

Emergency Messenger

Last Modified on 10/22/2022 9:46 am CDT

[Emergency Message Logic](#) | [Phone Recipient Confirmation](#) | [Field Descriptions](#) | [Create Templates](#) | [Send Emergency Messages](#)

PATH: [Messenger](#) > [Emergency Messenger](#)

The Emergency Messenger allows you to quickly create and deliver emergency messages to staff or guardians. Unlike other Campus messages, an emergency message does not have a scheduled delivery window. All messages are delivered immediately or as quickly as possible. Emergency notifications are NOT limited to the allowed dialing window established by the District Start Time and District End Time fields of the [Voice Settings](#) tool (System Administration > Messenger > Messenger Preferences > Voice Settings).

Emergency message recipients must be specified each time a new message is sent--even when using a saved template.

Emergency Messenger can be used after you set up [Messenger Preferences](#) .

Emergency Messenger can only be used once students are active in the current school year.

Emergency Messenger respects Active Year, Calendar Start/End Dates, Term Start Dates/End Dates and student's enrollment status.

Sending out MASS Emails using Freeware like Google as Your Email Server

- For more information about Google's sending limits, see the following articles:
- Emails exceeding the amount set by the email service provider may fail due to controls set by the provider to prevent SPAM.
- Free email service providers also typically set maximum allowed emails sent per day. After that limit is reached, usually in a 24 hour rolling period, additional emails won't be sent until the time passes.
 - [Sending Limits](#)
 - [Message Bounced Due to Sending Limit](#)

Emergency Messenger ☆

Communication > Messenger > Emergency Messenger

Emergency Messenger

Emergency Messenger sends messages to Messenger contacts based on the criteria selected. To limit message r
The Template Name and User/Group can be changed after selecting Save or Copy. Filter Criteria selections do not

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

Enter the filter criteria for Emergency Messenger:

Send Message To: Student Messenger Contacts Staff Student and Staff Contacts

School Options

- 902 Elementary School
- 166 Lower High School
- 019 Middle School (6)
- 901 Middle School (7-8)
- 169 Upper High School

Grade Options

- All Grades
- 12+
- AAP
- core
- EC
- HK
- K
- KA
- KD
- KG

CTRL-click or SHIFT-click to select multiple

Ad Hoc Filter (Further narrows criteria)

Delivery Devices: Inbox Email Voice Text

Reply To Email: Caller ID:

Sender Display Name:

Message Subject:

Message Body

Emergency Messenger Editor

Emergency Message Logic

The Emergency Messenger sends messages to contacts based on the contact phone numbers and email addresses marked to receive emergency messages on the [Census > People > Demographics](#) tab. The Emergency checkbox on the Demographics tab must be marked by the phone number or email address. Phone numbers and email addresses that do not have the Emergency checkbox marked do not receive an emergency message.

Emergency Messenger also relies on proper designation of a person as a Messenger contact on the [Relationships](#) tab and on the proper configuration of the Personal Contact Information editor of the [Demographics](#) tab.

For more information, please refer to the following articles:

- [Messenger with Voice - Setup and Details](#)
- [Relationships](#)
- [Demographics](#)

Settings applied for general voice messaging in the [Prompt Preferences](#) also apply to emergency messaging. Any text or .wav files specified for voice messages are also appended to emergency messages, as are redial settings (configured on the System Administration > Messenger > Messenger Preferences > [Voice Settings](#) tab).

Phone Recipient Confirmation

When voice messages are delivered, Shoutpoint may attempt to reach a recipient at multiple phone numbers. Shoutpoint continues to call recipient phone numbers until the recipient confirms message receipt or until the maximum number of redials is met as allowed by the district (configured on the System Administration > Messenger > Messenger Preferences > [Voice Settings](#) tab).

To confirm delivery of a message, a recipient must press "0" at the end of a voice message. This cancels all additional delivery and/or redial attempts for recipients with non-shared numbers or non-extension numbers.

