

# Send a Missing Assignment Message to Guardians [.2211 - .2315]

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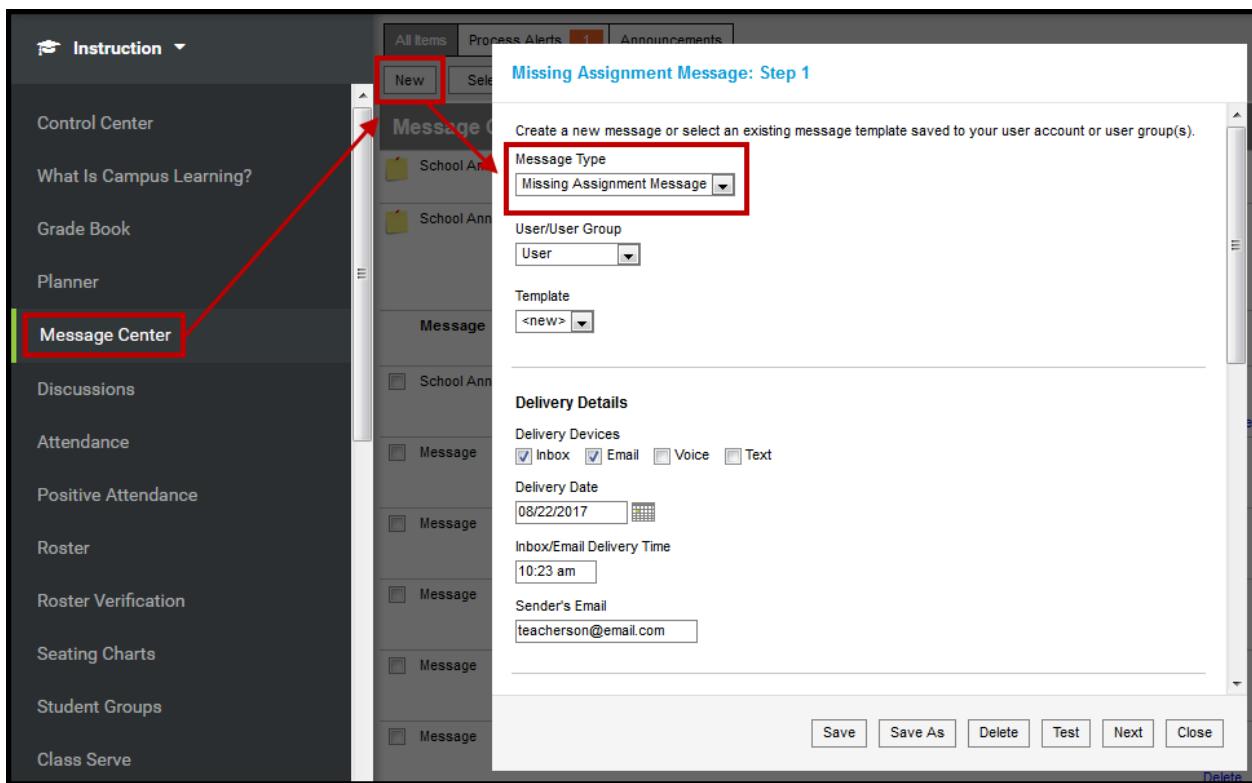
You are viewing a previous version of this article. See [Send a Missing Assignment Message to Guardians](#) for the most current information.

**PATH:** Campus Instruction > Message Center > New > Message Type: Missing Assignment Message

**PATH:** Campus Instruction > Notification Bell Icon > Message Center > New > Message Type: Missing Assignment Message

Send a **Missing Assignment Message** to students' guardians to notify them when the student is missing assignment(s).

Use this tool to create a message to send, or to save a message template for later use.



*Missing Assignment Message in the Message Center*

The steps of sending a Missing Assignment Message are as follows:

- [Step 1 - Delivery and Message Details](#)
  - [Step-by-step](#)
- [Step 2 - Recipients](#)
  - [Step-by-step](#)

- [Step 3 - Preview and Send](#)
  - [Step-by-step](#)

#### Templates

When you create a message, you have the option of selecting an existing message template or starting from scratch. See the [Create a Template for Sending Messages](#) article for more information about templates.

Use the **User/User Group** and **Template** fields to select which template you'd like to start with, or choose a Template of **new**. You have the options of saving this message as a template using the **Save** buttons, but that step is not necessary to send the message. The User/User Group dropdown list has options for your own account (User) and for each of the User Groups you are a member of. If you have the correct tools rights, you can save templates to a user group, which would make that template available to all users in the group.

