

Send General Class Messages to Students and Parents

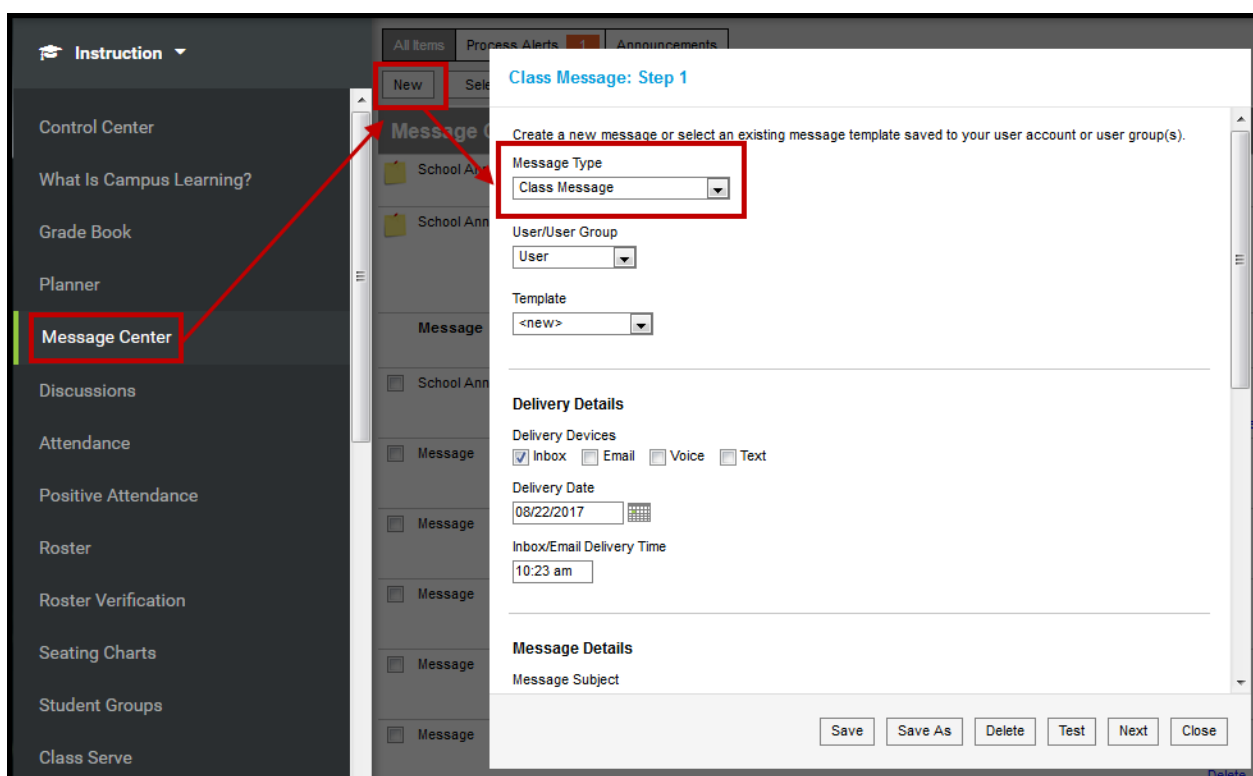
Last Modified on 08/31/2020 3:35 pm CDT

PATH: *Campus Instruction > Message Center > New > Message Type: Class Message*

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

Send a **Class Message** to students and/or guardians to communicate class information to your sections, such as a reminder about upcoming parent/teacher conferences or other types of general notifications. Class messages can be sent to guardians and students. This option was called Teacher Messenger in the original Instruction module.

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



Class Message in the Message Center

The steps for sending a Class 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**. 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. Use the save buttons to save the current template (Save), or to save the message as a new template (Save As).

Step 1 - Delivery and Message Details

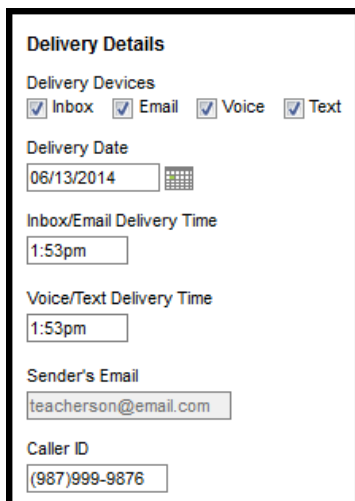
The Delivery and Message Details options available depend on your district's messenger settings.