Confirming and cancelling calls to other phone numbers works in the following way:

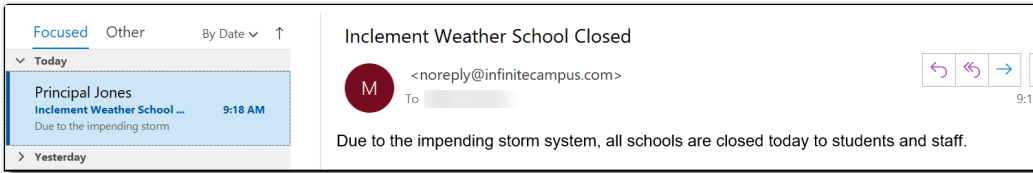
- Recipients can confirm calls on any phone number, even those shared with any other recipient in Campus.
- If a phone number contains an extension, recipients are not be able to confirm the call.
- Confirming calls to phone numbers for the same recipient does not cancel calls to any phone numbers which contain extensions.
- If a multiple recipients share a phone number but have different Delivery Devices selected for the same Messenger tool (Voice/Text), Voice call confirmation does not cancel the Text message from going out for the other recipient.

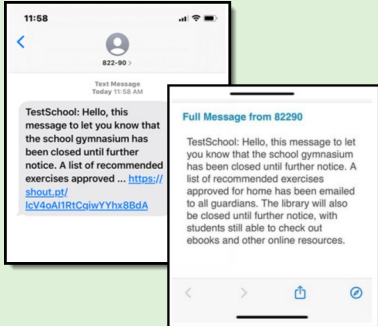
To stop additional calls, a recipient should always press "0" to confirm receipt of messages. If a recipient listens to a message but does not confirm its receipt by pressing "0," they may continue to receive call and redial attempts.

Field Descriptions

Field	Description
User/Group	This dropdown list allows you to save message templates to your user account or a user group to which you belong.
Template	<p>This dropdown list displays a list of available templates. To create a new template, select <new> from this list. Templates save to either the User (default), or User Group where they are accessible to other members in the group.</p> <div style="background-color: #e6f0e6; padding: 10px;"> <p>Minimize future message setup time by creating and saving templates.</p> <p>Templates save:</p> <ul style="list-style-type: none"> • Filter Criteria (Selections, Filters, Active Students) • Language Delivery Preferences • Message Type • Delivery Devices • Sender Display Name • Message Subject • Message Body • Attachments • Send Time </div>
Filter Criteria	

Field	Description
Send Messages To	<p>Emergency messages may be sent to the following recipients:</p> <ul style="list-style-type: none"> • Student Messenger Contacts. When an emergency message is sent to student messenger contacts/guardians, they receive one emergency message on each phone number and/or email marked for Emergency on the Census > Demographics > Personal Contact editor. Only one message is delivered to a phone number, regardless of how many students are assigned to the student's messenger contact/guardian. Redials are attempted as set on the Redial Settings (configured on System Administration > Messenger > Messenger Preferences > Voice Settings tab). If the emergency message is sent for more than one school (rather than as one message from the district level) or multiple emergency messages are sent by each school, a contact may receive multiple messages on each phone number listed, if that messenger contact has been assigned to more than one student. Students are selected by grade level. If a contact/guardian is receiving messages for students in multiple grade levels, multiple messages on each phone number listed are sent. • Staff Contacts. When an emergency message is sent to school or district staff members, it is delivered to district employees or other school staff that match the Staff Type(s) selected when the emergency message is created. An emergency message can be sent to staff who have a current District Employment record and a current District Assignment record that does NOT have any of District Assignment checkboxes selected. A message can also be sent to district employees who have a current District Employment record and no current District Assignment record. This option is only available if the user has access to all calendars. • Student and Staff Contacts. The Student and Staff Contacts option allows you to select student messenger contacts and staff at the same time, combining the options for Student Messenger Contacts and Staff.
School Options	<p>This field determines which schools receive the message. The schools that display are a comprehensive list of schools to which you currently or previously had calendar rights.</p> <p>When the All Schools option is selected, only the schools where you are current year calendar rights are sent a message.</p>
Grade	This field determines which grade(s) receive the message.
Staff Types	This field determines the type of staff member who receives the message.
Ad hoc Filter	<p>The Ad hoc Filter field allows you to limit the message recipients.</p> <p>The drop down selector includes all Filter and Data Types available to you, but only one can be selected. If you choose to send messages to Student and Staff Contacts DO NOT use an ad hoc filter based on a Student Data Type or staff are NOT sent a message (with the exception of any staff who also currently students).</p>
Delivery Devices	
Inbox	The Inbox option is automatically selected. This option places a note in the parent's portal inbox that a new message is available. Infinite Campus strongly recommends leaving this option marked to ensure delivery to the guardian's with a Portal Account but no other delivery device marked for messages.
Email	The Email option sends an email to the guardian's email address on record (entered in Census > Demographics).
Voice	The Voice option calls the guardian's phone number on record (entered in Census > Demographics).
Text	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 Emergency checkbox marked for Text (SMS) on the Personal Contact Information editor of the Demographics tab to receive text messages.
Message Details	

