

# Messenger Field Descriptions (Messenger 2.0)

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

**Path:** [Communication](#) > [Messenger](#) > [Messenger 2.0](#)

**Search Terms:** Messenger

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- [Send Screen - Field Descriptions](#)
- [WYSIWYG Editor - Field Descriptions & Tips](#)

## Recipients Screen - Field Descriptions

This section provides field descriptions for the Recipients screen. Functionality for many of the fields is the same as Messenger 1.0. However, new fields are available to help simplify the message building process.

Messenger 2.0 Communication > Messenger > Messenger 2.0

1  
Recipients
2  
Content
3  
Send

**Delivery Modes \***

Inbox  Email  Voice  Text

**School Year**

21-22

**Calendars \***

Calendars Selected: 0

**Send To \***

**Student Selection (0)**

All Active Students

All Students

Filter Students

**Contacts Message Limit**

One Message Total

Message For Each Student

**Staff Selection (0)**

All Staff

School Staff

District Staff



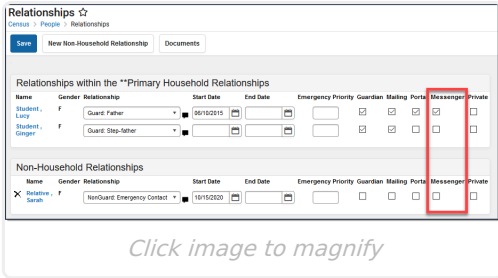



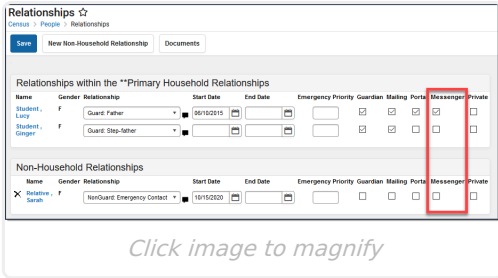



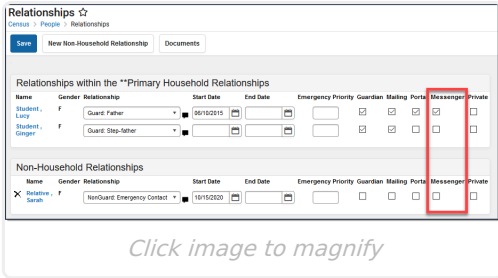


Filter Staff

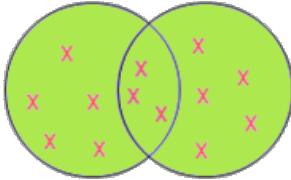
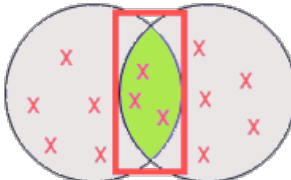
**Preferred Language**


