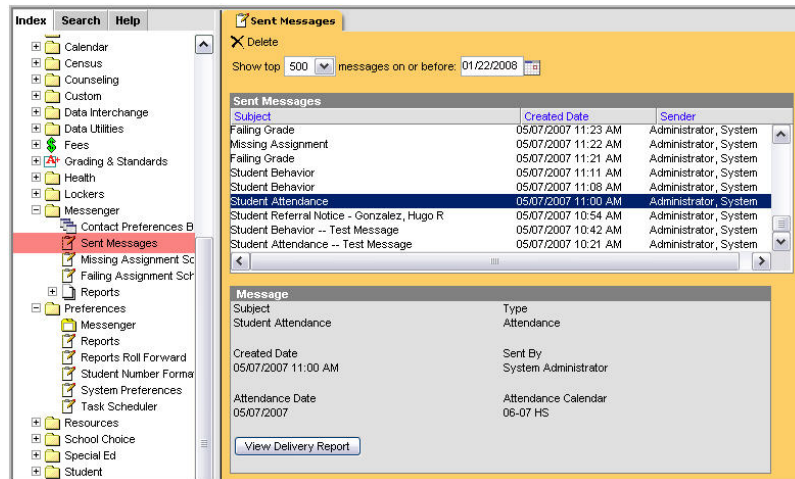## System Administration > Messenger > Sent Messages

The Sent Messages tool allows the system administrator to view messages sent within a selected calendar and date range.


Selecting a sent message allows the user to check the general message details (*i.e.* the type of message, when it was created, who sent it, what the subject line was).

Clicking on the **View Delivery Report** button pulls a report that displays specific delivery details of that message, including Messenger demographics: email jobs completed, the total emails attempted, emails canceled, emails in queue, etc.

System Administration > Messenger > Missing Assignment Scheduler

The Missing Assignment Scheduler tool allows the system administrator to select a time when missing assignment messages will be sent to parents. This tool uses settings from the Instruction Messenger and pulls data from a teacher's Grade Book. Missing assignment messages are defined based on start date and due date parameters that eliminate the possibility of sending duplicate notifications.
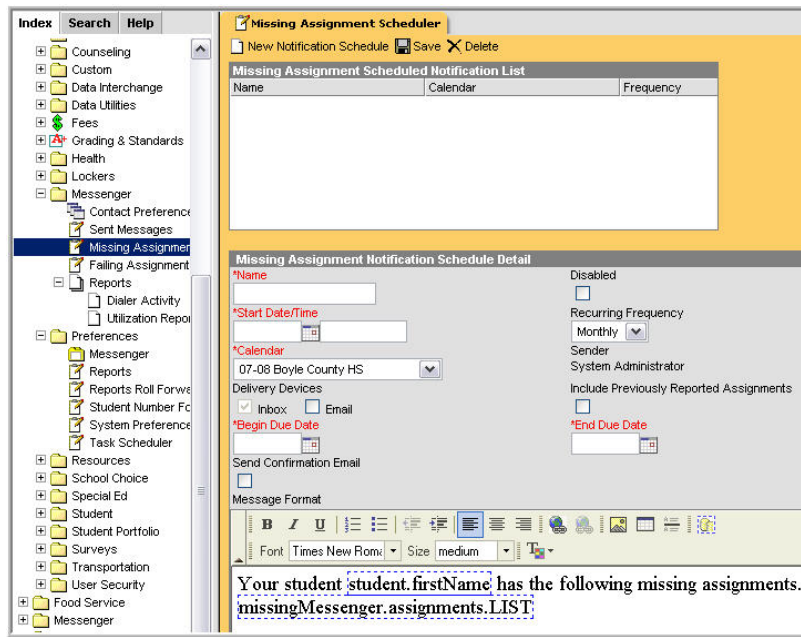
To Set the Missing Assignment Scheduler:

> **NOTE:** The **Disabled** checkbox stops the scheduler from sending missing assignment notifications.

1. Select the **New Notification Schedule** icon.

2. Enter the **Name** for this missing assignment schedule.

3. Enter the **Start Date** and **Time** of this message.

4. Select the **Recurring Frequency** from the dropdown list. This sets the time interval that message will be sent (*i.e.* monthly, daily, weekly, hourly).

5. Select the **Calendar** in which the message schedule should exist (defaults to calendar selected in Campus Toolbar).

6. Select the appropriate **Delivery Devices**.

   • *Inbox option* – Displays message on the User Notices page when the guardian contact logs into the Campus Portal.

   • *Email option* – Sends an email to the guardian contact.

7. Flag the **Include Previously Reported Assignments** checkbox if previously reported assignments should be listed on this current announcement.

   > **NOTE:** This will re-send messages about missing assignments that may have been taken care of by the student and teacher since the previous message.

