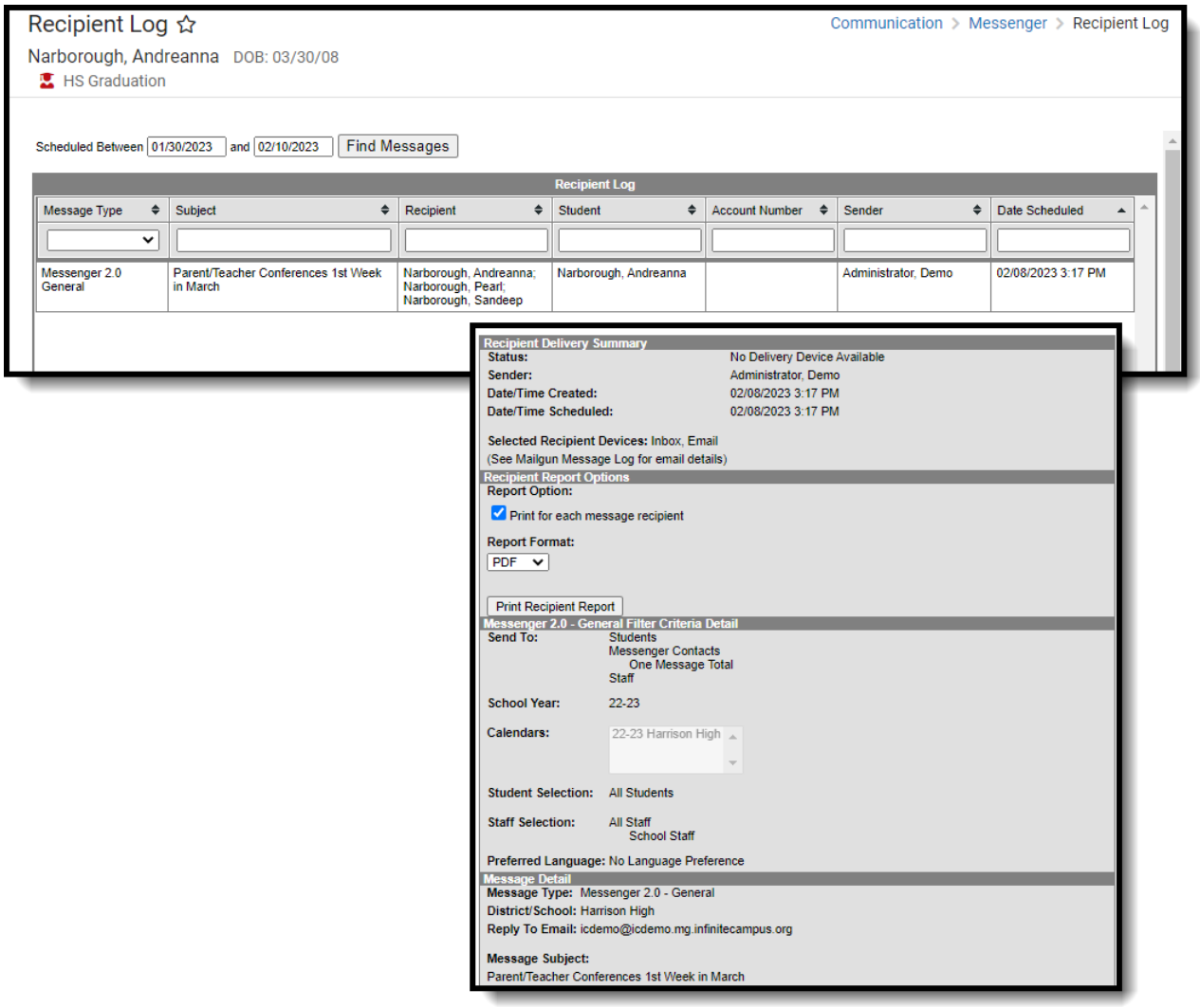
Recipient Log

Last Modified on 08/03/2026 11:52 am CDT

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.