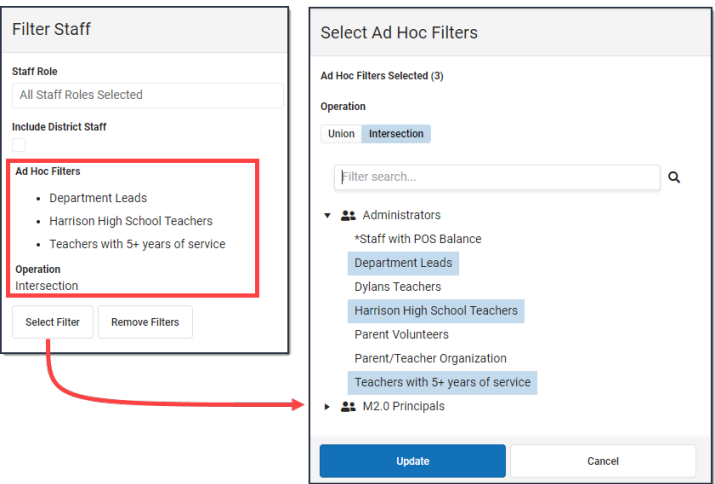
No Language Preference

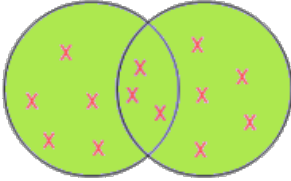
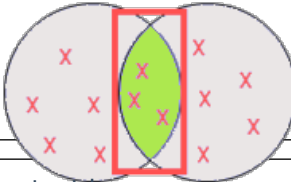
Field	Description
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Field	Description										
<b>Delivery Mode</b>	<p>Allows you to select the delivery modes to which you want to send the message.</p> <table border="1" data-bbox="389 353 1394 1003"> <thead> <tr> <th data-bbox="389 353 608 412">Option</th> <th data-bbox="608 353 1394 412">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="389 412 608 591"><b>Inbox</b></td> <td data-bbox="608 412 1394 591">This option places a note in the user's Message Center in Campus. Infinite Campus strongly recommends using this option to ensure delivery in case other delivery modes aren't available for some recipients.</td> </tr> <tr> <td data-bbox="389 591 608 689"><b>Email</b></td> <td data-bbox="608 591 1394 689">The Email option sends an email to the email address on record (entered in Census &gt; People &gt; Demographics).</td> </tr> <tr> <td data-bbox="389 689 608 788"><b>Voice</b></td> <td data-bbox="608 689 1394 788">The Voice option calls the phone number on record (entered in Census &gt; People &gt; Demographics).</td> </tr> <tr> <td data-bbox="389 788 608 1003"><b>Text</b></td> <td data-bbox="608 788 1394 1003">The Text option sends a text message to a 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.</td> </tr> </tbody> </table> <p><a href="#">Messenger Settings</a> allow you to select the delivery modes that are automatically selected each time you send a new message.</p> <p>▶ <a href="#">Click here to expand...</a></p>	Option	Description	<b>Inbox</b>	This option places a note in the user's Message Center in Campus. Infinite Campus strongly recommends using this option to ensure delivery in case other delivery modes aren't available for some recipients.	<b>Email</b>	The Email option sends an email to the email address on record (entered in Census > People > Demographics).	<b>Voice</b>	The Voice option calls the phone number on record (entered in Census > People > Demographics).	<b>Text</b>	The Text option sends a text message to a 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.
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<b>School Year</b>	<p>The default selection is the year selected in the Campus toolbar. If the current school year is selected in the toolbar, options for <b>School Year</b> will only include:</p> <ul style="list-style-type: none"> <li>• current school year</li> <li>• previous school year</li> <li>• future school year</li> </ul>										
<b>Calendars</b>	<p>The calendar selected in the Campus toolbar is automatically selected unless All Schools and All Calendars is selected. Click the <b>Select Calendars</b> button to display the Calendars panel.</p> <p>The Calendars panel gives you the option to mass select or individually choose which schools and calendars to include in the message. Only calendars to which you have calendar rights display in the list.</p> <div data-bbox="389 1742 1394 1944" style="background-color: #e1f5fe; padding: 10px;"> <p><b>Tips</b></p> <p>To quickly display all of the calendars you have selected, switch the <b>Show Selected</b> toggle to <b>ON</b>.</p> <p>To quickly select all Calendars, mark the <b>Select All</b> checkbox.</p> </div> <p>▶ <a href="#">Click here to expand...</a></p>										

Field	Description									
	<p>Allows for a message to be sent to specific recipients: Students, Messenger Contacts and Staff.</p> <table border="1" data-bbox="389 277 1394 1048"> <thead> <tr> <th data-bbox="389 277 676 338">Recipient</th> <th data-bbox="676 277 1394 338">Sends the message to...</th> </tr> </thead> <tbody> <tr> <td data-bbox="389 338 676 517">  <b>Students</b> </td> <td data-bbox="676 338 1394 517">           students who have an enrollment in the selected calendars. Students are not included if they have a past end date on their enrollment. Students with a future enrollment are included.         </td> </tr> <tr> <td data-bbox="389 517 676 981">  <b>Messenger Contacts</b> </td> <td data-bbox="676 517 1394 981">           people who have a messenger relationship with the student. A "messenger relationship" means the Messenger checkbox (<i>Census &gt; People &gt; Relationships</i>) is marked.           <div data-bbox="783 689 1283 965" style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;">  <p style="text-align: center; color: #ccc; font-size: small;">Click image to magnify</p> </div> </td> </tr> <tr> <td data-bbox="389 981 676 1048">  <b>Staff</b> </td> <td data-bbox="676 981 1394 1048">           district staff and/or school staff.         </td> </tr> </tbody> </table>		Recipient	Sends the message to...	 <b>Students</b>	students who have an enrollment in the selected calendars. Students are not included if they have a past end date on their enrollment. Students with a future enrollment are included.	 <b>Messenger Contacts</b>	people who have a messenger relationship with the student. A "messenger relationship" means the Messenger checkbox ( <i>Census &gt; People &gt; Relationships</i> ) is marked. <div data-bbox="783 689 1283 965" style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;">  <p style="text-align: center; color: #ccc; font-size: small;">Click image to magnify</p> </div>	 <b>Staff</b>	district staff and/or school staff.
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 <b>Staff</b>	district staff and/or school staff.									
 <b>Student Filtering Options</b>										
<p>The following filtering options are available under <b>Select Students</b> to limit who receives the message. A selection here is required for <b>Student</b> and <b>Messenger Contacts</b> messages.</p> <p>▶ <a href="#">Click here to expand...</a></p>										
<b>Student Selection</b>	<b>Description</b>									
<b>All Active Students</b>	Includes all students in the selected calendar(s) who have an active enrollment in the current school year or who have a future enrollment but have not started yet.									
<b>All Students</b>	Includes all students in the selected calendar(s) regardless of enrollment status.									
	Includes all active students by default with the ability to filter the student list with the following options: <ul style="list-style-type: none"> <li>Grade Level</li> <li>Ad Hoc</li> </ul> <div data-bbox="667 1935 1378 2045" style="background-color: #fff9c4; padding: 10px; margin-top: 10px;">             If you choose a Grade Level and an Ad Hoc filter, the message is only sent to students in that grade           </div>									

