

# The Basics: Messaging Students and Guardians

Last Modified on 06/29/2023 11:28 am CDT

## Creating a Message

**PATH:** *Campus Instruction > 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.

This article is a simplified version the the more detailed [Send General Class Messages to Students and Guardians](#) for teachers looking for some quick tips.

The screenshot shows the 'Class Message: Step 1' form in the Infinite Campus Message Center. The 'New' button in the top left corner is highlighted with a red box and an arrow. The form contains the following fields and sections:

- Message Type:** A dropdown menu set to 'Class Message'.
- User/User Group:** A dropdown menu set to 'User'.
- Template:** A dropdown menu set to '<new>'.
- Delivery Details:**
  - Delivery Devices:** Checkboxes for 'Inbox' (checked), 'Email' (checked), and 'Text' (unchecked).
  - Delivery Date:** A date field set to '06/18/2019'.
  - Inbox/Email Delivery Time:** A time field set to '4:46 pm'.
  - Reply To Email:** A text field containing 'teacher@school.cc'.
- Message Details:** A row of buttons: 'Save', 'Save As', 'Delete', 'Test', 'Next', and 'Close'.

*Class Message in the Message Center*

All Items Process Alerts Announcements

New Select All Remove Search Sort by: Sticky

### Class Message: Step 1

Create a new message or select an existing message template saved to your user account or user group(s).

Message Type  
Class Message

User/User Group  
User

Template  
<new>

---

**Delivery Details**

Delivery Devices  
 Inbox  Email  Text

Delivery Date  
06/18/2019

Inbox/Email Delivery Time  
4:46 pm

Reply To Email  
teacherson@email.cc

---

**Message Details**

Save Save As Delete Test Next Close

Data Change Tracker An error has occurred. Error token: 431864583 05/24/2017

## 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.

# Creating a Message





1. Select a **Message Type** of *Class Message* to send a message to students and/or guardians.
2. If desired, select a **Template** from the list of your templates (User) or those made by others in group(s) you belong to (specific User Group). If you select a template, fields in the message auto-populate based on that template, but are still editable for this instance of the message.
3. Modify **Delivery Details** for your message if desired:
  - **Devices:** Inbox messages go to the message center in Campus Student and/or Campus

Parent. Email messages go to the recipient's email address on file. Depending on district setup, Text and Voice may also be available; additional options display if either of these options are chosen.

- **Delivery Date** and **Deliver Time**: defaults to the current date and time. Schedule the message to be sent in the future if desired.
  - **Reply to Email** populates with your email. Modify if desired.
4. Enter a **Subject** and **Message Body**. Add an attachment if desired. Subject and Message Body support the use of Chinese characters for email messages only.
    - Use the **F** button to include Campus fields that populate based on the recipient, such as student.firstName that populates each student's first name in the message.
  5. Click **Next** to move on and select recipients. Only use the Save/Save As buttons if modifying or creating a template.
  6. In **Step 2**, select message recipients, which are grouped by section. Indicate if you want to send the message to **all recipients** in the selected section(s) or select **specific recipients**.
    - **All**: Expand a term and select **Section(s)**. Indicate if the message should go to Student Messenger Contacts, Students, or both.
    - **Specific**: Select a **Section** from the dropdown list, filter the list by messenger contacts or students, and add specific recipients to the **Recipient List**. You can add recipients from multiple sections.

"Student Messenger Contacts" are household member, usually parents/guardians, who have "Messenger" marked on their relationship with the student.

7. Click **Next** to review the message prior to sending.
8. In **Step 3**, review the **Message Preview** and **Delivery Summary** prior to sending the message. To view a list of indented recipients, click **Review Recipients**
  - The number of users who do not have an email address on file or a Campus Student or Parent account is indicated in *No Devices*. Click **Review Recipients** to see which contacts will not receive the message. Recipients with no delivery devices listed under their name will not receive the message.
  - Modify recipients from the Review Recipients list by unmarking checkboxes next to recipients or their delivery devices. Click **Save**.
9. Click **Send** to send the message at the indicated time. If any of the delivery devices is recognized as invalid, an error message displays and messages are not sent. Return to Review Recipients to remove erroneous devices.
10. 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** to view a printable version of the log. This log is not accessible once you click Close.

Student Search <input type="text" value="Student Search"/>	Posted	In-Progress	GGA
11 Student, Andy 		P	P
12 Student, Bree 		P	P
12 Student, Brooke J 		P	P
12 Student, Carissa (Car) 		HP	HP