8. Enter the **Begin Due Date**. This will list all missing assignments for the student from this date to the entered end date.

9. Enter the **End Due Date**. This will list missing assignments from the Begin Due Date entry

to this date.

10. Mark the **Send Confirmation Email** checkbox if a message regarding the receipt of messages should be delivered to the sender.

11. Review the **Message Format**. This message was composed in the Missing Assignments Wizard in the Instruction Messenger module.

12. Click the **Save** icon when complete. The Missing Assignment Message is now scheduled for delivery.

System Administration > Messenger > Failing Assignment Scheduler

The Failing Assignment Scheduler allows the system administrator to notify guardian contacts of failing assignment grades. This tool uses settings from the Instruction Messenger and pulls data from a teacher's Grade Book. Missing assignment messages are defined based on start date and due date parameters that eliminate the possibility of sending duplicate notifications.
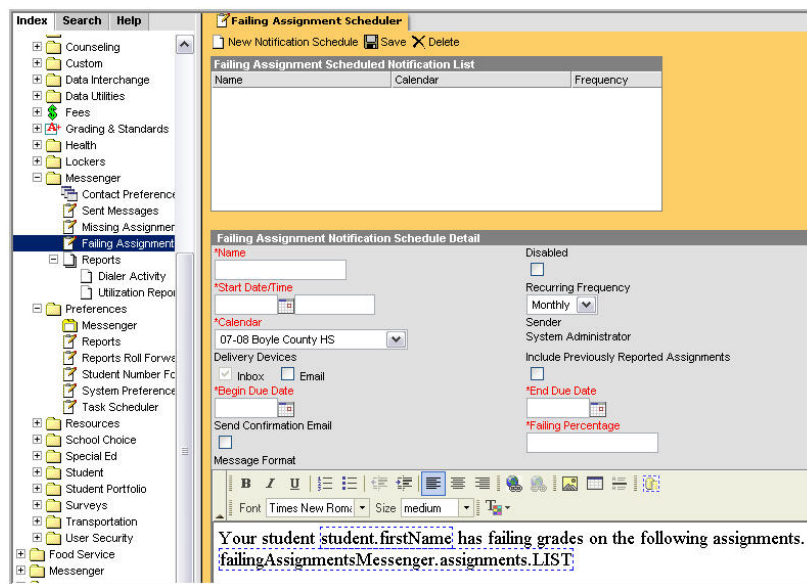
Setting the Failing Assignment Scheduler

> **NOTE:** The **Disabled** checkbox stops the scheduler from sending failing assignment notifications.

1. Select the **New Notification Schedule** icon.

2. Enter the **Name** for this failing assignment schedule.

3. Enter the **Start Date** and **Time** of this message.

4. Select the **Recurring Frequency** from the dropdown list. This sets the time interval that message will be sent (*i.e.* monthly, daily, weekly, hourly).

5. Select the **Calendar** in which the message schedule should exist (defaults to calendar

selected in Campus Toolbar).

6. Select the appropriate **Delivery Devices** (*i.e.* inbox, email).

   • *Inbox option* – Displays message on the User Notices page when the guardian contact logs into the Campus Portal.

   • *Email option* – Sends an email to the guardian contact.

7. Flag the **Include Previously Reported Assignments** checkbox if previously reported assignments should be listed on this current announcement.

   NOTE: This will re-send messages about failed assignments that may have been taken care of by the student and teacher since the previous message.

8. Enter the **Begin Due Date**. This will list all failing assignments for the student from this date to the entered end date.

9. Enter the **End Due Date**. This will list failing assignments from the Begin Due Date entry to this date.

10. Mark the **Send Confirmation Email** checkbox if a message regarding the receipt of messages should be delivered to the sender.

11. Enter the **Failing Percentage** that qualifies a message to the guardian contact.

12. Review the **Message Format**. This message was composed in the Missing Assignments Wizard in the Instruction Messenger module.

13. Click the **Save** icon when complete. The Failing Assignment Message is now scheduled for delivery.

System Administration > Messenger > Reports > Dialer Activity

The Dialer Activity Wizard can list all messages specific to a certain calendar, date and user. The system administrator may choose to report on all messages or only on active messages.
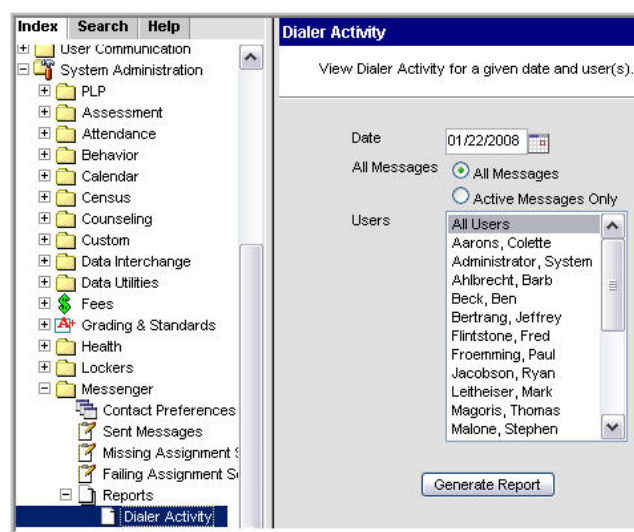
1. Enter a **Date** for the report (defaults to current date).