Field	Description
<p><b>Send To</b></p>	<p style="text-align: right;">level AND students that meet the Ad Hoc criteria.</p> <div style="border: 1px solid gray; padding: 10px; margin-bottom: 10px;"> <p>Filter Students</p> <p>Active Students Only <input checked="" type="checkbox"/></p> <p>Grade Level Filter All Grade Levels Selected</p> <div style="border: 2px solid red; padding: 5px; margin: 5px 0;"> <p>Ad Hoc Filters</p> <ul style="list-style-type: none"> <li>• 1st Grade Zoo Trip</li> <li>• Chemistry Club</li> </ul> <p>Operation Union</p> </div> <p>Select Filters    Remove Filters</p> <p style="text-align: center; background-color: #0070C0; color: white; padding: 5px;">Update</p> </div> <div style="border: 1px solid gray; padding: 10px; margin-bottom: 10px;"> <p>Select Ad Hoc Filters</p> <p>Ad Hoc Filters Selected (2)</p> <p>Operation <input checked="" type="radio"/> Union    <input type="radio"/> Intersection</p> <p>Filter search... <input type="text"/></p> <ul style="list-style-type: none"> <li>▼ Activity Registration           <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> 1st Grade Zoo Trip</li> <li><input type="checkbox"/> 5th Grade</li> <li><input type="checkbox"/> Chemistry Club</li> </ul> </li> <li>▶ Attendance</li> <li>▶ Behavior</li> <li>▶ CRDC</li> <li>▶ Letter Filters</li> </ul> <p style="text-align: right;">Update    Cancel</p> </div> <p><b>Filter Students</b></p> <p>When two or more Saved Filters (Ad Hoc filters) are selected, you must determine how Campus will combine these filters. You can select one of the following operations.</p> <p><b>Union Operation</b> - This operation combines two or more filters by appending one to the other. An example of this would be all Baseball Team members and all 10th grade male students. The following diagram explains this union.</p>  <p><b>Intersection Operation</b> - This operation is used to find data that one or more filters have in common. An example of this would be all Baseball Team members who are also 10th grade male students. The following diagram explains this intersection.</p> 