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
 

Inbox/Email Delivery Time

Voice/Text Delivery Time

Sender's Email

Caller ID

Delivery Details

Message Details

For a Class Message, none of the message fields auto-populate. Enter your message as desired, 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.

Message Details
 Message Subject
 Field Trip Permission Slip
 Record a Message
 Add WAV File
 Add Email Attachment [History Field Trip Permission Slip.docx](#)
 Message Body
 Our `teacherMessenger.courseName` class will be attending the History Museum on Thursday, May 4th. Please sign the attached permission slip for `student.firstName` and return to me via email or as a paper copy.
 Text Message
 Infinite Campus recommends not exceeding 140 characters as this may result in multiple messages being sent to recipients in random order.
 Please return a signed permission slip for our `teacherMessenger.courseName` field trip to the History Museum on the 4th.

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
Delivery Date	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
Inbox/Email Delivery Time	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		
Voice/Text Delivery Time	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
Reply to Email	The email address that displays when a received hits <i>Reply</i> . This email address populates based on the Email Settings set up for the district and is either the default email address selected for the district or your email address entered in Census . This field may be editable, or read only, based		X		

	messages entered in Canvas . This field may be enabled, or read only, based on district settings.				
Caller ID	The phone number that displays on the recipient's caller ID. This phone number populates based on the Caller ID Preferences set up for the district.			X	
Message Details	Description				
Message Subject	The subject line of the message.	X	X	X	X
Record a Message	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	
Add WAV File	Upload an existing WAV file of a voice message.			X	
Add Email Attachment	Allows you to upload a file attachment. Note that file names that include special characters cannot be uploaded. Special characters include : / \ , [] { } () ! ; " * ? < > CR, LF, '.' or Tab.		X		
Message Body	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. 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 F button to access available Campus fields.	X	X	X	
Text Message	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. 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 F button to access available Campus fields. There is a character limit of 400 characters for text messages. <div style="background-color: #e1f5fe; padding: 10px; margin-top: 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.</p> <p>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 *Class 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 **Reply to 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 - Recipients

The second step of sending a message is selecting which students and/or messenger contacts to include in the recipient list. Class messages can be sent to multiple sections at a time, either to the entire section or specific individuals.

To send a message to **All recipients from section(s)**, choose that option and select the section(s) to include from the list of your sections, divided by term.

Recipients

☒ All recipients from section(s)
 ☐ Specific recipients from section(s)

Section(s)

☐ Select All
 [Expand All](#)

▶ ☐ Term 1

▶ ☐ Term 2

▶ ☐ Term 3

▼ ☒ Term 4

☒ 01) 2300-1000 US History A
 ☐ 02) 2350-1000 US History B
 ☐ 04) 9100-1000 AP History

Recipients

☒ Student Messenger Contacts
 ☒ Students

Including Full Sections in the Recipient List

To choose **Specific recipients from section(s)**, mark that option to view a list of recipients by section. Add recipients, sorted by **Student Messenger Contacts** or **Students**, from the selected section. Recipients can be added from either or both lists. Select additional sections if desired; the Recipient List can include students and/or contacts from multiple sections.

Class Message: Step 2

Recipients

☐ All recipients from section(s)
 ☒ Specific recipients from section(s)

Section(s)

01) 2300-1000 US History A ▼

☒ Student Messenger Contacts
 ☐ Students

Select Recipients

Student, Carl 10 Student, Luke C 01) 2300-1000 US History A	Add
Student-Teacher, Alice 10 Student, Luke C 01) 2300-1000 US History A	Add
Student, Tom 10 Student, Lydia J 01) 2300-1000 US History A	Add
Student, Brenda 10 Student, Lydia J 01) 2300-1000 US History A	Add
Student, Samuel 10 Student, Bree 01) 2300-1000 US History A	Add
Student-Teacher, Alice 10 Student, Jordan F	Add

Recipient List

Student, Tom 10 Student, Andrew 01) 2300-1000 US History A	Remove
Student, Brenda 10 Student, Andrew 01) 2300-1000 US History A	Remove
Student, Samuel 10 Student, Brooke J 01) 2300-1000 US History A	Remove
Student, Samuel 10 Student, Kyle M 01) 2300-1000 US History A	Remove
Student, Carl 10 Student, Jordan E 01) 2300-1000 US History A	Remove

Back

Next

Close

List of Specific Recipients

Blended Learning

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

Recipients Step-By-Step

First, indicate if you want to select **all recipients from your section(s)** or **specific recipients**.

