

# Getting Started with Messenger 2.0

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

**Search Terms:** Messenger

What can I do?	What Do I need to know?
<ul style="list-style-type: none"> <li>• <a href="#">Access Messenger 2.0</a></li> <li>• <a href="#">Navigate Messenger 2.0</a></li> <li>• <a href="#">Submit Feedback</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Messenger 2.0 Feature Comparison</a></li> <li>• <a href="#">Tool Rights</a></li> <li>• <a href="#">Email Settings</a></li> <li>• <a href="#">Recipient Requirements</a></li> </ul>

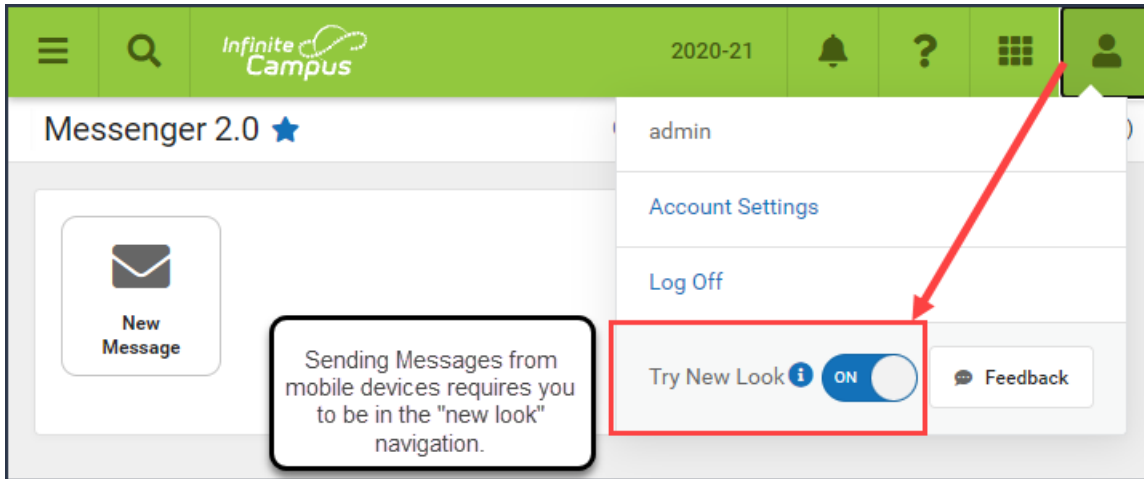
## Messenger 2.0 Feature Comparison

Feature	Messenger 1.0	Messenger 2.0
Send messages to students and their messenger contacts (Parents, guardians, etc.)	X	X
Enforce a messaging limit	X	X
Include Ad hoc filter options	X	X
Option to review before sending	X	X
Create and schedule a message to send at a later date and time	X	X
Navigation buttons to move back and forth through the process		X
Total recipient count tracking		X
Option to view recipients before completing the entire message		X
Option to send message to student AND parents AND staff from one place		X
Create and send messages from a mobile device		X
Option to provide suggestions and feedback to our developers during the development process		X

## Access Messenger 2.0

Messenger 2.0 is available in the Communications area of the [New Look and Feel of Campus](#) or in the Messenger > Messenger 2.0 path in the classic view. Messenger 2.0 is mobile friendly in the New Look and Feel of Campus only.

All Messenger 1.0 functionality remains available and DOES NOT include any added functionality. Messenger 2.0 and its features function separately from Messenger 1.0.



## Tool Rights

Messenger 2.0 requires tool rights to view, create and send a message.

- When the checkbox is selected, the user has access to engage with the corresponding tool or sub-tool.
- Users must have **Read** access to *Communication* and *Messenger*.
- When the **All** checkbox is marked for *Students/Contacts*, users given this tool right can send messages to students and Messenger contacts.
- When the **All** checkbox is marked for *Staff*, users given this tool right can send messages to staff.