Field	 <b>Staff Filtering Options</b> Description												
	<p>The following filtering options are available under <b>Select Staff</b> to limit who receives the message.</p> <p>▶ <a href="#">Click here to expand...</a></p> <table border="1" data-bbox="391 414 1396 1008"> <thead> <tr> <th colspan="2" data-bbox="391 414 1396 472">All Staff</th> </tr> </thead> <tbody> <tr> <td data-bbox="391 472 646 571"><b>School Staff</b></td> <td data-bbox="646 472 1396 571">Includes all staff who have an active District Assignment record at the school in a selected calendar.</td> </tr> <tr> <td data-bbox="391 571 646 750"><b>District Staff</b></td> <td data-bbox="646 571 1396 750">Includes any staff member with an active District Employment AND no active District Assignment This includes staff members who have an active District Assignment in schools where a calendar does not exist.</td> </tr> <tr> <th colspan="2" data-bbox="391 750 1396 808">Filter Staff</th> </tr> <tr> <td data-bbox="391 808 646 907"><b>Staff Role</b></td> <td data-bbox="646 808 1396 907">Staff roles are identified on the staff member's District Assignment tab.</td> </tr> <tr> <td data-bbox="391 907 646 1008"><b>Include District Staff</b></td> <td data-bbox="646 907 1396 1008">Option to include any staff member with an active District Employment AND no active District Assignment.</td> </tr> </tbody> </table> <p>Sends the message to only staff who are included in the ad hoc.</p> <div data-bbox="662 1097 1380 1232" style="background-color: #f0f0f0; padding: 10px;"> <p>Only displays Data Type: Census/Staff Ad Hoc filters.</p> </div> <div data-bbox="662 1265 1380 1422" style="background-color: #fff9c4; padding: 10px;"> <p>If you choose a Staff Role and an Ad Hoc filter, the message is only sent to staff in that staff role AND staff that meet the Ad Hoc criteria.</p> </div> <div data-bbox="662 1456 1380 1937">  </div>	All Staff		<b>School Staff</b>	Includes all staff who have an active District Assignment record at the school in a selected calendar.	<b>District Staff</b>	Includes any staff member with an active District Employment AND no active District Assignment This includes staff members who have an active District Assignment in schools where a calendar does not exist.	Filter Staff		<b>Staff Role</b>	Staff roles are identified on the staff member's District Assignment tab.	<b>Include District Staff</b>	Option to include any staff member with an active District Employment AND no active District Assignment.
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<b>Ad Hoc</b>	<b>Filter Operations</b>												

Field	Description
	<p>When two or more Saved Filters (Ad hoc filters) are selected, you must determine how Campus will combine these filters. You can select one of the following operations.</p> <p><b>Union Operation</b> - This operation combines two or more filters by appending one to the other. An example of this would be all Varsity Coaches and all Harrison High School Teachers. The following diagram explains this union:</p>  <p><b>Intersection Operation</b> - This operation is used to find data that one or more filters have in common. An example of this would be all Varsity Coaches who are also Harrison High School Teachers. The following diagram explains this intersection.</p> 
<p><b>Contacts Message Limit</b></p>	<p>When a Messenger Contact has a messenger relationship with multiple students, this field limits the number of messages a contact will receive.</p> <ul style="list-style-type: none"> <li>• <b>One Message Total:</b> Limits the Messenger Contact recipient to receive one message from this email campaign regardless of how many students with whom they have a Messenger relationship. If the message contains any Campus Fields, only one student's information will display.</li> <li>• <b>Message For Each Student:</b> For the current email campaign, the Messenger Contact will receive one message per student with whom they have a Messenger relationship.</li> </ul>
<p><b>Total Recipients</b></p>	<p>Displays a current count of students and staff who have been selected.</p>
<p><b>Preferred Language</b></p>	<p>Filters the message to only send to recipients whose <i>Preferred Language</i> in the Personal Contact Information section of Demographics matches the language selection made here.</p>
<p><b>Cancel</b></p>	<p>Closes and reverts back to the Messenger home screen.</p>
	<p>Displays a side panel to review the recipient list. By default, all recipients are automatically selected to receive the message. Click the person's name to remove them as a recipient of the message.</p>

