Messenger Settings

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

Configuring the Portal URL | Automatically Deleting Old Messages | Configuring Default Delivery Devices for New Templates

Classic View: System Administration > Messenger > Messenger Preferences > Messenger Settings

Search Terms: Messenger Settings

Use the Messenger Settings tab to configure the Portal URL, set up a schedule for deleting old messages and identify default delivery devices for new templates.
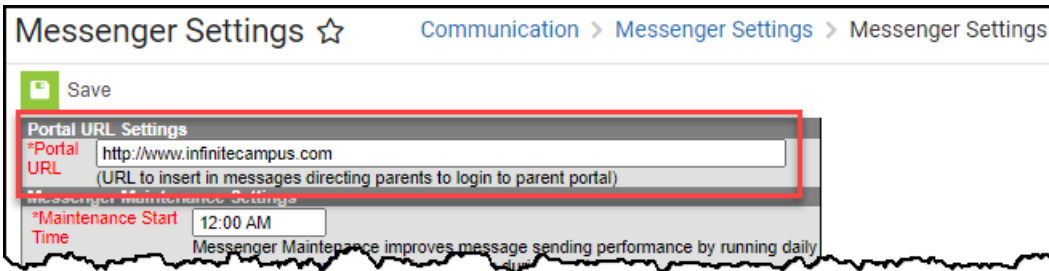

Messenger Settings

Configuring the Portal URL

Enter the URL/web address to the Portal in the the **Portal URL** field. The value in this field can be inserted on Messenger templates in Campus Instruction and in Survey Messenger.
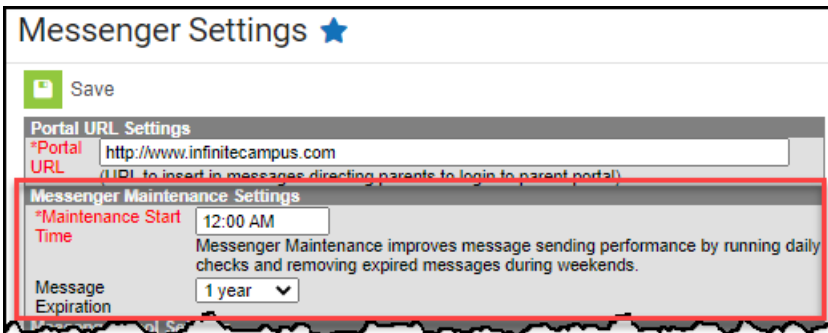
If a school does not use the Portal, another value can be entered in this field (e.g., the district

website).

Automatically Deleting Old Messages

Messenger Maintenance Settings define the schedule for deleting old messages. Inbox, email, voice and text messages are all removed from the log. Deleting old messages helps prevent performance issues related to excessive message storage space.

To set up a schedule for automatically deleting old messages, enter a **Maintenance Start Time** and select the age at which old messages should be cleared in the **Message Expiration** field.

Field	Description
Maintenance Start Time	The time at which messenger maintenance will run a daily check to find expired messages. Expired messages will be removed during weekend hours when system activity is lowest. Maintenance includes deleting old inbox, email, voice, text messages and preview messages from the message queue and message log. Messenger maintenance tasks are built into the system and executed through the Task Scheduler. Users do not have access to messenger maintenance tasks via the user interface, except for the purpose of scheduling the maintenance through this field. The default value for this field is 12:00 AM.

Field	Description
Message Expiration	The age at which old messages (as determined by the district) should be cleared from the Sent Message Log, Recipient Log, and database tables. The default value for this field is *Never*. Options for this field include 1 year, 2 years, 3 years, 4 years, 5 years and 10 years. Consider the following Infinite Campus recommendations before making a selection. • Unless necessary, avoid using 'Never.' Future messenger performance may be impacted as messages accumulate to higher levels over time. • Select an expiration date time-frame that considers instances where proof of contact may need to be retrieved (Ex: court).

Configuring Default Delivery Devices for New Templates

Messenger Tool Settings allow you to select default delivery devices for **new** templates by tool. The delivery devices that you select are automatically selected when a user creates a **new** template; however users can still change, save and send templates with different delivery devices selected. Changes on this screen do not effect existing templates.

Voice options only display if your district also uses Messenger with Voice. Text options only display if your district has purchased that functionality as an additional add-on to Messenger with Voice.

Messenger 2.0 is currently in open Beta.

Messenger Settings ☆

💾 Save

Portal URL Settings

*Portal URL | http://www.infinitecampus.com
(URL to insert in messages directing parents to login to parent portal)

Messenger Maintenance Settings

*Maintenance Start Time | 12:00 AM
Messenger Maintenance improves message sending performance by running daily checks and removing expired messages during weekends.

Message Expiration | Never ▾

Messenger Tool Settings

Messenger Tool	Default Delivery Device			
	Inbox	Email	Voice	Text
Attendance Messenger	☑	☑	☑	☑
Behavior Messenger	☑	☑	☑	☑
Class Messenger	☑	☑	☑	☑
Emergency Messenger	☑	☑	☑	☑
Grades Messenger	☑	☑	☐	☑
Message Builder	☑	☑	☑	☑
Messenger 2.0 - General	☑	☑	☑	☑
Missing Assignment Messenger	☑	☑	☐	☑
POS Account Messenger	☑	☑	☑	☑
Scheduling Messenger	☑	☑		
School Choice Messenger	☑	☑		
Staff Messenger	☑	☑	☑	☑
Survey Messenger	☑	☑	☑	☑
User Account Messenger		☑		