▼ Communication	<input type="checkbox"/> All	<input type="checkbox"/> Read	<input type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete
▶ User Announcements	<input type="checkbox"/> All	<input type="checkbox"/> Read	<input type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete
▼ Messenger	<input type="checkbox"/> All	<input type="checkbox"/> Read	<input type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete
Emergency Messenger	<input type="checkbox"/> All	<input type="checkbox"/> Read	<input type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete
User Group Formats	<input type="checkbox"/> All	<input type="checkbox"/> Read	<input type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete
Mailgun Message Log	<input type="checkbox"/> All	<input type="checkbox"/> Read	<input type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete
Message Builder	<input type="checkbox"/> All	<input type="checkbox"/> Read	<input type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete
User Group Formats	<input type="checkbox"/> All	<input type="checkbox"/> Read	<input type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete
Message Builder Scheduler	<input type="checkbox"/> All	<input type="checkbox"/> Read	<input type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete
Messenger 2.0	<input checked="" type="checkbox"/> All				
General	<input checked="" type="checkbox"/> All				
Email	<input checked="" type="checkbox"/> All				
Students/Contacts	<input checked="" type="checkbox"/> All				
Staff	<input checked="" type="checkbox"/> All				
Text	<input checked="" type="checkbox"/> All				
Voice	<input checked="" type="checkbox"/> All				
Process Inbox	<input checked="" type="checkbox"/> All				
Emergency	<input checked="" type="checkbox"/> All				
Process Inbox	<input checked="" type="checkbox"/> All				
Email	<input checked="" type="checkbox"/> All				
Text	<input checked="" type="checkbox"/> All				
Voice	<input checked="" type="checkbox"/> All				
Students/Contacts	<input checked="" type="checkbox"/> All				
Staff	<input checked="" type="checkbox"/> All				
Sent Message Log	<input type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete

## Email Settings

Be sure to check the [Email Settings](#) tool to configure general settings for email messages.

## Recipient Requirements

The following requirements must be established for recipients to receive a message.

Recipient	Requirements
<b>Students</b>	<ul style="list-style-type: none"> <li>• Must have an enrollment in a selected calendar.</li> <li>• Must have an email address in the Email field of Demographics.</li> <li>• Must have the <b>General</b> Messenger Preference box marked in Demographics for the email address at which they receive messages.</li> </ul>

Recipient	Requirements
<b>Parents/Other</b>	<ul style="list-style-type: none"> <li>• Must be a person in Campus.</li> <li>• Must have a relationship (Census &gt; Relationships) to a student with an enrollment AND the Messenger checkbox must be marked for the relationship.</li> <li>• Must have an email address in the Email field of Census &gt; Demographics.</li> <li>• Must have the <b>General</b> Messenger Preference box marked in Demographics for the email address at which receive messages.</li> </ul>
<b>Staff</b>	<ul style="list-style-type: none"> <li>• Must have either an active District Employment record or active District Assignment record.</li> <li>• Must have an email address in the Email field of Census &gt; Demographics.</li> <li>• Must have the <b>General</b> Messenger Preference box checked in Demographics for the email address at which they receive messages.</li> </ul>

## Navigate Messenger 2.0

The screenshot shows the Messenger 2.0 interface with several key components highlighted by orange callouts:

- Progress Tracker:** A horizontal bar at the top of the message composition area with three segments: 'Recipients' (1), 'Content' (2), and 'Send' (3).
- Action Bar:** A horizontal bar at the bottom of the interface containing buttons for 'Feedback', 'Previous', 'Cancel', 'Recipients', 'Template', and 'Next'.
- Navigation Instruction:** A text box pointing to the Progress Tracker and Action Bar, stating: "Navigate to another section by making a selection from the Progress Tracker or the Action Bar."

The interface also includes a 'Message Subject' field, a 'Reply To Email' field (pre-filled with noreply@infinitecampus.com), and a 'Message Body' area with a rich text editor toolbar.

Progress Tracker	
	An alert indicates there is missing information for required fields.
	The green checkmark indicates all required fields are complete.
	A white circle indicates the screen has not been viewed and no entries have been made.

## Submit Feedback

As we continue to enhance the Messenger 2.0 tools your feedback is critical to help us provide the best user experience possible.

The Feedback button is available on each step of the messenger workflow.

1. Press the **Feedback** button on any step of the workflow and a side panel will open.
2. Choose an Overall response (No Response, Dissatisfied, Neutral, Satisfied).
3. Enter any comments you have regarding the tool. For example, features you like, features you dislike, questions you may have, enhancements you would like to see in the future, etc.