Field	Description				
<p><b>Recipients</b></p>	<p>A checkmark next to the person's name means they will receive the message.</p> <div data-bbox="451 271 774 423" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Aarens, Joey</p> <p><input checked="" type="checkbox"/> Aarens, Barnaby</p> </div> <ul style="list-style-type: none"> <li>No checkmark next to the person's name means they will <b>not</b> receive the message.</li> </ul> <div data-bbox="451 524 790 660" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Aarens, Joey</p> <p><input type="checkbox"/> Aarens, Barnaby</p> </div> <table border="1" data-bbox="389 692 1396 893"> <thead> <tr> <th data-bbox="389 692 580 752">Recipient</th> <th data-bbox="580 692 1396 752">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="389 752 580 893"><b>Students</b></td> <td data-bbox="580 752 1396 893">                     When you send a message to <i>Students</i> only, the recipient list only displays the student names.  <a href="#">▶ Click here to expand...</a> </td> </tr> </tbody> </table>	Recipient	Description	<b>Students</b>	When you send a message to <i>Students</i> only, the recipient list only displays the student names. <a href="#">▶ Click here to expand...</a>
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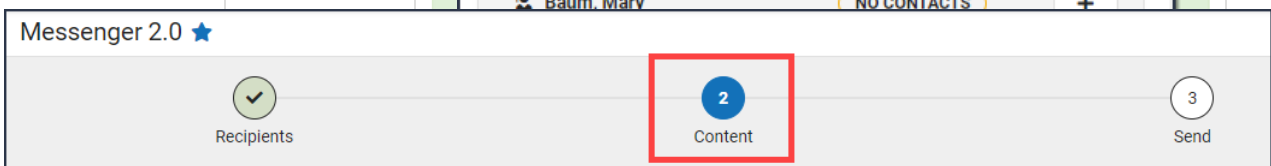
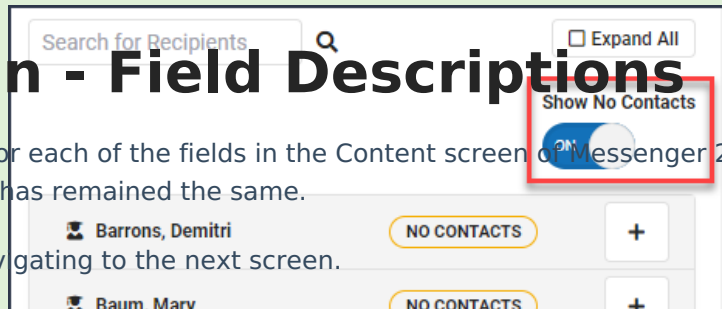
Field	Description	Description
		<p>When you send a message to Messenger Contacts, the recipient list displays the student's name. Click the expand button next to a student's name to display the people that have a messenger relationship with the student. By default, all people who have a messenger relationship with the student are automatically selected to receive the message.</p> <p>▶ <a href="#">Click here to expand...</a></p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p><b>Note:</b> If you are also sending the message to students, the student's name displays when their name is expanded.</p> <p>▶ <a href="#">Click here to expand...</a></p> </div> <p>If it says <b>NO CONTACTS</b> next to the student's name, the student does not have a person with a messenger relationship set up to receive a message.</p>
<b>Next</b>	<b>Messenger Contacts</b> Select this button to proceed to the next screen in the message building workflow.	<p><b>Tip:</b> Switch the <b>Show No Contacts</b> toggle to <b>ON</b> to only display students that do not have any Messenger contacts.</p>

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## Content Screen - Field Descriptions

This section provides descriptions for each of the fields in the Content screen of Messenger 2.0. Functionality for many of the fields has remained the same.

Fill out all required fields before navigating to the next screen.



### **Inbox**    **Staff**

When you send a message to Staff, the recipient list displays the Staff member's names.

▶ [Click here to expand...](#)

The following options display when you select the Inbox Delivery Mode on Step 1. Recipients.

Attachments are **not** sent with Inbox messages.

▶ [Click here to expand...](#)

Field	Description
<b>Message Subject</b>	This field determines the text that displays in the Subject field of the email message. The Message Subject can also be used to search or filter results in the <a href="#">Sent Message Log</a> .
<b>Message Body</b>	<p>This field contains the text of the message. The message body uses a new WYSIWYG editor that handles copy/pasting from third party products better than past versions.</p> <p>When copy/pasting from Microsoft Word, select <i>Keep</i> to retain the current format or <i>Clean</i> to get rid of it. Copying from Microsoft Word is the only time the WYSIWYG tool prompts you to Keep/Clean formatting when copy/pasting into the editor. See the <a href="#">WYSIWYG Editor - Field Descriptions &amp; Tips</a> for more information.</p> <p><b>Inserting Campus Fields or Sub-Reports</b> : Sub-Reports are only available for messages being sent to Students/Messenger Contacts and only when one calendar is selected.</p>

## Email

The following options display when you select the Email Delivery Mode on Step 1. Recipients.

▶ [Click here to expand...](#)

Field	Description
<b>Message Subject</b>	This field determines the text that displays in the Subject field of the email message. The Message Subject can also be used to search or filter results in the <a href="#">Sent Message Log</a> .
<b>Reply to Email</b>	<p>This field displays the email address that is automatically included in the message body for message recipients to reference.</p> <p>To reduce the chance an email is flagged as spam, avoid using "no reply" or "do not reply" in the Reply to Email.</p>
<b>Sender Display Name</b>	Entries to this field will display in the recipient's email inbox for easier sender identification.

