


Send a General Message (Messenger 2.0)

Last Modified on 04/08/2025 10:48 am CDT


Tool Search: Messenger

The procedures on this page describe how to send a general message via inbox, email, voice or text to students, Messenger contacts, and/or staff. For detailed descriptions of each field in the message builder, see the [Messenger Field Descriptions](#) article.


Messenger 2.0


[Communication](#) > [Messenger](#) > [Messenger 2.0](#)

Create New Message




General




Emergency

Send From Template



Select Template

What can I do?	What do I need to know?
<ul style="list-style-type: none"> • Send a General Message to Students and/or Messenger Contacts • Send a General Message to Staff 	<ul style="list-style-type: none"> • General Message Field Descriptions 

Send a General Message to Students and/or Messenger Contacts

Step 1. Recipients

1. Select **General**.

Result: *Step 1 Recipients* displays.

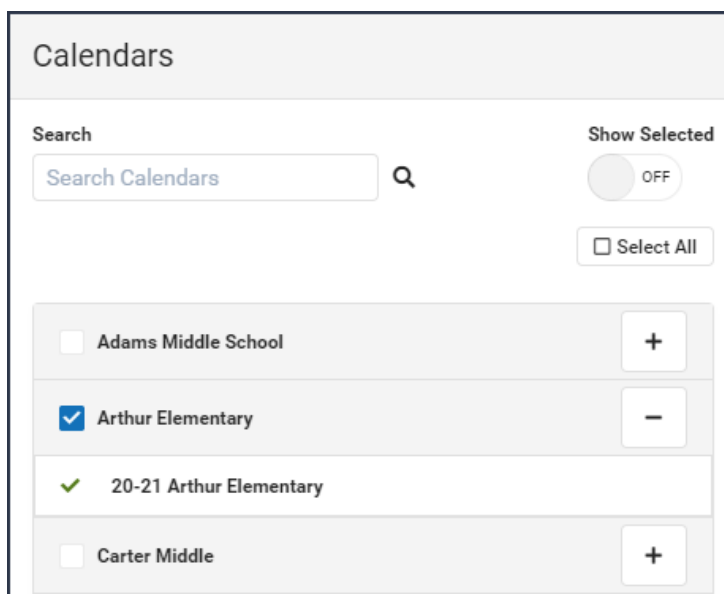
2. Select the Delivery Mode: **Inbox**, **Email**, **Voice**, and/or **Text**.
3. Select a **School Year**.

Tip: The default selection is the current school year.

4. Select **Select Calendars**.

Result: The Calendars panel displays. Use the + (plus) and - (minus) buttons to view or hide additional calendars.

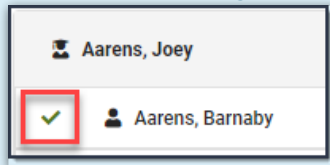
► [Click here to expand...](#)



5. Select a recipient group from **Send To**.
 - Students
 - Messenger Contacts
6. Select a filter option from the **Student Selection**.
 - **All Active Students:** 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.
 - **All Students:** Includes all students in the selected calendar(s) regardless of enrollment status.
 - **Filter Students:** Includes all active students by default with the ability to filter the student list with the following options: Grade Level and Ad Hoc.
7. If Messenger Contacts is selected, select an option from **Contacts Message Limit**. (Optional)
 - **One Message Total:** 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.
 - **Message For Each Student:** For the current email campaign, the Messenger Contact will receive one message per student with whom they have a Messenger relationship.
8. Click the **Recipients** button to display a side panel to review the recipient list. If necessary, remove recipients and click the **Update** button on the panel when you are done. (Optional)

By default, all recipients are automatically selected to receive the message. Click the person's name to remove them as a message recipient. A checkmark next to the person's

name means they will receive the message. No checkmark next to the person's name means they will **not** receive the message. In the following example, the person **will** receive the message.



9. Select a **Preferred Language** preference. (Optional)
10. Select **Next**.

Result: Step 2 Content displays.

Step 2. Content

1. Enter the subject of the message in **Message Subject**.
2. Complete the following **Inbox**, **Email**, **Voice**, and/or **Text** options.

Option	Description
Inbox	<p>Compose the body of the message in the Message Body.</p> <p>Attachments are not sent with Inbox messages.</p>
Email	<ul style="list-style-type: none"> ◦ Enter or confirm the correct email is showing in the Reply to Email field. Tip: This Field is only editable if the <i>Allow Custom Sender's Email Address</i> checkbox is marked in the Email Settings tab of Messenger Admin. ◦ Enter a Sender Display Name. (Optional) ◦ Compose the body of the message in the Message Body. ◦ Click the Select File button to attach a file to the email. (Optional)
Voice	<p>Select one of the following options:</p> <ul style="list-style-type: none"> ◦ Upload - Use this option to attach a pre-recorded .WAV file. ◦ Text-to-Speech - Use this option to have Campus convert text from the Voice Message Body field on this screen to a voice message. If you are also sending an Email message the Voice Message Body field is not available and the Message Body from the Email card will be converted instead.
Text	Compose the body of the message in Text Message Body .

3. Select **Next**.

Result: Step 3. Send displays.

Step 3 - Send

1. Select **Send Now** or **Schedule**.

The **Send Now** option is not available if you are trying to send a text/voice message

outside of the district-wide dialing window.

- If you select **Schedule**, enter a value into the **Date** and time fields to send the message in the future.
- Confirm you would like to receive a confirmation email that the message was successfully sent by marking the **Confirmation Email** checkbox. Clear the checkbox if you do not want to receive a *message sent successfully* email.
- Select **Send**.