If you select a specific template, fields in the message auto-populate based on that template, but are still editable for this instance of the message.

## Step 1 - Delivery and Message Details

The Delivery and Message Details options available depend on your district's messenger settings.

### Delivery Device

The Delivery Device options determine how the message is delivered to the recipients. Different fields display for each device; all appropriate fields display if you choose more than one device.

Note that there are separate Delivery Times for Inbox/Email messages and Voice/Text messages. Inbox/Email messages can be sent at any time, but you may want to limit the delivery of Voice and Text messages to daytime and evening hours.

- **Inbox** - Sends the message to the recipient's Portal account.
- **Email** - Sends the message to the recipient's email address on file.
- **Voice** - Sends the recorded voice message to the recipient's voicemail.
- **Text** - Sends the SMS text to the recipient's mobile number.

**Delivery Details**

Delivery Devices  
 Inbox  Email  Voice  Text

Delivery Date  
06/15/2014

Inbox/Email Delivery Time  
7:00 pm

Voice/Text Delivery Time  
7:00 pm

Sender's Email  
teacherson@email.com

Caller ID  
(987)999-9876

### *Delivery Details*

### **Message Details**

For a Missing Assignment Message, the Subject, Body and Text Message fields auto-populate with a sample of content that you could use, including Campus fields that populate based on the recipient. For example, the student.firstName field will populate with the student's actual first name in each message based on the recipient. Modify this text as desired.

**Message Details**

Message Subject  
Missing Assignment

Record a Message

Add WAV File

Add Email Attachment [X Class Policy on Making Up Work.docx](#)

Message Body

Your student `student.firstName` has the following missing assignments.  
`missingMessenger.assignments.LIST`

Please sign into your school's parent portal at `missingMessenger.portalURL` to find more information.

Text Message

Infinite Campus recommends not exceeding 140 characters as this may result in multiple messages being sent to recipients in random order.

`F`

`student.firstName` has the following missing assignments. `missingMessenger.assignments.LIST`. Please sign into your school's parent portal to find more information.

### *Message Details*

## **Delivery and Message Detail Fields**

The columns on the right indicate which fields display for which devices, (I)nbox, (E)mail, (V)oice, and (T)ext.

Delivery Options	Description	I	E	V	T
<b>Delivery Date</b>	The date the message is scheduled to be sent. The default setting is the current date; change the date to send the message on some date in the future.	X	X	X	X
<b>Inbox/Email Delivery Time</b>	The time the message is scheduled to be sent on the Delivery Date. The default setting is the current time; change the time to send the message at a future time.	X	X		
<b>Voice/Text Delivery Time</b>	The time the message is scheduled to be sent on the Delivery Date. The default setting is the current time; change the time to send the message at a future time.			X	X
<b>Sender's Email</b>	The email address that displays in the From field of the email. This email address populates based on the <a href="#">Email Settings</a> set up for the district and is either the default email address selected for the district or your email address entered in <a href="#">Census</a> . This field may be editable, or read only, based on district settings.		X		
<b>Caller ID</b>	The phone number that displays on the recipient's caller ID. This phone number populates based on the <a href="#">Caller ID Preferences</a> set up for the district.			X	
Message Details	Description				
<b>Message Subject</b>	The subject line of the message.	X	X	X	X
<b>Record a Message</b>	This link opens up a public voice file recorder where you can record a voice message for this message. Once you've recorded a message, use the Add WAV File option to upload the file to the message.			X	
<b>Add WAV File</b>	Upload an existing WAV file of a voice message.			X	
<b>Add Email Attachment</b>	Allows you to upload a file attachment, based on your district's <a href="#">Digital Repository Preferences</a> . Note that file names that include special characters cannot be uploaded. Special characters include : / \ , [ ] { } ( ) ! ; " * ? < >   CR, LF, '..' or Tab.		X		

<b>Message Body</b>	<p>The message sent to the recipient. Default text displays providing an example of the type of Grades Message that you could send, but is entirely editable. Format using the options above the message. The image icon allows you to insert a web link to an image. The link icon, which looks like a chain, allows you to insert a web link.</p> <p>In the example, the fields outlined in blue are Campus fields, which display information based on the recipient. For example, the student.firstName field displays the first name of the student recipient for each message. Use the green <b>F</b> button to access available Campus fields.</p> <p><i>Message Body supports the use of Chinese characters in email messages only.</i></p>	X   X   X
<b>Text Message</b>	<p>The message sent to the recipient. Default text displays providing an example of the type of Grades Message that you could send, but is entirely editable. Text messages cannot be formatted.</p> <p>In the example, the fields outlined in blue are Campus fields, which display information based on the recipient. For example, the student.firstName field displays the first name of the student recipient for each message. Use the green <b>F</b> button to access available Campus fields.</p> <p>There is a character limit of 400 characters for text messages.</p> <div data-bbox="377 1163 1191 1471" style="background-color: #e0f2e0; padding: 10px;"> <p>Infinite Campus recommends not exceeding 140 characters as this may result in multiple messages being sent to recipients in random order. When a text message reaches this length, a warning message displays indicating such. The message cannot be saved until the character limit is met. Existing text message templates still display in their entirety, but need to be modified to be within this limit before sending.</p> </div>	X

