

Recipient Log

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Classic View: [Messenger > Recipient Log](#)

Search Terms: [Recipient Log](#), [Messenger Log](#)

The Recipient Log allows you to review process alert, email, voice and text messages that were eligible to be sent to specific recipients. Once you find the message for which you are searching, you can review the message details as well as print a Recipient Report for a specific message.

Print the Recipient Report to determine whether delivery devices were available when the message was sent or whether a message was successfully delivered.

Recipient Log ☆ Campus, Mary

Communication > Messenger Administration > Recipient Log

Scheduled Between and

Message Type	Subject	Recipient	Student	Sender	Date Scheduled
Message Builder	Parent/Teacher Conferences 1st Week in March	Campus, Mary	Campus, Barry	Administrator, System	01/30/2020 10:39 AM

Recipient Delivery Summary

Status: Error
 Sender: Administrator, System
 Date/Time Created: 01/30/2020 10:39 AM
 Date/Time Scheduled: 01/30/2020 10:39 AM

Selected Recipient Devices: Inbox, Email

Recipient Report Options

Report Option:
 Print for each message recipient

Report Format:

Message Builder Filter Criteria Detail

Deliver To: Student Messenger Contacts
 Message For Each Student Students

Enrollment Filter: Message Only Active Students

Selected Filters:

Filter Operation: Union
 Calendar: 19-20 Harrison High

Limit delivery to contacts that speak
 No Language Preference

Message Detail

Message Type: Message Builder - General Notification
 District/School: Harrison High
 Reply To Email: icdemo@icdemo.mg.infinitecampus.org

Message Subject:
 Parent/Teacher Conferences 1st Week in March

Message Body:

Dear Parents,

The spring parent/teacher conferences will be held the first week in March. A schedule will be sent home with your students this week.

Search for Messages Sent to a Specific Recipient

1. Enter the date range in which the message was created and click the **Find Messages** button. The Recipient Log displays the messages that fall within the date range you entered.
2. Filter the results by selecting an option in the column's dropdown list, entering search criteria, or sorting the search results by clicking the column headers. (Optional)

To filter results using the **Date Scheduled** field, 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, 10/01/2022 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 you want to view. The Recipient Delivery Summary, Recipient Report Options, Filter Criteria Detail and Message Detail areas display. See the following [Screen Examples and Field Descriptions](#) for details about each area.

Print a Recipient Report

The Recipient Report provides additional details about the delivery of a specific message.

The report includes the following types of information:

- Recipient Delivery Summary.
 - Filter Criteria used to send the message.
 - Detailed information about the message.
 - Delivery status organized by recipients.
1. Enter the date range in which the message was created and click the **Find Messages** button. The Recipient 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 for message details to display.
3. Mark the **Print for each message recipient** checkbox to print a report for each unique recipient/student message combination if the message was sent to multiple recipients about the same student or regarding multiple students to the same recipient. (optional)
4. Select the **Report Format**. Available formats include **PDF** or **DOCX**.
5. Click the **Print Recipient Report** button.

Recipient Report Example

[Tool Rights](#) control whether you see actual data or just Campus field names on the report. For example, *student.firstname* may display instead of *John*.

