

# Teacher Messenger

August 2014

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# Teacher Messenger

 This tool was renamed [Class Messenger](#) in the .1426 release.

[Field Descriptions](#) | [Creating a New Template](#) | [Deleting a Template](#) | [Creating Teacher Messages](#)



**PATH:** *Instruction > Messenger > Teacher Messenger*

The Teacher Messenger is for general teacher messaging from a teacher to a student or guardian. For example, a teacher may send a message for a change in a given assignment, an important note from class or a reminder to bring something to the next class.

- Messages regarding missing assignments are sent via the [Missing Assignment Messenger](#).
- Messages regarding grades are sent via the [Grades Messenger](#).

The Teacher Messenger editor uses settings from the [Census](#) module to deliver the messages accurately. Like all Messenger functions, delivered messages appear in the Portal Inbox of a recipient. Currently, all messages are sent in English, unless typed in a different language.

 To view a list of messages that have been sent, use the [Sent Message Log](#).

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**Teacher Messenger**

Teacher Messenger sends teacher related messages to Messenger contacts or students based on the criteria selected.

The Template Name and User/Group can be changed after selecting Save or Copy. Saved Templates retain Delivery Device and Message detail settings only. Filter Criteria selections do not save as part of the User/Group Template on this tool. You must select Filter Criteria each time a message is sent.

**User/Group** User **Template** <new> Save Copy Delete

**Enter the filter criteria for Teacher Messenger:**

Select Recipients:  Guardians  Students

Click on a person to add to list:

Select All

Click on a person to remove from list:

Remove All

**Delivery Devices:**  Inbox  Email  Voice  Text

Sender's Email:  Caller ID:

**Message Subject**

**Message Body**

Cutting and pasting from third party products, e.g., Microsoft Word, is not recommended.

Record a Message

Browse and upload a recorded message (.wav file format)

Browse... Upload

Browse and upload an email attachment

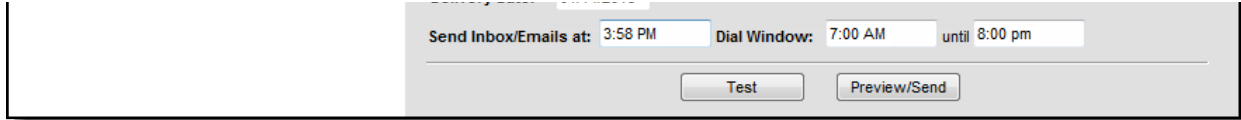
Browse... Upload

**Text Message**

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

Cutting and pasting from third party products, e.g., Microsoft Word, is not recommended.

**Delivery Date:**



*Image 1: Teacher Messenger Editor*




This article includes the following topics:

- [Field Descriptions](#)
- [Creating a New Template](#)
- [Deleting a Template](#)
- [Creating Teacher Messages](#)





## Field Descriptions

Field	Description
<b>User/Group</b>	This dropdown list allows you to save message templates to your user account or a user group to which you belong.
<b>Template</b>	This dropdown list displays a list of available templates. To create a new template, select <b>&lt;new&gt;</b> from this list.
<b>Filter Criteria</b>	
<b>Select Recipients</b>	This field determines which Guardians/Students should receive the Teacher message.
<b>Click on a person to add to list/ Click on a person to remove from the list</b>	<p>These fields allow you to select the type of recipients: Guardians or Students.</p> <ul style="list-style-type: none"> <li>If selecting <b>Guardians</b>, the student's name displays above the guardian's name in black.</li> <li>If selecting <b>Students</b>, only the student's names display in the list.</li> </ul>
<b>Delivery Devices</b>	
<b>Inbox</b>	The Inbox option is automatically selected. This option places a note in the parent's inbox that a new message is available. Infinite Campus strongly recommends teachers leave this option marked to ensure delivery to the guardian's with a Portal Account but no other delivery device marked for messages from teachers.
<b>Email</b>	The Email option sends an email to the guardian's email address on record (entered in Census > People > Demographics).
<b>Voice</b>	<p>The Voice option calls the guardian's phone number on record (entered in Census &gt; People &gt; Demographics).</p> <p>The teacher's ability to send Voice messages is controlled by a preference set by the District Administrator.</p>
<b>Text</b>	<p>The Text option sends a text message to the guardian's mobile device. Recipients who have indicated a desire to receive text messages must have the Text (SMS) checkbox marked in the Personal Contact Information editor of the <a href="#">Demographics</a> tab to receive text messages.</p> <p>The teacher's ability to send Text messages is controlled by a preference set by the District Administrator.</p>
<b>Message Details</b>	