See the Recipient Log Tool Rights 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.

3. 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 Screen Examples and Field Descriptions 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.

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.

   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.

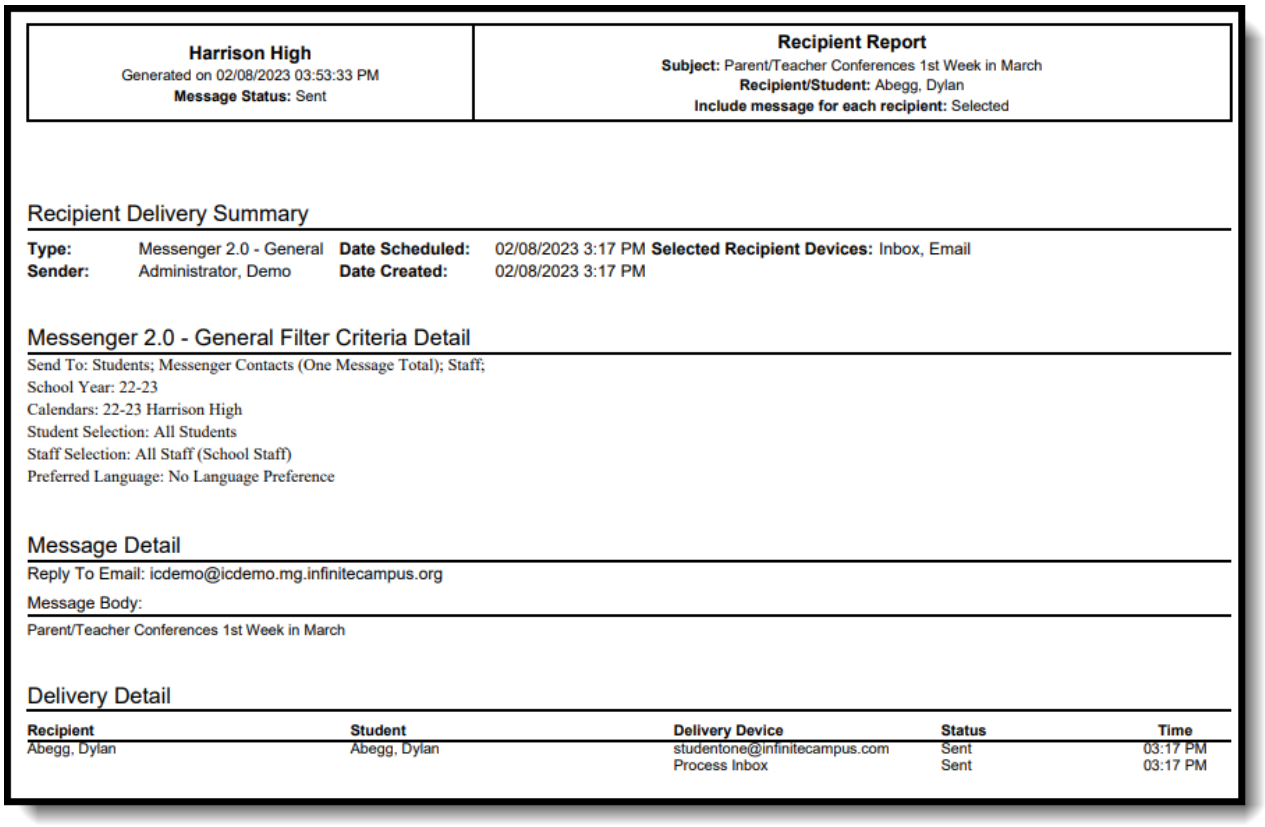
3. Mark the **Print for each message recipient** checkbox to print a report for each unique recipient/student message combination if the message was sent to multiple recipients about

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

Tool Rights 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

Recipient Report
Subject: Parent/Teacher Conferences 1st Week in March
Recipient/Student: Abegg, Dylan
Include message for each recipient: Selected