Harrison High Generated on 08/26/2013 01:08:16 PM Message Status: In-Progress		Recipient Report Subject: New Library Hours Recipient/Student: Adams, Simon Include message for each recipient: Not Selected		
Recipient Delivery Summary				
Type:	Message Builder - General Notification	Date Scheduled:	08/26/2013 12:38 PM	Selected Recipient Devices: Inbox, Email, Voice, Text
Sender:	Administrator, System	Date Created:	08/26/2013 12:38 PM	ScheduleID: 8484819
Filter Criteria				
Deliver To: Student Messenger Contacts; Message For Each Student				
Enrollment Filter: Message Only Active Students				
Selected Filters: Administrator, System: Harrison High Students				
Filter Operation: Union				
Calendar: 13-14 Harrison High				
Limit delivery to contacts that speak: No Language Preference				
Message Detail				
Sender's Email: messenger@infinitecampus.com				
CallerID: (612)555-9876				
Message Body:				
The <i>Library's hours</i> will be expanding to include Tuesday mornings. The <i>new hours</i> of operation will be: Tuesday: 9am to 8pm.				
Message Text:				
The <i>Library's hours</i> will be expanding to include Tuesday mornings. The <i>new hours</i> of operation will be: Tuesday: 9am to 8pm.				
Delivery Detail				
Recipient	Student	Phone/Email	Status	Time
Adams, Amanda	Adams, Simon	15553331708	-	-
		a.adams.2@infinitecampus.com	Pending	01:38 PM
		a.adams@mymail.com	Pending	01:38 PM
		Process Inbox	Completed	12:38 PM
Adams, Bob	Adams, Simon	15553331708	-	-
		b.adams.1@infinitecampus.com	Pending	01:38 PM
		malin.adams@netmail.com	Pending	01:38 PM
		Process Inbox	Completed	12:38 PM

Screen Examples and Field Descriptions

The Recipient Log tab is divided into multiple areas.

[Recipient Log Search and Result Table](#) | [Recipient Report Options](#) | [Filter Criteria Detail](#) | [Message Detail](#)

Recipient Log Search and Result Table

Recipient Log ☆

Communication > Messenger Administration > Recipient Log

Scheduled Between and

Recipient Log					
Message Type	Subject	Recipient	Student	Sender	Date Scheduled
<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
Message Builder	Library Hours	Campus, Mary	Campus, Barry, Campus, Connor	Administrator, System	01/30/2020 1:34 PM
Message Builder	Parent/Teacher Conferences 1st Week in March	Campus, Mary	Campus, Barry	Administrator, System	01/30/2020 10:39 AM

Field	Description
Created Between	The date range in which the message was created.
Subject	The subject on the message.
Recipient	The recipient(s) of the message. This field contains up to 3 recipient names on 2 rows.
Student	The student for whom you are reviewing messages.
Account Number	<p>Point of Sale Customers Only</p> <p>The Account Number column displays up to 4 account numbers. If the account is for a Family Account (multiple patrons on a single account), the account number displays once for each patron on the account who received the message.</p>
Sender	The user who sent the message.
Date Scheduled	<p>The date on which the message is/was scheduled to be sent.</p> <p>To filter results using the Date Scheduled field, 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, 10/01/2022 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.</p>

Recipient Report Options

Recipient Report Options

Report Option:

Print for each message recipient

Report Format:

PDF ▾

Field	Description
Print for each message recipient	<p>Prints a report for each unique recipient/student message combination if the message was sent to multiple recipients about the same student or regarding multiple students to the same recipient.</p> <p>You must select this option if want to view Campus fields instead of just seeing the field name in the message body. For example, <i>student.firstname</i> displays <i>John</i> on the Recipient Report when it's printed. This feature is only available if you have tool rights for the Recipient Campus Fields.</p>
Print Recipient Report	Clicking this button prints the Recipient Report.

Filter Criteria Detail

Each Messenger tool displays unique Filter Criteria. The Filter Criteria was selected on the Messenger Template for the message.

This section does not appear for Messenger tools that use a Recipient Selector like Class Messenger or Scheduling Messenger to send messages or non-Messenger tools such as Behavior Referrals and Special Education Process Alerts.

The following screen is an example of the Message Builder Filter Criteria.