<p><b>Sender's Email</b></p>	<p>This field displays the email address that is automatically included in the message body for message recipients to reference.</p> <table border="1" data-bbox="399 283 1414 569"> <thead> <tr> <th data-bbox="399 283 847 401">If the "Use Sender's Email from Census as Sender's Email Address" checkbox is...</th> <th data-bbox="854 283 1414 401">Then this field displays the email address entered in....</th> </tr> </thead> <tbody> <tr> <td data-bbox="399 409 847 453"><b>selected</b> on the <a href="#">Email Settings</a> tab</td> <td data-bbox="854 409 1414 453">Census &gt; People &gt; Demographics &gt; <a href="#">Email</a></td> </tr> <tr> <td data-bbox="399 462 847 569"><b>NOT selected</b> on the <a href="#">Email Settings</a> tab</td> <td data-bbox="854 462 1414 569">System Administration &gt; Messenger &gt; Messenger Preferences &gt; Email Settings &gt; <a href="#">Default Sender Email Address</a></td> </tr> </tbody> </table> <div data-bbox="399 590 1414 806" style="border: 1px solid #ccc; padding: 5px;"> <p> This field can be changed if the <b>Allow Custom Sender's Email Address</b> checkbox is marked on the <a href="#">Email Settings</a> tab.</p> <p>Existing templates may display a different address if the the <b>Allow Custom Sender's Email Address</b> checkbox is marked and a user modified the <b>Sender's Email</b> field.</p> </div>	If the "Use Sender's Email from Census as Sender's Email Address" checkbox is...	Then this field displays the email address entered in....	<b>selected</b> on the <a href="#">Email Settings</a> tab	Census > People > Demographics > <a href="#">Email</a>	<b>NOT selected</b> on the <a href="#">Email Settings</a> tab	System Administration > Messenger > Messenger Preferences > Email Settings > <a href="#">Default Sender Email Address</a>
If the "Use Sender's Email from Census as Sender's Email Address" checkbox is...	Then this field displays the email address entered in....						
<b>selected</b> on the <a href="#">Email Settings</a> tab	Census > People > Demographics > <a href="#">Email</a>						
<b>NOT selected</b> on the <a href="#">Email Settings</a> tab	System Administration > Messenger > Messenger Preferences > Email Settings > <a href="#">Default Sender Email Address</a>						
<p><b>Caller ID</b></p>	<p>This field displays the phone number that is automatically included in the message body for message recipients to reference.</p> <table border="1" data-bbox="399 911 1414 1224"> <thead> <tr> <th data-bbox="399 911 883 1029">If the "Use Sender's Work Phone from Census as Caller ID" checkbox is...</th> <th data-bbox="889 911 1414 1029">Then this field displays the phone number entered in....</th> </tr> </thead> <tbody> <tr> <td data-bbox="399 1037 883 1108"><b>selected</b> on the <a href="#">Voice Settings</a> tab</td> <td data-bbox="889 1037 1414 1108">Census &gt; People &gt; Demographics &gt; <a href="#">Work Phone</a></td> </tr> <tr> <td data-bbox="399 1117 883 1224"><b>NOT selected</b> on the <a href="#">Voice Settings</a> tab</td> <td data-bbox="889 1117 1414 1224">System Administration &gt; Messenger &gt; Messenger Preferences &gt; <a href="#">CallerID Preferences</a></td> </tr> </tbody> </table> <div data-bbox="399 1245 1414 1436" style="border: 1px solid #ccc; padding: 5px;"> <p> This field can only be changed if the <b>Allow Custom Caller ID</b> checkbox is marked on the <a href="#">Voice Settings</a> tab.</p> <p>Existing templates may display a different Caller ID if the <b>Allow Custom Caller ID</b> checkbox is marked and a user modified the <b>Caller ID</b> field.</p> </div>	If the "Use Sender's Work Phone from Census as Caller ID" checkbox is...	Then this field displays the phone number entered in....	<b>selected</b> on the <a href="#">Voice Settings</a> tab	Census > People > Demographics > <a href="#">Work Phone</a>	<b>NOT selected</b> on the <a href="#">Voice Settings</a> tab	System Administration > Messenger > Messenger Preferences > <a href="#">CallerID Preferences</a>
If the "Use Sender's Work Phone from Census as Caller ID" checkbox is...	Then this field displays the phone number entered in....						
<b>selected</b> on the <a href="#">Voice Settings</a> tab	Census > People > Demographics > <a href="#">Work Phone</a>						
<b>NOT selected</b> on the <a href="#">Voice Settings</a> tab	System Administration > Messenger > Messenger Preferences > <a href="#">CallerID Preferences</a>						
<p><b>Message Subject</b></p>	<p>This field determines the text that will display in the Subject field of the email message.</p>						
<p><b>Message Body</b></p>	<p>You can enter comments in the Message Body using the WYSIWYG editor.</p> <div data-bbox="399 1593 1414 1698" style="border: 1px solid #f00; padding: 5px;"> <p> Do NOT copy attribute fields from another <a href="#">Messenger</a> tool in Campus. The attribute fields are not the same.</p> </div> <p>For more information about using the options available with the editor, see the <a href="#">WYSIWYG Editors</a> article.</p>						