Result

A warning displays if you are scheduling a voice/text message to go out within 30 minutes of the dial window closing. If the dial window closes while this message campaign is in progress, all calls/texts are sped at the dial window end time.

A confirmation appears and the **Message Processing Results** display. From here you can see how many messages were sent and you have the option to send the message again.

► [Click here to expand...](#)

Messenger 2.0 ★

Communication > Messenger > Messenger 2.0

✓

Recipients

✓

Content

✓

Send

✓

Message was processed successfully.

✕

Message Processing Results

- 04/12/2022 02:23:16 PM

Message was processed successfully. Check Sent Message Log for delivery details.

Sender: Administrator, Demo.

Re: Spring Conferences.

Date/Time Created: 04/12/2022 02:23:00 PM.

Total recipients: 199.

Recipients without devices: 5.

Total Inbox messages attempted: 194.

Total emails: 15. Total distinct emails attempted: 13.

Total Text messages attempted: 109.
- 04/12/2022 02:23:05 PM

Message processing. Do not navigate away until complete. You will receive a confirmation email when message processing is complete. Once delivery has started, you may view the delivery progress in the Sent Message Log.

Message Delivery

Send Options

Send Now

Schedule

Text messages can be sent between the 8:00 AM-8:00 PM dial window

Date

04/12/2022

📅

Inbox/Email Time

2:22 PM

🕒

Text Message Time

2:22 PM

🕒

Confirmation Email

A confirmation will be sent to your email address listed in Census

☒

Feedback

Previous

Close

Recipients

Template

Send Again

Send a General Message to Staff

Step 1. Recipients

1. Select **New Message**.

Result: *Step 1 Recipients* displays.

2. Select the Delivery Mode: **Inbox**, **Email**, **Voice**, and/or **Text**.

3. Select a **School Year**.

Tip: The default selection is the current school year.

4. Select **Select Calendars**.

Result: The Calendars panel displays. Use the + (plus) and - (minus) buttons to view or hide additional calendars.

► [Click here to expand...](#)

The screenshot shows a 'Calendars' panel with a search bar and a 'Show Selected' toggle set to 'OFF'. Below the search bar is a 'Select All' checkbox. The main list contains four items: 'Adams Middle School' with a '+' button, 'Arthur Elementary' with a checked checkbox and a '-' button, '20-21 Arthur Elementary' with a green checkmark, and 'Carter Middle' with a '+' button.

Use expand/collapse to add or remove calendars.

5. Select **Staff** under *Send To*.

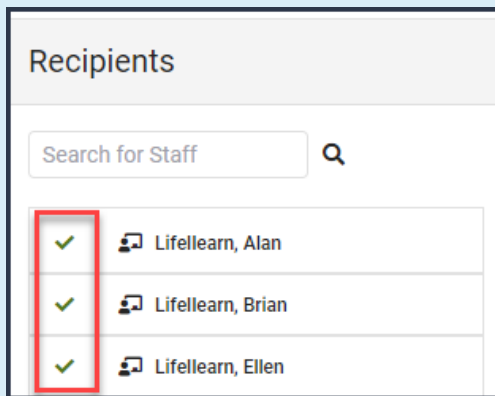
The screenshot shows the 'Send To' section with three tabs: 'Students', 'Parents/Other', and 'Staff'. The 'Staff' tab is selected and highlighted with a red box. Below the tabs are three sections: 'Select Students' with radio buttons for 'All Active Students', 'All Students', and 'Filter Students'; 'Parents/Other Message Limit' with radio buttons for 'One Message Total' and 'Message For Each Student'; and 'Select Staff' with radio buttons for 'All Staff', 'School Staff', 'District Staff', and 'Filter Staff'. The 'All Staff' option is selected in the 'Select Staff' section. There are also 'Select Filter' buttons with person icons in the 'Select Students' and 'Select Staff' sections.

6. Select **All Staff** or **Filter Staff** under the *Select Staff*.

If you select...	Then...
All Staff	mark the School Staff and/or District Staff checkbox.
Filter Staff	click the Select Filter button to display the Filter Staff panel. From here you can select specific Staff Roles, mark the checkbox to Include District Staff , and/or select predefined Ad Hoc filters. Click Update when you are done.

- Click the **Recipients** button to display a side panel to review the recipient list. If necessary, remove recipients and click the **Update** button on the panel when you are done. (Optional)

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. A checkmark next to the person's name means they will receive the message. No checkmark next to the person's name means they will **not** receive the message. In the following example, these people **will** receive the message.



- Select a **Preferred Language** preference. (Optional)
- Select **Next**.

Step 2. Content

- Enter the subject of the message in **Message Subject**.
- Complete the following **Inbox**, **Email**, **Voice**, and/or **Text** options.

Option	Description
Inbox	<p>Compose the body of the message in the Message Body.</p> <p>Attachments are not sent with Inbox messages</p>

Option	Description
Email	<ul style="list-style-type: none"> Enter or confirm the correct email is showing in the Reply to Email field. Tip: This Field is only editable if the <i>Allow Custom Sender's Email Address</i> checkbox is marked in the Email Settings tab of Messenger Admin. Enter a Sender Display Name (Optional). Compose the body of the message in Email Message Body. Click the Select File button to attach a file to the email. <i>(Optional)</i>
Voice	Select one of the following options: <ul style="list-style-type: none"> Upload - Use this option to attach a pre-recorded .WAV file. Text-to-Speech - Use this option to have Campus convert text from the Voice Message Body field on this screen to a voice message. If you are also sending an Email message the Voice Message Body field is not available and the Message Body from the Email card will be converted instead.
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Messenger 2.0

[Communication](#) > [Messenger](#) > Messenger 2.0

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[Back to the Top](#)