Field	Description
<b>Message Body</b>	<p>This field contains the text of the message. The message body uses a new WYSIWYG editor that handles copy/pasting from third party products better than past versions.</p> <ul style="list-style-type: none"> <li>• If you are also sending a Voice message using Text-to-Speech, the Voice message will use the text entered in this field.</li> <li>• If you are also sending an Inbox message, the Inbox message will use the text entered in this field.</li> </ul> <p>When copy/pasting from Microsoft Word, select “Keep” to retain the current format or “Clean” to get rid of it. Copying from Microsoft Word is the only time the WYSIWYG tool prompts you to Keep/Clean formatting when copy/pasting into the editor. See the <a href="#">WYSIWYG Editor - Field Descriptions &amp; Tips</a> for more information.</p> <p><b>Inserting Campus Fields or Sub-Reports</b> : Sub-Reports are only available for messages being sent to Students/Messenger Contacts and only when one calendar is selected.</p>
<b>Attach Content</b>	<p>This field allows you to attach <b>one</b> file to an email message.</p> <p>This option only displays when the <b>Allow Email Attachments</b> option is marked in the <a href="#">Email Settings</a> tool. See the <a href="#">Email Settings</a> article for more information about this option and other options like setting size limits for email attachments.</p>
<b>Test</b>	
<b>Email / Send Test Email</b>	<p>To view a message in the manner it will be delivered to recipients, enter a valid email address in the <b>Email</b> field and click <b>Send Test Email</b>.</p> <p>Infinite Campus strongly recommends testing messages before delivering them. A message is sent in the exact manner it is delivered to recipients.</p>

## Voice

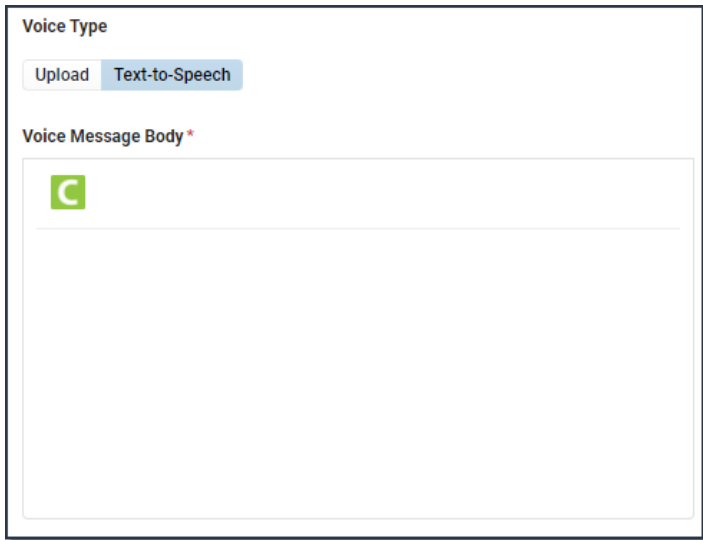
Voice messages require a Caller ID number in [CallerID Preferences](#).

▶ [Click here to expand...](#)

The following options display when you select the Voice Delivery Mode on Step 1. Recipients.

▶ [Click here to expand...](#)

Field	Description				
<b>Message Subject</b>	The Message Subject can be used to search or filter results in the <a href="#">Sent Message Log</a> .				
<b>Caller ID</b>	This is the number shown to recipients of this phone message. This number is set up in <a href="#">CallerID Preferences</a> and can only be modified on this screen if the <b>Allow Custom Caller ID</b> option is selected in the <a href="#">Voice Settings</a> tool.				
	<table border="1"> <thead> <tr> <th>Option</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td><b>Upload</b></td> <td>This option allows you to attach a pre-recorded .WAV file or record and attach a new WAV file. Click the <b>Record Wav</b> button to use the <a href="#">Shoutpoint Voice Recorder</a>. See the <a href="#">Shoutpoint Voice Recorder</a> article for help using this tool.</td> </tr> </tbody> </table>	Option	Description	<b>Upload</b>	This option allows you to attach a pre-recorded .WAV file or record and attach a new WAV file. Click the <b>Record Wav</b> button to use the <a href="#">Shoutpoint Voice Recorder</a> . See the <a href="#">Shoutpoint Voice Recorder</a> article for help using this tool.
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<b>Upload</b>	This option allows you to attach a pre-recorded .WAV file or record and attach a new WAV file. Click the <b>Record Wav</b> button to use the <a href="#">Shoutpoint Voice Recorder</a> . See the <a href="#">Shoutpoint Voice Recorder</a> article for help using this tool.				