Recipient Delivery Summary

Type: Messenger 2.0 - General **Date Scheduled:** 02/08/2023 3:17 PM **Selected Recipient Devices:** Inbox, Email
Sender: Administrator, Demo **Date Created:** 02/08/2023 3:17 PM

Messenger 2.0 - General Filter Criteria Detail

Send To: Students; Messenger Contacts (One Message Total); Staff;
School Year: 22-23
Calendars: 22-23 Harrison High
Student Selection: All Students
Staff Selection: All Staff (School Staff)
Preferred Language: No Language Preference

Message Detail

Reply To Email: icdemo@icdemo.mg.infinitecampus.org

Message Body:

Parent/Teacher Conferences 1st Week in March

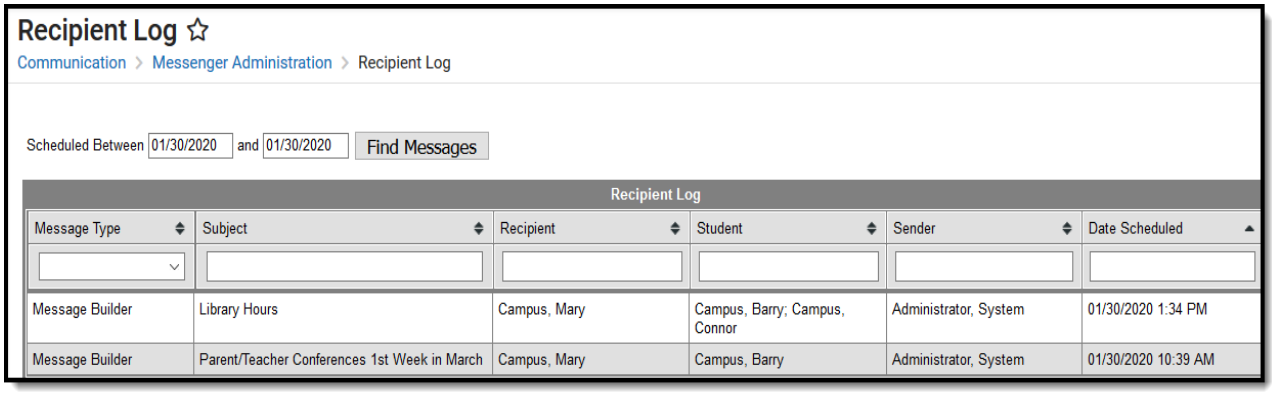
Delivery Detail

Recipient	Student	Delivery Device	Status	Time
Abegg, Dylan	Abegg, Dylan	studentone@infinitecampus.com	Sent	03:17 PM
		Process Inbox	Sent	03:17 PM

Screen Examples and Field Descriptions

The Recipient Log tab is divided into multiple areas.

Recipient Log Search and Result Table



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 Scheduled	The date on which the message is/was scheduled to be sent. 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, 10/01/2022 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



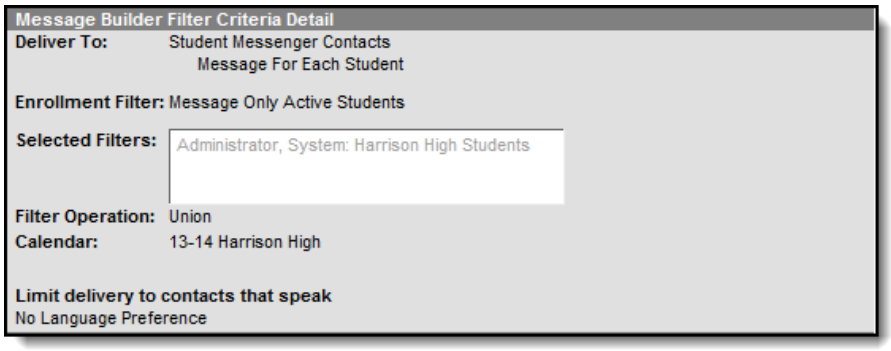
Field	Description
Print for each message recipient	Prints a report for each unique recipient/student message combination if the message was sent to multiple recipients about the same student or regarding multiple students to the same recipient. You must select this option if want to view Campus fields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