## Details Step-By-Step

1. Select *Missing Assignment Message* as the **Message Type**.
2. To start with an existing template, select a **Template** that is assigned to you as a **User** or a **User Group** you belong to in the next two fields.
3. Indicate which **Delivery Devices** to send the message to. Devices are available based on your district's settings. Additional options display based on the device(s) selected.
4. Enter a **Deliver Date**, either the current date or a date in the future.
5. Enter **Deliver Times** for Inbox/Email and Voice/Text messages.
6. If sending an Email, review the **Sender's Email**. This field may be editable based on district settings.
7. If sending a Voice message, review the **Caller ID** number. This field may be editable based on

district settings.

8. Enter a **Subject** for the message.
9. Attach any additional files needed for the message, either by **Recording a Message** and **Adding** it as a **WAV File** for Voice messages or **Adding an Attachment** for Emails.
10. Modify the default content in the **Message Body** if desired. Use the options at the top of the text box to format the text, add images or links, and include Campus fields. This text applies to Inbox, Email, and Voice messages.
11. If sending a text, modify the default content in the **Text Message** if desired. Campus recommends limiting this text to 140 characters. Messages greater than that length that include variable length Campus fields are sent as multiple messages that may not be delivered in the correct order.
12. Use the options along the bottom of the window to move on:
  - Click **Save** or **Save As** if you're modifying or creating a template. The **Delete** option also applies to templates. See the [Grades Message Template](#) article for more information about these options.
  - Click **Test** to view your message as recipients would see it.
  - Click **Next** to move on to the next step of sending the message, which is determining recipients.
  - Click **Cancel** to exit the message without sending.

## Step 2 - Students and Recipient Criteria

The second step of sending a message is selecting which students' guardians could be included in the recipient list and which assignments determine that inclusion. The guardians of selected students who also meet the recipient criteria are sent the message. Students do not receive Missing Assignment Messages.

Available **Sections** include your sections in the current term and one term previous. Leave **All Students** selected to include all active students in the selected **Section** or mark **Specific Students** to choose individuals. Move students to and from the Student List using the **Add** and **Remove** buttons. Add All and Remove All options are at the bottom of the lists.

**Students**

Section

01) 2300-1000 US History A

All Students  Specific Students

Select Students

10 Student, Bree	Add
10 Student, Kyle M	Add
10 Student, Lydia J	Add
10 Student, Jordan E	Add

Student List

10 Student, Andrew	Remove
10 Student, Brooke J	Remove
10 Student, Luke C	Remove

*List of Specific Students*

### Blended Learning

If your school is using Blended Learning, an icon displays next to each student's name indicating their blended learning group.

Once you've selected students whose guardians are possible recipients, determine the **Recipient Criteria** for the message. To do so, select Grading Tasks or Standards, or specific Categories and Assignments; the guardians of students who have any of the selected assignments flagged as Missing in the Grade Book are included in the recipient list (if they are also included in the student list above).

Each Standard and Grading Task aligned to the section displays. Expand to view individual assignments, or mark the higher levels to include all assignments.

The checkbox to **Allow Repeat Messages** allows multiple messages to be sent to the same recipient. For example, a guardian may have already received a message for a missing assignment earlier in the term, but the assignment is still missing. Marking this option sends the same message to the guardian again.

In the following example, the guardians of students who have any assignment in the Homework category missing receive a message.

**Recipient Criteria**  
Message sent to guardians of selected students that meet criteria below:

Select Term 4 Assignments

Select All

▶  SS: SO 3: Explain early European exploration and colonization

▶  SS: SO 8: Political system based on the U.S. Constitution and the Bill of Right

▶  Mid-Term (Progress)

▼  Term Grade

Homework

CSA: Constitution Short Answer

CW: Constitution Worksheet

Exams

BRE: Bill of Rights Exam

Classroom Activities

BRMA: Bill of Rights Matching Activity

▶  Semester

Allow Repeat Messages

*Recipient Criteria*

## Recipients Step-By-Step

1. Select a **Section** from which to choose students and grades. Options include the current and previous terms for all of your sections.
2. Indicate if you want to include **All Students** as possible recipients or choose from a list of **Specific Students** in the section. Add students to the List as desired. Students' guardians receive the message.
3. Select which **Assignments** should cause messages to send if they are flagged as Missing by

selecting the individual assignments or the Categories, Grading Tasks, and Standards to which they belong.