2. Determine which messages should appear on the report (*i.e.* All Messages or Active Messages Only).

   • *All Messages* – Lists messages that have been sent and messages that will be sent.

   • *Active Messages Only* – Lists messages that will be sent.

3. Select which **User(s)** to display messages for in the report.

4. Click the **Generate Report** button. A new browser window will open, listing the messages and a brief summary of the message.
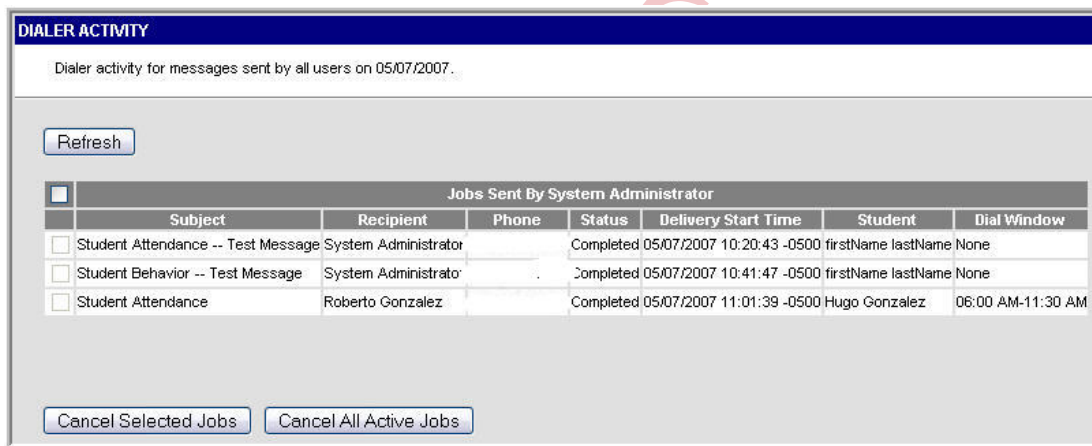
NOTE: If there are messages scheduled in the Activity Report that have not yet been sent, those messages can be canceled from this screen. To do so, flag the check-box next to the message and click the **Cancel Selected Jobs** button. To cancel all outgoing messages, click the **Cancel All Active Jobs** button.

System Administration > Messenger > Reports > Utilization Report

The Utilization Report displays the total number of phone calls and emails sent by the district. This gives the system administrator the ability to track email and voice usage in .csv or HTML file format. The report uses data stored in Messenger fields to report the dates of messages were sent.
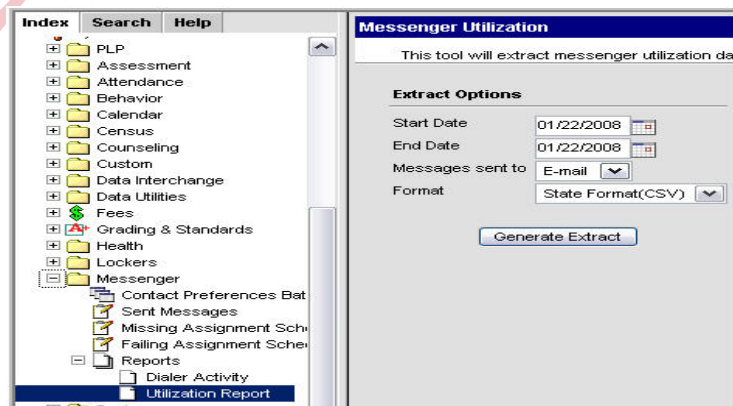
Generating the Messenger Utilization Report:

1. Enter a **Start Date**.

2. Enter an **End Date**.

3. Select an option from **Messages Sent To** dropdown menu (*i.e.* email or phone)

4. Select the **Format** for the report (*i.e.* CSV or HTML).

5. Click the **Generate Extract** button. The report will display in a new browser window in the selected format.

Surveys > Survey Messenger

The Survey Messenger provides a way to send a phone or email message to recipients of a survey. The user may choose to send the message to all recipients, those who have completed the survey, or those who have not completed the survey.
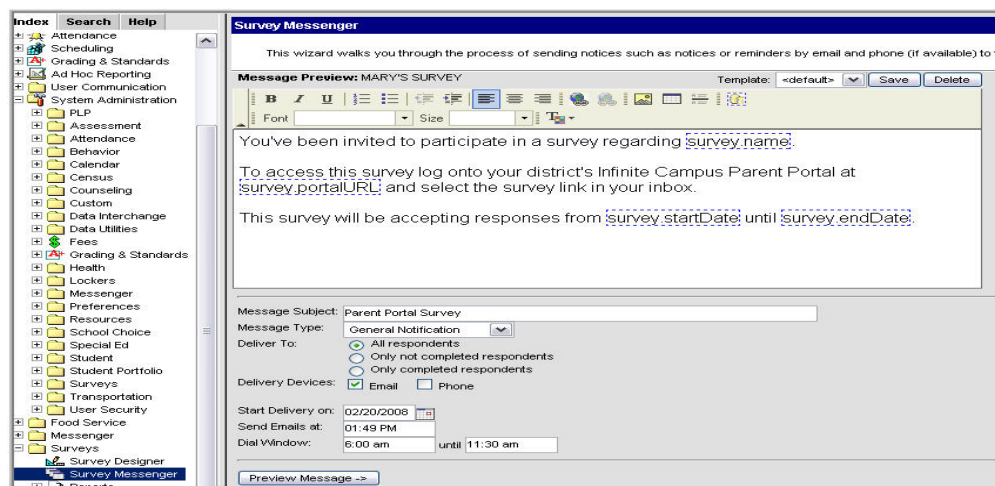
Generating the Survey Messenger:

1. Select a **Saved Survey** and click **Next**.

2. Define the **Template**, and enter the message as desired.

3. Enter a **Subject**.

4. Define the **Message Type** (*i.e.* **High Priority Notification** or **General Notification**).

5. Select a **Deliver To** option:

   • **All respondents**: Delivered to all survey recipients, regardless of response status.
   • **Only not completed respondents**: Delivered only to survey recipients who have not completed the survey.
   • **Only completed respondents**: Delivered only to survey recipients who have completed the survey.

6. Select the **Delivery Device** for the message (*i.e.* **Email**).

7. Specify when the message should be sent in the **Start Delivery On** date.

8. Enter the time frame for message deliveries in the **Send Emails At** field (for email delivery only) or in the **Dial Window** fields (for phone delivery only).

Appendix A — Troubleshooting Messenger

This list offers information on frequently asked Messenger questions. For additional information or questions, districts should contact their designated Campus Support representative:

General
- **Messenger Tools Not Appearing in Outline / Messenger Not Enabled**
  By default, Messenger is not enabled in Campus. When it is not enabled, the Messenger tools in the outline are unavailable.

  * Contact Campus Support to set up and enable Messenger. The campus.xml needs to be changed and the Messenger service needs to be installed.

- **Failed Attendance or Behavior Dialer Messages / Task Scheduler Not Enabled**
  If an Attendance or Behavior Dialer message is not going out as scheduled, the task scheduler may not be enabled.

  * In a district with a single application server, this can be checked easily by navigating to *System Administration > Preferences > Task Scheduler*, and selecting a task. A green light next to the task indicates the task is active.

  * In a district with multiple application servers, it is difficult to tell if the Task Scheduler is properly enabled because it should only be enabled on one server. The district should contact Campus Support to resolve this issue.

- *No portalURL* **error on Failing Grades and Missing Assignments reports.**
  District needs to enter the portal URL that parents at that school should use in *System Administration > Preferences > Messenger > Email Preferences*.

Email Messenger
- **Scheduled Attendance Dials Sent Multiple Times / Sender Receives Multiple Confirmation Emails**
  The most likely cause of this is that the Task Scheduler is enabled on multiple application servers within the district. It should never be enabled on more than one server.

  * Contact Campus Support to resolve this issue.

- **District Staff Member Receiving Error Report Emails**
  An email is sent to a staff member each time an error is encountered when that person's email address is entered on the error email list in *System Administration > Messenger > Dialer Preferences*.

  * Contact Campus Support to investigate the cause of the errors.

- **Emails Not Sending**

  To address this issue, districts should run a Sent Messages delivery report from *System Administration > Messenger > Sent Messages*. Analyze results based on the following criteria:

  * If the emails always result in an error, something may not be configured properly within the Email Preferences in *System Administration > Preferences > Messenger > Email Preferences*. Check the SMTP Host; it may not be the correct address, or it may not allow relay from the Messenger servers. Districts must maintain their own SMTP servers and relay restrictions.

  * If the emails all exhibit a queued status for more than a few minutes, the Messenger service probably is not running or is not properly configured. Contact Campus Support to investigate.

  * Campus has configured a generic relay for districts that cannot set up their own SMTP server; it is primarily intended for smaller districts that want to use just the password reminders. Contact Campus Support to set this up – Campus will approve an IP address for the Messenger and application servers.