Field	Option	Description
<p><b>Voice Type</b></p>	<p><b>Text-to-Speech</b></p>	<p>If text is entered in the <b>Voice Message Body</b> area on this screen, Campus converts the text to speech using the built-in text-to-speech engine.</p> <ul style="list-style-type: none"> <li>• Only English text can be converted.</li> <li>• Clicking the Campus Fields icon allows you to enter the current offering of Campus Fields (e.g.; Recipient First Name, Recipient Last Name, School Name, Student First Name, Student Last Name) in the message.</li> <li>• Infinite Campus recommends that this type of message be tested for pronunciation before any messages are sent.</li> <li>• If you are also sending an Email message, the Voice Message Body field will not be available. Text-to-Speech messages use the Message Body from the Email card.</li> </ul> <div data-bbox="660 913 1366 1451" data-label="Image">  <p>The screenshot shows a 'Voice Type' section with two buttons: 'Upload' and 'Text-to-Speech'. The 'Text-to-Speech' button is highlighted. Below the buttons is a 'Voice Message Body*' text area containing a green 'C' icon.</p> </div>
<p><b>Test</b></p>		

Field	Description
<b>Phone Send Test Voice</b>	<p>To hear a test message, enter a valid number in the <b>Phone</b> field and click <b>Send Test Voice</b>.</p> <p>Infinite Campus strongly recommends testing messages before delivering them. A message is sent in the exact manner it is delivered to recipients.</p>

## Text

Text messages require a Caller ID number in [CallerID Preferences](#).

[▶ Click here to expand...](#)

The following option displays when you select the Text Delivery Mode on Step 1. Recipients.

[▶ Click here to expand...](#)

Field	Description
<b>Message Subject</b>	The Message Subject can be used to search or filter results in the <a href="#">Sent Message Log</a> .
<b>Text Message Body</b>	<p>This field contains the text contained in the text message.</p> <ul style="list-style-type: none"> <li>• Maximum of 1,000 characters</li> <li>• Messages over 140 characters are sent as a short link</li> </ul>
<b>Test</b>	
<b>Cell Phone Send Test Message</b>	<p>To view a test message, enter a valid cell phone number in the <b>Cell Phone</b> field and click <b>Send Test Message</b>.</p> <p>Infinite Campus strongly recommends testing messages before delivering them. A message is sent in the exact manner it is delivered to recipients.</p>

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# Send Screen - Field Descriptions

This section provides descriptions for each of the fields in the **Send** screen. This is the final step in the messaging process.

### Best Practices

- Wait for the message to finish processing before navigating away. This allows you to correct any errors that prevented the message from sending and Send Again.
- Send test messages to an email account and or cell phone number to which you have access. This allows you to view how the message will display for recipients and identify any adjustments that might be needed

Field	Description
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Field	Description
<b>Send Now</b>	<p>Select this option for sending messages immediately. This is the default selection for email messages and text/voice messages during the district-wide dialing window.</p> <p>This option is not available if you are trying to send a text/voice message outside of the district-wide dialing window.</p> <p>The district-wide dialing window is the time during which a general message - either a voice message that is NOT an emergency message or text message - may be sent. The district-wide dialing window is set up in the <a href="#">Voice Settings</a> tool.</p>
<b>Schedule</b>	Select this option for sending messages at a future date/time. Enter the desired date/time you wish for your message to be sent and press 'Send'.
<b>Date</b>	Today's date or a date in the future when the message should be sent. Schedule must be selected to enter a date.
<b>Email Time</b>	A time in the future the email message should be sent. Schedule must be selected to enter a time.
<b>Voice/Text Message Time</b>	A time in the future the text and/or voice message should be sent. <b>Schedule</b> must be selected to enter a time.
<b>Confirmation Email</b>	If selected, the sender will receive a confirmation email when the message processes successfully. The sender will always receive an email if the message did not process successfully.