4. Indicate if **Repeat Messages** should be allowed for guardians who have received messages for the same assignment before.
5. Click **Next** to review the message prior to sending.

## Step 3 - Review and Send Messages

The final step of creating and sending a message is to review recipients and send the message.

The **Delivery Summary** displays the options selected in the Delivery Details at the beginning, and the **Recipient Counts**, as well as a **Preview** of the Message(s) with any attachments. Recipient Counts indicate the total number of recipients, as well as:

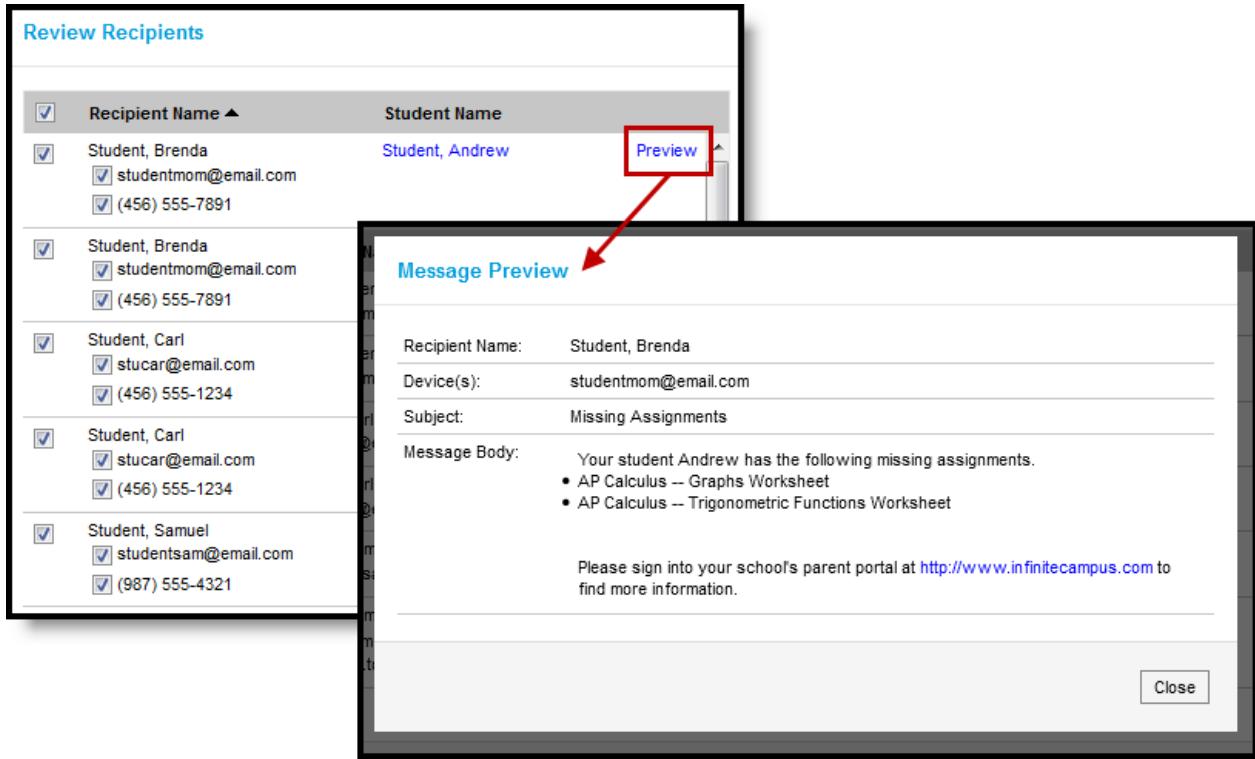
- The number who will not receive the message through any means (No Device),
- The number with a Portal account who could receive the message through the Process Inbox, and
- Those who had email addresses or phone number in [Census](#) with the appropriate messenger settings who received the message through those methods (Email and Voice/Text).

The **Message Preview** displays all messages that will be sent to recipients.

To review specific recipients, click **Review Recipients**. To remove a recipient prior to sending the message, or to remove a delivery device, unmark the checkbox next to the individual or any of their message devices. Click the student's name to view their summary. Click **Preview** to view the message as that parent would see it, with the appropriate Campus fields populated.