Message Builder Filter Criteria Detail

Deliver To: Student Messenger Contacts
Message For Each Student

Enrollment Filter: Message Only Active Students

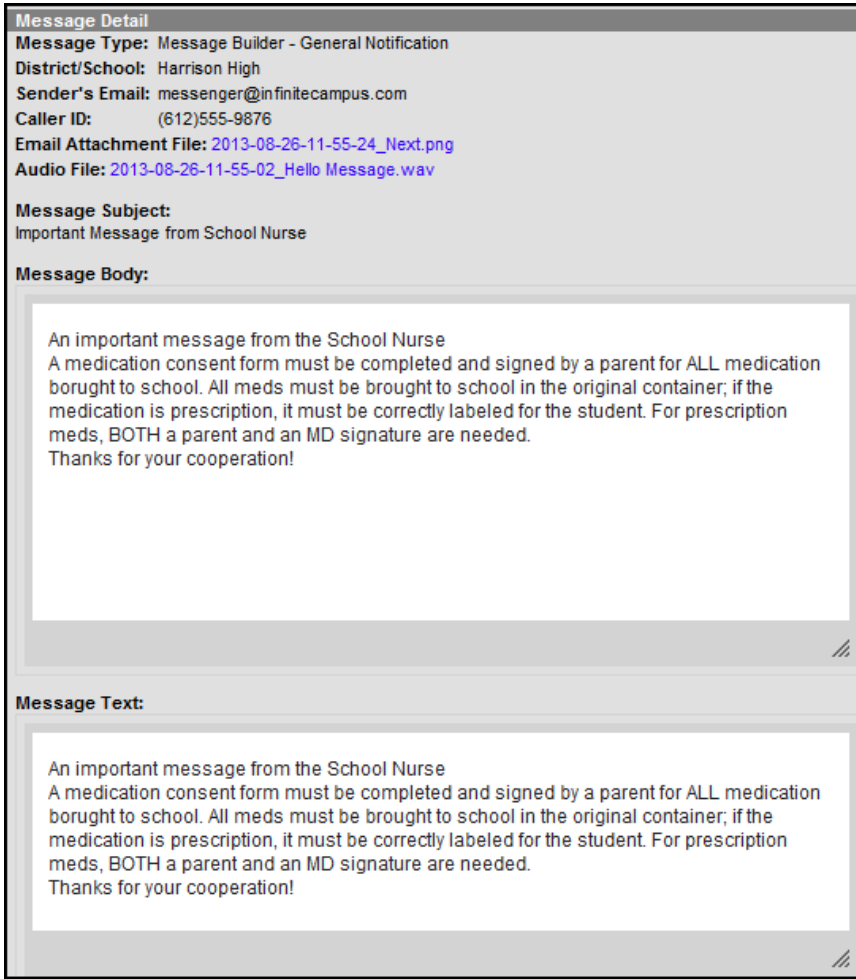
Selected Filters: Administrator, System: Harrison High Students

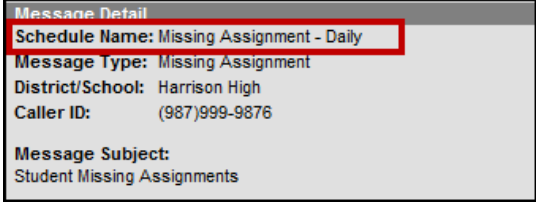
Filter Operation: Union

Calendar: 13-14 Harrison High

Limit delivery to contacts that speak
No Language Preference

Message Detail



Field	Description
Schedule Name	If a message is sent via a Messenger Scheduler tool, the Schedule Name appears before the Message Type to indicate the message is scheduled. 
Message Type	Identifies the specific Messenger Tool or other Campus tool that was used to send the message.
District/School	The district or school to which the message was sent.
Sender's Email	The email address that appears as the sent from address on sent email messages.
Caller ID	The caller ID number shown to recipients of phone messages.

Field	Description
Email Attachment File	This link allows you to view the attachment sent on the email message. The file is available as long as your system administrator has not deleted the attachment or moved the attachment to another server.
Audio File	This link allows you to listen to the audio file that was used for phone messages. The file is available as long as your system administrator has not deleted the attachment or moved the attachment to another server.
Message Subject	The subject entered on email messages.
Message Body	The content of the email message.
Message Text	The content of the text message.