Field	Description
	Create and save Templates with your name and contact information (email/phone) included automatically in the message body for guardians to reference.
Reply to Email	This field displays the email address entered in System Administration > Messenger > Messenger Preferences > Email Settings > Sender Email Address. This field cannot be changed.
Caller ID	This field displays the phone number entered in System Administration > Messenger > Messenger Preferences > Caller ID Preferences. This field cannot be changed.
Sender Display Name	<p>Entries to this field will display in the recipient's email inbox for easier sender identification.</p>  <p>This field is only available if the Allow Custom Sender Display Name checkbox is marked on the Email Settings tab AND Email is selected from the Delivery Devices options in the message template.</p>
Message Subject	This field determines the text that displays in the Subject field of the email message.
Message Body	<p>The message sent to the Portal Inbox via email and by TTS for Voice (if no .wav file) is uploaded.</p> <p><i>Message Body supports the use of Chinese characters for email messages only.</i></p>
Browse and upload a recorded message	<p>This option allows you to send a voice message. See the article Messenger with Voice - Setup and De for more information about this feature.</p> <p>You <i>must</i> click the Upload button after browsing for the attachment. When an attachment is properly uploaded, the Attach File message displays on the screen.</p> <p>Uploaded .wav files are played immediately after the Hello Message specified in the Prompt Preference</p>
Browse and upload an email attachment	<p>This option allows you to add an attachment to the email. See the article the Digital Repository Prefer for information about supported file types and sizes.</p> <p>You <i>must</i> click the Upload 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 districts.</p>

Field	Description
Text Message	<p>The text message to be sent to mobile devices. Character limits guidelines for text messages.</p> <div style="background-color: #e0f2f1; padding: 10px; border: 1px solid #ccc;"> <p>The maximum length of a text message is set to 400 characters. 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>Campus recommends districts stay within a 140 single text character limit. Messages that exceed this limit, but still remain within the 400 character maximum threshold, should note the following:</p> <ul style="list-style-type: none"> • The first 100 characters of the message will appear with a trailing URL. After the recipient selects the URL they will be redirected to a webpage to view the entire message. • Unless connected to WiFi, a recipient's cellular data usage will be impacted when following the URL. <div style="text-align: center;">  </div> <p>Existing text message templates still display in their entirety, but need to be modified to be within the limit before sending.</p> </div> <p>If users wish to stop receiving text messages, they can text STOP to the short code. This results in the receiving no further text messages from Campus, even if the user has the Text option marked on their Contact Preferences. Users need to go through the opt in process again to start receiving texts at a later date.</p>

Create Templates

Emergency Messenger does not support formatting in templates.

You can create and use templates or create emergency messages as needed.

A district may want to create message templates to use in emergency situations. For example, the district might create templates for emergency situations such as school closures. It is recommended that districts prepare for potential emergencies by creating templates ahead of time; however, templates are not required. Templates can be saved only as text; .wav files cannot be saved because they cannot be customized for a date or time.

1. Verify that the **<New>** value is displayed in the **Template** field.
2. Select **User** (default) or a **User Group** that the template should be saved to from the User/User Group dropdown field. Templates saved under a User Group are available to other members in the group.
3. Mark the checkbox next to the **Delivery Devices** to which you want to send the message.

4. Enter a **Sender Display Name** (if enabled and Delivery Device *Email* is selected).
5. Enter a **Message Subject** to summarize the content of the message.
6. Enter the details of the message in the **Message Body** text box.
7. Complete one of the following options:
 - Click the **Copy from Message Body** option to send the same message as a text message (limited to 140 characters).
 - If not sending the same message, enter the text of the **Text Message** area.