All Recipients from Sections

1. Expand the **Term** to view a list of sections in that term or select a Term to include all sections in that term. Alternately, mark **Select All** to include all sections in all terms.
2. From an expanded Term, select which **Section(s)** you'd like to include.
3. Indicate if the recipients should be **Student Messenger Contacts**, **Students**, or **Both**.
4. Click **Next** to review the message prior to sending.

Specific Recipients from Sections

1. Select the first **Section** from which to add recipients. You have the option of adding recipients from one section, switching sections, and adding more recipients from another section.
2. Sort the list of possible recipients by **Student Messenger Contacts** or by **Students**. Add recipients from either or both lists.
3. From the **Select Recipients** list, click **Add** to move individuals to the **Recipient List**. Click **Remove** to move individuals off the Recipient List. Use the **Add All** and **Remove All** buttons below the lists as desire.
4. Click **Next** to review the message prior to sending.

The Student Messenger Contact options are determined by the Messenger checkbox on the [Relationships](#) tab.

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).

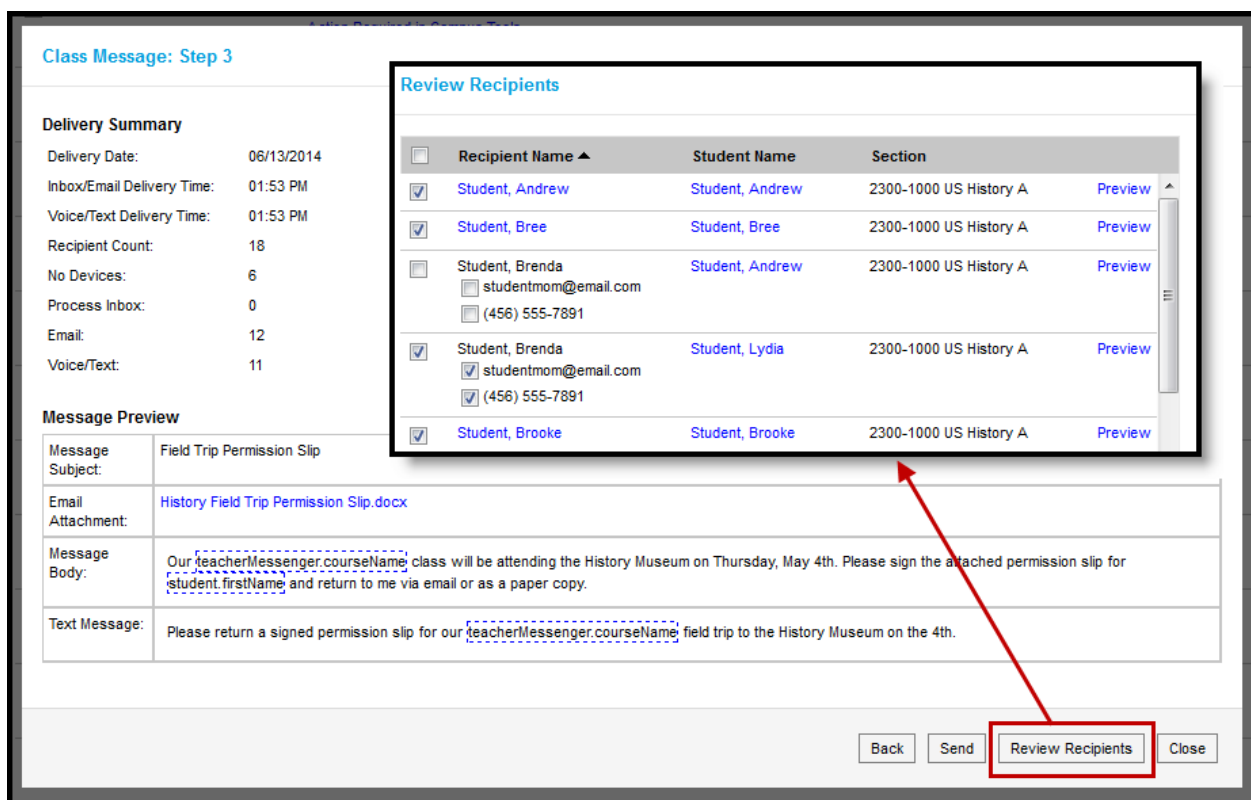
The **Message Preview** displays all messages that will be sent to recipients.