Recipients who do not have any devices listed below their names (such as email addresses and phone numbers) will not receive the message.

If you've made any changes to this screen, click **Save** and then **Close** to return to the preview screen. Otherwise, click **Close** to return.



### Reviewing Recipients

Click **Send** to send the messages. If any of the delivery devices is recognized as invalid, an error message displays and messages are not sent. In this case, click **Review Recipients** again and unmark the checkbox next to the erroneous email address or phone number and click **Save** and **Close**. Messages will not be sent to this device. Click **Send** again to send the message to the remaining devices.

Once messages are successfully sent, a summary screen displays recipient counts. To view a log of messages sent, mark the checkbox next to the delivery devices and click **View Log**. A printable log generates that includes the following sections:

- **Delivery Summary** - Includes Date and Time of the message and counts for devices, with both attempted and successful counts where appropriate.
- **Filter Criteria** - Includes the criteria that determined which students' guardians were sent the message.
- **Message Detail** - Includes the content of the message(s) and appropriate information about the sender (email address and phone number).
- **Delivery Detail** - Lists the guardians who were sent the message, their students' names, the Delivery Device(s), the Status of the message, and the Time the message was sent.

Leave all device checkboxes blank to view a general message log of just Delivery Summary, Filter Criteria, and Message Detail.

Action Required in Campus Tools

**Missing Assignment Message: Step 3**

Your message has been sent successfully.

Recipient Count: 11  
No Devices: 0  
Process Inbox: 0  
Email: 11  
Voice/Text: 0

Select delivery devices and view a log of messages sent, if desired.  
 No Devices  Inbox  Email  Voice/Text

Back **View Log** Close

13-14 Harrison High Generated on 06/15/2014 07:49:19 PM Page 1 of 2 **Sent Message Log** 585 Peachtree Parkway, Metro City MN 55426 Date: 06/15/2014 07:49 PM

**Delivery Summary**

Start Time: 06/15/2014 08:18 PM	Total Inbox: 0	Total Voice Attempted: 0
End Time: 06/15/2014 08:18 PM	Total Emails: 11	Total Text Messages Attempted: 0
Duration: 0 minutes	Total Voice: 0	Recipients contacted successfully by phone: 0
Total Recipients: 11	Total Text: 0	Recipients not contacted by phone: 11
Total No Device: 0		

**Filter Criteria**  
 Selected Assignments: 4; Term Grade: Classroom Activities; Bill of Rights Matching Activity; 4; Term Grade: Exams; Bill of Rights Exam; 4; Term Grade: Homework; Constitution Worksheet; 4; Term Grade: Homework; Constitution Short Answer; Classroom Activities; Bill of Rights Activity; Classroom Activities; Follow Up Bill of Rights Activity; Allow Repeat Messages: Yes; Calendar: 13-14 Harrison High

**Message Detail**  
 Sender's Email: teacherson@email.com  
 CallerID: (987)999-9876  
 Email Attachment File: 2014-06-15-19-16-17\_Class Policy on Making Up Work.docx

**Message Body**  
 Your student student.firstName has the following missing assignments.  
 missingMessenger.assignments.LIST  
 Please sign into your school's parent portal at <http://www.infinitecampus.com> to find more information.

**Message Text:**  
 student.firstName has the following missing assignments. missingMessenger.assignments.LIST. Please sign into your school's parent portal to find more information.

**Delivery Detail**

Recipient	Student	Delivery Device	Status	Time
Student, Brenda	Student, Andrew	studentmom@email.com	Pending	08:18 PM
Student, Carl	Student, Luke	stucar@email.com	Pending	08:18 PM
Student, Carl	Student, Jordan	stucar@email.com	Pending	08:18 PM
Student, Samuel	Student, Bree	studentsam@email.com	Pending	08:18 PM

Message Log after a Message is Sent

## Review and Send Step-By-Step

1. Click **Review Recipients** to view each planned recipient of the message. Unmark checkboxes for any recipients' devices that shouldn't receive the message and click **Save** and **Close** to return. If you don't make any changes to the recipient and device list, just click **Close** to return.
2. Click **Send** to schedule the message. Any invalid delivery devices, such as an invalid phone

number, generate an error. Use the **Review Recipients** list to remove these invalid devices. **Save, Close**, and return to **Send** the message again. The message will be sent at the Delivery Date and Time chosen.

3. A total **Recipient Count** and by-device totals displays.
4. To view a printable log of the message, click **View Log**. If desired, mark the device checkboxes below the recipient counts to include Delivery Details for those devices.

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