

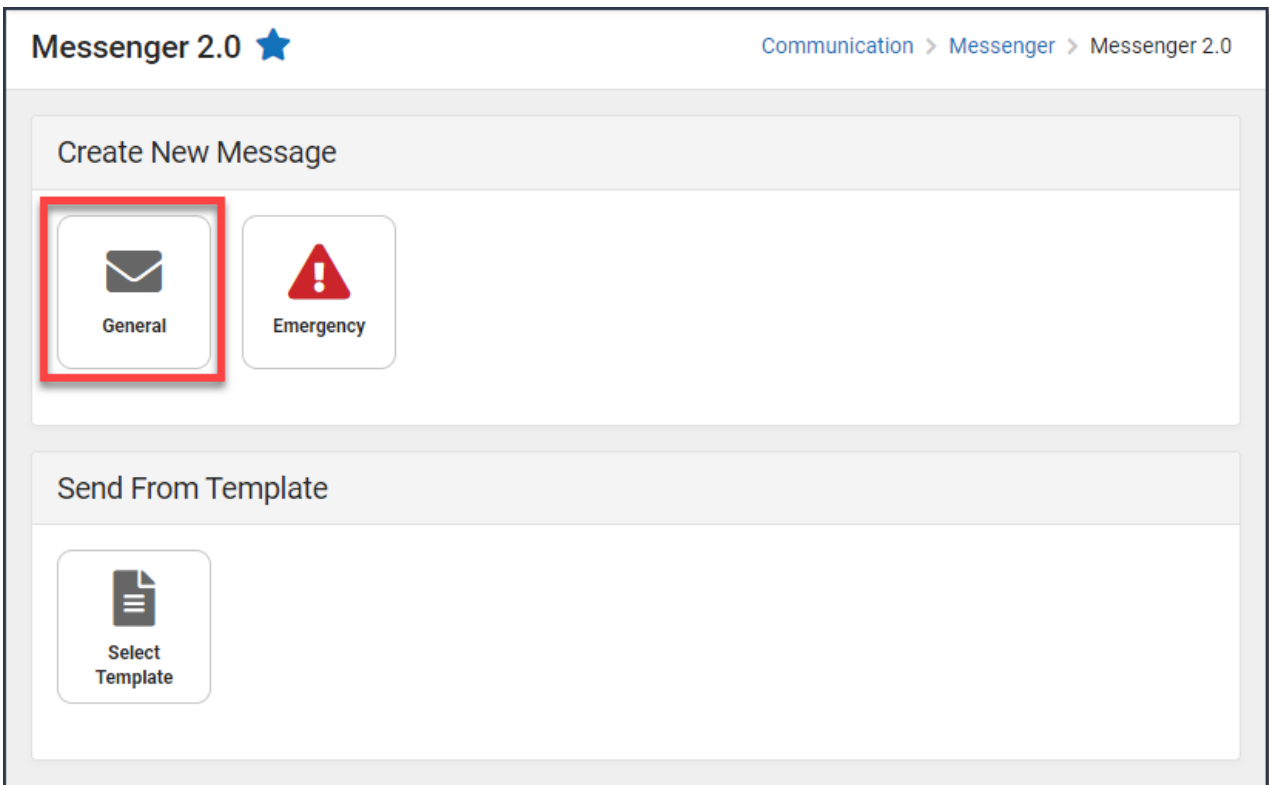
# Send a General Message (Messenger 2.0)

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

**Search Terms:** 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.



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

## 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.

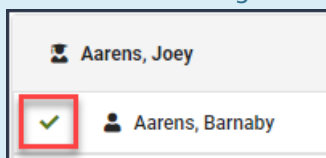
7. If Messenger Contacts is selected, select an option from **Contacts Message Limit**.

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

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.

2. If you select **Schedule**, enter a value into the **Date** and time fields to send the message in the future.
3. 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.
4. 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.

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# 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.

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Use expand/collapse to add or remove calendars.

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

The screenshot shows the 'Send To' selection interface. At the top, there are three tabs: 'Students', 'Parents/Other', and 'Staff'. The 'Staff' tab is highlighted with a red box. Below the tabs, there are three main sections: 'Select Students', 'Parents/Other Message Limit', and 'Select Staff'. The 'Select Staff' section is highlighted with a grey box and contains the following options: 'All Staff' (selected with a radio button), 'School Staff' (checked with a checkbox), 'District Staff' (checked with a checkbox), and 'Filter Staff' (radio button). There is also a 'Select Filter' button at the bottom of the 'Select Staff' section.

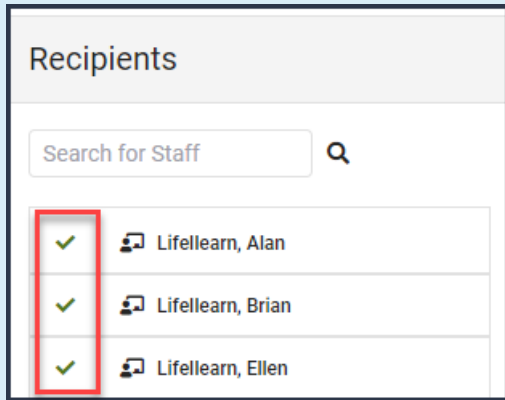
6. Select **All Staff** or **Filter Staff** under the *Select Staff*.

If you select...	Then...
<b>All Staff</b>	mark the <b>School Staff</b> and/or <b>District Staff</b> checkbox.

If you select...	Then...
<b>Filter Staff</b>	click the <b>Select Filter</b> button to display the Filter Staff panel. From here you can select specific Staff Roles, mark the checkbox to <b>Include District Staff</b> , and/or select predefined Ad Hoc filters. Click <b>Update</b> 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
<b>Inbox</b>	Compose the body of the message in the <b>Message Body</b> . Attachments are <b>not</b> sent with Inbox messages
<b>Email</b>	<ul style="list-style-type: none"> <li>Enter or confirm the correct email is showing in the <b>Reply to Email</b> field. <b>Tip:</b> 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.</li> <li>Enter a <b>Sender Display Name</b> (Optional).</li> <li>Compose the body of the message in <b>Email Message Body</b>.</li> <li>Click the <b>Select File</b> button to attach a file to the email. (Optional)</li> </ul>

Option	Description
<b>Voice</b>	Select one of the following options: <ul style="list-style-type: none"> <li>◦ <b>Upload</b> - Use this option to attach a pre-recorded .WAV file.</li> <li>◦ <b>Text-to-Speech</b> - Use this option to have Campus convert text from the <b>Voice Message Body</b> field on this screen to a voice message. If you are also sending an Email message the <b>Voice Message Body</b> field is not available and the Message Body from the Email card will be converted instead.</li> </ul>
<b>Text</b>	Compose the body of the message in <b>Text Message Body</b> .

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.

2. If you select **Schedule**, enter a value into the **Date** and time fields to send the message in the future.
3. 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.
4. Select **Send**.

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.

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