Emergency text messages are only delivered to a recipient as a final attempt at contact. They are **ONLY** sent when all initial emergency phone calls and the scheduled number of redials have been attempted for the number without receipt confirmation from the recipient. Should the recipient confirm receipt of the message (by pressing "0" after listening), all text messages scheduled for delivery to that recipient's phone numbers are canceled. Additional phone calls and/or redials are also canceled.

8. Click the **Save** button to the right of the **Template** field. A pop-up window displays asking for the name of the template.
9. Enter the template name and click **OK**. The template is saved and available for selection within the Template field.

Recipient details are not be saved with a template and must be manually selected **each time** the template is used.

Send Emergency Messages

Messages should be sent through the Emergency Messenger tool only when the need for contact is immediate. Unlike other message types, emergency messages cannot be scheduled for a future date or time and are sent immediately after creation.

It is the district's discretion of what is and what is not an emergency message.

When a specific School is selected in the campus toolbar, that school is highlighted as the School Option. If the Campus toolbar has All Schools selected, you have to specify a School Option before sending the message. Emergency message recipients must be specified each time a new message is sent--even when using a saved template. A message may be sent to student messenger contacts/guardians, staff members OR student and staff contacts.

If recording a message using the **Shoutpoint Voice File Recorder**, see the instructions in the [Shoutpoint Voice Recorder](#).

1. Complete one of the following options.

Option	Description
Use an existing template	Select an existing template from the Template dropdown field. If the template was saved under a User Group, select the Group from the User/User Group dropdown field. The Message Subject, Message Body and Text Message fields populate with the information from the selected template.
Create a new message	<ol style="list-style-type: none"> 1. Verify that the <New> value is displayed in the Template field. 2. Enter a Message Subject to summarize the content of the message. 3. Enter the details of the message in the Message Body text box.

2. Use the [Field Descriptions](#) to complete the Emergency Messenger editor.

The **Ad Hoc Filter** includes all Filter and Data Types available to you, but only one can be selected.

If you choose to send messages to Student and Staff Contacts **DO NOT** use an ad hoc filter based on a Student Data Type or staff are NOT sent a message (with the exception of any staff who are also currently students).

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. Test the Emergency Message.

The **Test** button allows the user to type in a single phone number and email address to which the voice or email message is sent for previewing. This feature should be used to test the text-to-speech pronunciation.

- Click the **Test** button. The test pop-up window displays.
- Enter a **Destination Phone #** in 10-digit format (Enter your own number for testing purposes).
- Select **Send Test** to prompt the call.
- Click **OK** on the verification.
- Wait several seconds.
- Answer the call and review the message for pronunciation, accuracy and inclusion of .wav files, if uploaded.

5. Preview the Emergency Message recipients.

The **Preview/Send** button allows the user to preview and modify the recipients and numbers to which the emergency message is sent. The **Preview** button does not allow the user to listen to the message (which should be done through the **Test** button).

- Click the **Preview/Send** button. The following window displays.

The **Recipient Count** displays all eligible recipients; however, not all eligible recipients receive a message if they do not have any delivery devices available to them.

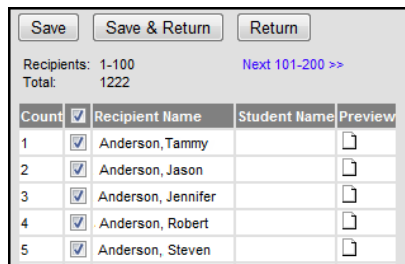
The **Process Inbox Count** displays the number of recipients with Portal accounts.

The **Email Count** displays the number of recipients with email addresses marked to get Emergency messages.

The **Voice/Text Count** displays the number of recipients with phone numbers marked for Emergency messages for either Voice and/or Text (Text is available if purchased by the district).



- Click the **Review Recipients** button to display a list of individuals who are to be sent the message. All recipients and phone numbers to which the message are sent are displayed for verification. To exclude particular recipients and/or their phone numbers, remove the flag of the appropriate checkboxes.



- Click **Save & Return** or **Cancel**.
6. Click the **Send Message** button. The message is immediately sent to the selected recipients.

Infinite Campus recommends testing and previewing the message BEFORE sending.