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## WYSIWYG Editor - Field Descriptions & Tips

Messenger 2.0 third-party tool for our WYSIWYG (What You See Is What You Get) Editor similar to the WYSIWYG Editor in the classic Messenger and other letter and messenger tools in Campus. Many of the same options and their functionality are available with ongoing development to Campus fields and subreports. All WYSIWYG editors have limitations with copy/paste/formatting due to differences in source programs.

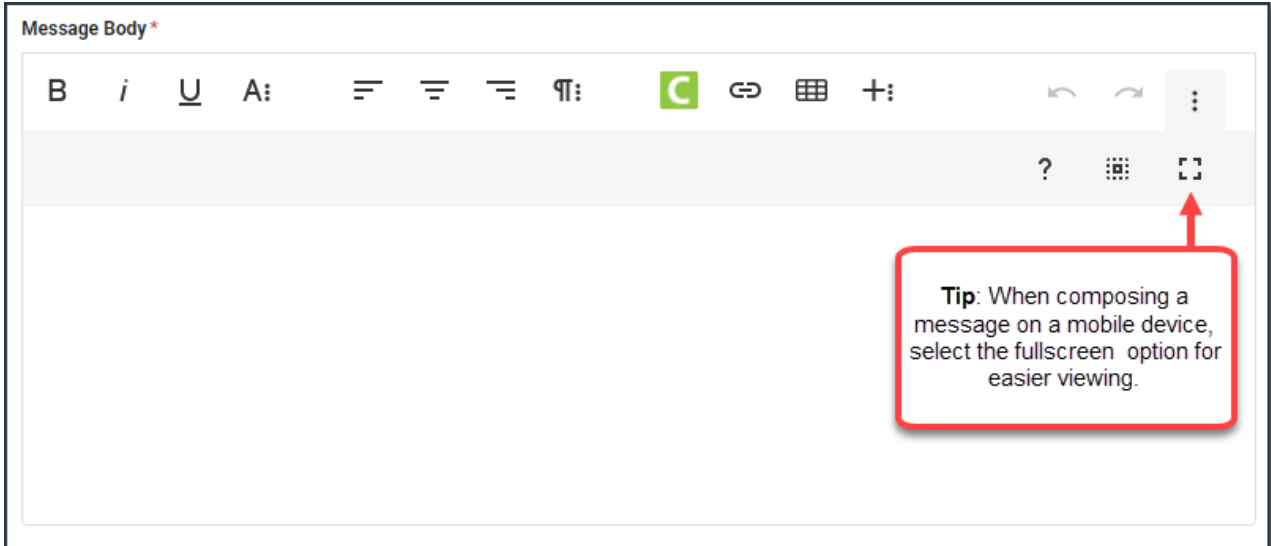
Keep the following items in mind when using the WYSIWYG editor.

- The WYSIWYG editor does not support copy/pasting from third-party programs, but it does handle some third-party programs more favorably than it previously did.
- If you copy/paste from Microsoft Word, select **Keep** to retain the current format or **Clean** to remove formatting. We recommend using the **Clean** option as it typically produces better results.
- If copying/pasting from other third-party products, highlighting the pasted text and selecting



**Clear Formatting** can improve how the formatting is handled when the email is sent.

- The WYSIWYG editor does not support copying/pasting from Google docs. When the **Clear Formatting** option is used, we have seen improvements. This includes using bullet points and numbered lists up to one level. However, when using bullet points and numbered lists beyond one level, we recommend composing the message inside of the WYSIWYG editor.




Button	Description	Button	Description
B	<b>Bold</b>	¶:	<b>More paragraph</b> Expand for additional options
<i>i</i>	<b>Italic</b>	C	<b>Campus Fields and SubReports</b>
<u>U</u>	<b>Underline</b>	🔗	<b>Insert Link</b>
A:	<b>More Text</b> Expand for additional options	📄	<b>Insert Table</b>
≡	<b>Align Left</b>	+:	<b>More Rich</b> Expand to insert images and special characters
≡	<b>Align Center</b>	↶ ↷	<b>Undo and Redo</b>
≡	<b>Align Right</b>	⋮	<b>More Misc</b>

## Campus Fields & SubReports

A list of the most popular Campus Fields are available to help personalize messages.

Sub-Reports are only available for messages being sent to Students/Messenger Contacts and only when one calendar is selected.

### Insert Campus Fields or Sub-Reports

   
**Fields**   **Sub-Reports**

---

- ▶ Student
- ▼ Messenger Recipient
  - firstName
  - lastName
  - addressLine1
  - addressLine2

[Close](#)

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