<p><b>Browse and upload a recorded message</b></p>	<p>This option allows you to send a voice message. See the article <a href="#">Messenger with Voice - Setup and Details</a> for more information about this feature.</p> <p>You <i>must</i> click the <b>Upload</b> button after browsing for the attachment. When an attachment is properly uploaded, the Attach File message displays on the screen.</p> <p>The teacher's ability to send voice messages is controlled by a preference set by the District Administrator.</p>
<p><b>Browse and upload an email attachment</b></p>	<p>This option allows you to add an attachment to the email. See the article the <a href="#">Digital Repository Preferences</a> for information about supported file types and sizes.</p> <p>You <i>must</i> click the <b>Upload</b> button after browsing for the attachment. When an attachment is properly uploaded, the Attach File message displays on the screen.</p> <p>This option is controlled by an email preference set by the District Administrator and may not display in all districts.</p>
<p><b>Text Message</b></p>	<p>The text message to be sent to the guardian's mobile device. Infinite Campus recommends not exceeding 140 characters as this may result in multiple messages being sent to recipients in random order.</p> <p>The teacher's ability to send text messages is controlled by a preference set by the District Administrator.</p> <div data-bbox="402 892 1414 993" style="border: 1px solid red; padding: 5px;"> <p> Do NOT copy attribute fields from another <a href="#">Messenger</a> tool in Campus. The attribute fields are not the same.</p> </div>
<p><b>Delivery Date:</b></p>	<p>The day on which the message should be sent.</p>
<p><b>Send Inbox/Emails at:</b></p>	<p>The time inbox and/or emails will begin to be delivered.</p> <div data-bbox="402 1157 1414 1287" style="border: 1px solid green; padding: 5px;"> <p> The time will save with the templates. If you want messages to always go out immediately after Send is selected, the template should be saved with this field blank.</p> </div>
<p><b>Dial Window :</b></p>	<p>These fields create a dialing window during which a general voice message may be sent. The default values for these fields are set up on the <a href="#">Voice Settings</a> tab (System Administration &gt; Messenger &gt; Messenger Preferences &gt; Voice Settings).</p> <p>Dial Window times must be entered and will save with templates. If the start time entered on the message is earlier than the start time on the template (and the start time on the template is after the start time entered on the Voice Settings tab), Messenger uses the start time on the template and will not send the message until that time is reached.</p> <p>If the end time on the Dial Window is earlier than the end time entered on the Voice Settings tab, calls will not stop. Instead, they will continue until the end time on the Voice Settings is reached. In addition, if a voice message is still delivering when the District end time is reached, message delivery will be stopped and will not be completed.</p>

## Creating a New Template



Templates allow you to create reusable messages that save time and standardize content.

1. Select the **<New>** option from the Template dropdown list.
2. Use the [Field Descriptions](#) to complete the Teacher Messenger editor.

 The Message Body uses a WYSIWYG editor.

**Do NOT copy attribute fields from another [Messenger](#) tool in Campus. The attribute fields are not the same.**

For more information about using the options available with the editor, see the [WYSIWYG Editors](#) article.

3. Click the **Save** button at the top message editor.
4. Enter a name for the template in the pop-up box. The template will appear in the **Template** dropdown list.

## Deleting a Template

1. Select the template you want to delete from the Template dropdown list.
2. Click the **Delete** button.

**Result**

A confirmation message displays.

3. Click the **OK** button.

**Result**

Campus removes the template and it does not display in the Template dropdown list.

## Creating Teacher Messages

1. Select an existing Template from the **Template** dropdown list.
2. Use the [Field Descriptions](#) to complete the Teacher Messenger editor.

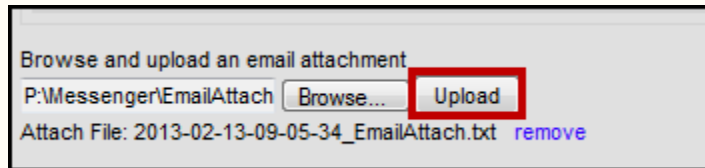
✔ The Message Body uses a WYSIWYG editor.

**Do NOT copy attribute fields from another [Messenger](#) tool in Campus. The attribute fields are not the same.**

For more information about using the options available with the editor, see the [WYSIWYG Editors](#) article.

3. Browse and upload an email/voice attachment. (**optional**)

⚠ You *must* click the **Upload** button after browsing for the attachment. When an attachment is properly uploaded, the Attach File message displays on the screen.



4. Click the **Preview/Send** button to review the message and its recipients.
5. Click the **Send Message** button. The message will be sent to the appropriate students or guardians.

ⓘ To view a list of messages that have been sent, use the [Sent Message Log](#).