Filter Criteria Detail

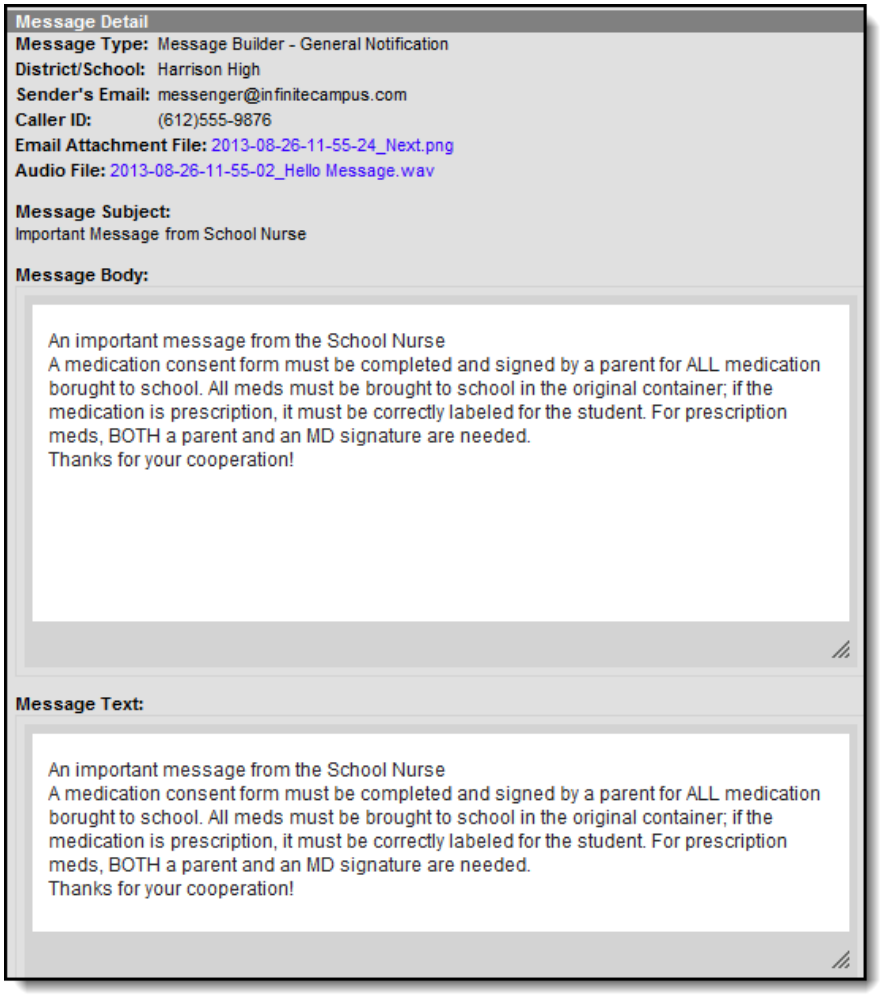
Each Messenger tool displays unique Filter Criteria. The Filter Criteria was selected on the Messenger Template for the message.

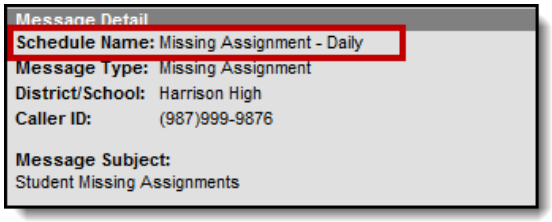
> This section does not appear for Messenger tools that use a Recipient Selector like Class Messenger or Scheduling Messenger to send messages or non-Messenger tools such as Behavior Referrals and Special Education Process Alerts.

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



Message Detail



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 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.