

Sent Message Log

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The Sent Messages Log allows you to view details for email, Process Alerts, voice and text messages you have sent using Campus Messenger. In-progress and Waiting messages can be canceled as well.

Messages created in Infinite Campus are sent to a service provider for delivery (e.g. Mailgun, Shoutpoint, your SMTP mail host). The Status field in the Sent Message Log reflects the status of delivery from Campus to the appropriate service provider.

Created Between and

Sent Message Log							
Status	Message Type	District/School	Message Subject	Sender	Date Created	Date Scheduled	ScheduleID
Sent	Message Builder	High School	Late bus drop off	Administrator, System	01/23/2020 1:18 PM	01/23/2020 1:18 PM	23332659
Canceled-IP	Message Builder	High School	Student Attendance	Administrator, System	01/22/2020 4:14 PM	01/22/2020 4:16 PM	23317055
Sent	Message Builder	High School	Student Attendance	Administrator, System	01/22/2020 2:42 PM	01/22/2020 2:42 PM	23315181
Sent	Message Builder	High School	Student Attendance	Administrator, System	01/22/2020 1:26 PM	01/22/2020 1:26 PM	
Canceled-IP	Message Builder	High School	Behavior	Administrator, System	01/22/2020 1:07 PM	01/22/2020 1:07 PM	23313581
Sent	Message Builder	High School	Student Attendance	Administrator, System	01/22/2020 10:49 AM	01/22/2020 10:49 AM	23309933
Sent	Message Builder	High School	Behavior	Administrator, System	01/22/2020 10:36 AM	01/22/2020 10:36 AM	23309627
Sent	Message Builder	High School	Student Attendance	Administrator, System	01/22/2020 10:31 AM	01/22/2020 10:31 AM	23309481

Searching for Messages

1. Enter the date range in which the message was created and click the **Find Messages** button. The Sent Message Log displays the messages that fall within the date range you entered. The first 4000 messages are included.
2. Filter the results by selecting an option in the column's dropdown list or sort the search results by clicking the column headers. (Optional)

To filter results using the **Date Created** or **Date Scheduled** fields, you must enter the

date in the format in which it displays on the screen: **MM/DD/YYYY HH:MM AM** (or PM). For example, 05/01/2022 8:30 AM. If you do not know the full date or time, you can enter part of the date or time and the search tool will display dates/times that match the numbers you enter.

3. Select the message to view. The Delivery Summary, Sent Message Report Options, Filter Criteria Detail and Message Detail areas display. See the following Screen Examples and Field Descriptions for details about each area.

Sent Message Log Search Results

Sent Message Log							
Status	Message Type	District/School	Message Subject	Sender	Date Created	Date Scheduled	ScheduleID
Waiting	Message Builder	Harrison High	Late bus drop off	Administrator, Demo	01/20/2020 9:20 AM	01/20/2020 3:18 PM	
Canceled	Message Builder	Harrison High	Late bus drop off	Administrator, Demo	01/20/2020 9:18 AM	01/20/2020 3:18 PM	
Sent	Attendance	Harrison High	Student Attendance	Administrator, Demo	01/17/2020 10:30 AM	01/17/2020 2:25 PM	
Sent	Attendance	Harrison High	Student Attendance	Administrator, Demo	01/16/2020 10:30 AM	01/16/2020 2:25 PM	

Field	Description
Created Between	The date range in which the message was created.
Status	<p>The delivery status of the message. Options include:</p> <ul style="list-style-type: none"> • Canceled. Message was canceled. This includes messages that were canceled before delivery had begun. • Canceled IP. Message was canceled after delivery had been started. • Sent. Message has finished delivery. • Error. Shoutpoint has not returned all information for the message in a timely manner. Selecting the Refresh Status button on the Sent Message Log for messages in this status may update the status to another status. • Failed. Message did not send due to technical issues. • In-Progress. Message task is currently running. • Waiting. Message has been scheduled, but delivery has not completed.
Message Type	Identifies the specific Messenger Tool, Messenger Scheduler or other Campus tool which sent the message.
District/School	The district or school to which the message was sent.
Message Subject	The subject on the message.
Sender	The user who sent the message.
Date Created	The date on which the message was created.

Field	Description
Date Scheduled	The date on which the message is/was scheduled to be sent.
Schedule ID	The unique identification number for the message. This field displays for all message types; however, the field is blank if the message did not include Voice and/or Text as part of the message.

Delivery Summary

Selecting a message from the search results will open details for the message, including a delivery summary. Messages that have not been sent can be canceled from this section.

Delivery Summary

Status: Sent

Sender: Administrator, System

Date/Time Created: 01/07/2020 7:30 AM

Date/Time Scheduled: 01/07/2020 7:30 AM

Total Recipients: 6

Total No Device: 4

Total Inbox: 2

Total Emails: 2 Total Emails Attempted: 2

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Canceling In-Progress or Waiting Messages

You can use the Sent Message Log tool to cancel messages that are currently running (In-Progress) or messages that have been scheduled but have not completed (Waiting). Canceled messages are **NOT** considered a failed delivery.

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Sent Message Report Options

If desired, a report can be generated with additional details related to a specific message's delivery.

Sent Message Report Options

Include Delivery Devices:

No Device
 Inbox
 Email
 Voice/Text

Report Detail:

All
 Summary
 Failed Delivery

Report Format:

PDF ▾

[Print Sent Message Report](#)

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1. Enter the date range in which the message was created and click the **Find Messages** button. The Sent Message Log displays the messages that fall within the date range you entered.

If you cannot see the message for which you want a report, sort the search results by clicking the column headers or filter the results by selecting an option in a column's dropdown list.

2. Select the message for which you want a report. The message details display.
3. Configure **Sent Message Report Options**:
4. Click the **Print Sent Message Report** button.
5. The **Sent Message Report** displays in the format you selected.

Report Output Details

▶ [Click here to expand...](#)

Filter Criteria Detail

▶ [Click here to expand...](#)

Message Detail

▶ [Click here to expand...](#)