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. For

example, in the image below that includes all guardian contacts and students for a section, one parent has two students in the course; unmark one of the duplicate recipients to prevent repeated messages. 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.



Class Message: Step 3

Delivery Summary

Delivery Date: 06/13/2014
 Inbox/Email Delivery Time: 01:53 PM
 Voice/Text Delivery Time: 01:53 PM
 Recipient Count: 18
 No Devices: 6
 Process Inbox: 0
 Email: 12
 Voice/Text: 11

Message Preview

Message Subject: Field Trip Permission Slip
 Email Attachment: History Field Trip Permission Slip.docx
 Message Body: Our teacherMessenger.courseName class will be attending the History Museum on Thursday, May 4th. Please sign the attached permission slip for student.firstName and return to me via email or as a paper copy.
 Text Message: Please return a signed permission slip for our teacherMessenger.courseName field trip to the History Museum on the 4th.

Review Recipients

<input type="checkbox"/>	Recipient Name ▲	Student Name	Section	
<input checked="" type="checkbox"/>	Student, Andrew	Student, Andrew	2300-1000 US History A	Preview
<input checked="" type="checkbox"/>	Student, Bree	Student, Bree	2300-1000 US History A	Preview
<input type="checkbox"/>	Student, Brenda studentmom@email.com (456) 555-7891	Student, Andrew	2300-1000 US History A	Preview
<input checked="" type="checkbox"/>	Student, Brenda studentmom@email.com (456) 555-7891	Student, Lydia	2300-1000 US History A	Preview
<input checked="" type="checkbox"/>	Student, Brooke	Student, Brooke	2300-1000 US History A	Preview

Back Send **Review Recipients** Close

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' guardian contacts 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 guardian contacts 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.

Class Message: Step 3

Your message has been sent successfully.

Recipient Count:	16
No Devices:	6
Process Inbox:	0
Email:	10
Voice/Text:	0

Select delivery devices and view a log of messages sent, if desired.

☒ No Devices
 ☐ Inbox
 ☒ Email
 ☐ Voice/Text

13-14 Harrison High
585 Peachtree Parkway, Metro City MN 55436

Generated on 06/13/2014 03:51:07 PM
Page 1 of 2
Sent Message Log
Date: 06/13/2014 3:51 PM

Delivery Summary

Start Time: 06/13/2014 04:20 PM	Total Inbox: 0	Total Voice Attempted: 0
End Time: 06/13/2014 04:20 PM	Total Emails: 10	Total Text Messages Attempted: 0
Duration: 0 minutes	Total Voice: 0	Recipients contacted successfully by phone: 0
Total Recipients: 16	Total Text: 0	Recipients not contacted by phone: 16
Total No Device: 6		

Filter Criteria

Sections: 2300-1000 US History A

Message Detail

Sender's Email: teacherson@email.com
 CallerID: (987)999-9876
 Email Attachment File: 2014-06-13-14-13-11_History Field Trip Permission Slip.docx

Message Body:

Our teacherMessenger.courseName class will be attending the History Museum on Thursday, May 4th. Please sign the attached permission slip for student.firstName and return to me via email or as a paper copy.

Message Text:

Please return a signed permission slip for our teacherMessenger.courseName field trip to the History Museum on the 4th.

Delivery Detail

Recipient	Student	Section	Delivery Device	Status	Time
Student, Andrew	Student, Andrew	2300-1000 US History A			
Student, Eree	Student, Eree	2300-1000 US History A			
Student, Brenda	Student, Lydia	2300-1000 US History A	studentmom@email.com	Pending	04:20 PM
Student, Brooke	Student, Brooke	2300-1000 US History A			
Student, Carl	Student, Jordan	2300-1000 US History A	stucar@email.com	Pending	04:20 PM
Student, Jordan	Student, Jordan	2300-1000 US History A	jordstu@email.com	Pending	04:20 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.
-