



modern[®] campus

Engaging Modern Learners
For Life

Message Support

Learn best practices to cut down on the back and forth and take a tour of the knowledge base.

Agenda

1. Support Best Practices
2. Knowledge Base Tour
3. Submit a Ticket
4. New Community Forums
5. Q&A
6. Close

Introduce yourself in the chat! Which institution are you here with?

Message Support

Learn best practices to cut down on the back and forth and take a tour of the knowledge base.

Agenda

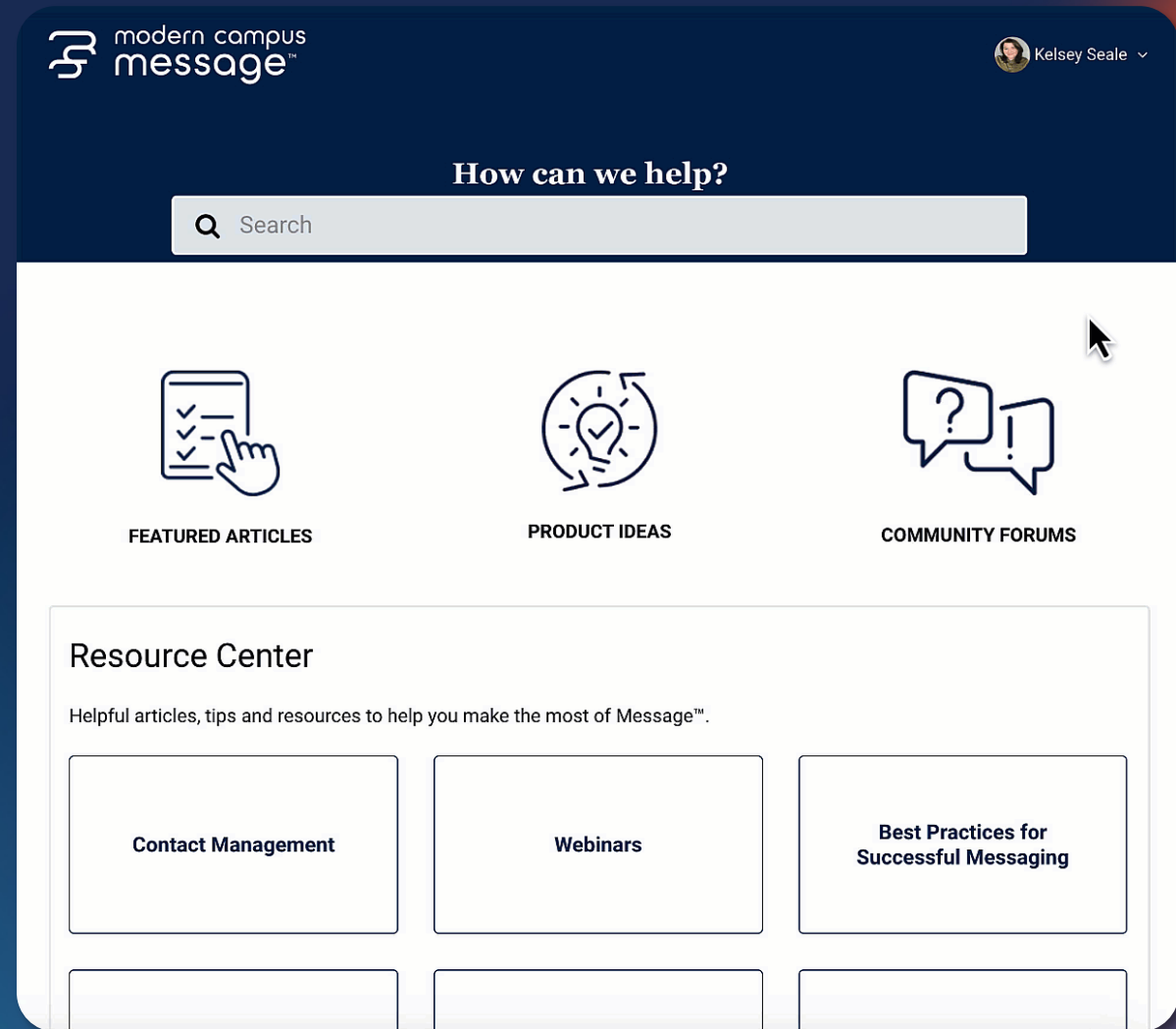
1. Intro
2. Support Best Practices
3. Knowledge Base Tour
4. New Community Forums
5. Q&A
6. Close



“Is this being
recorded??”

“Is this being
recorded??”

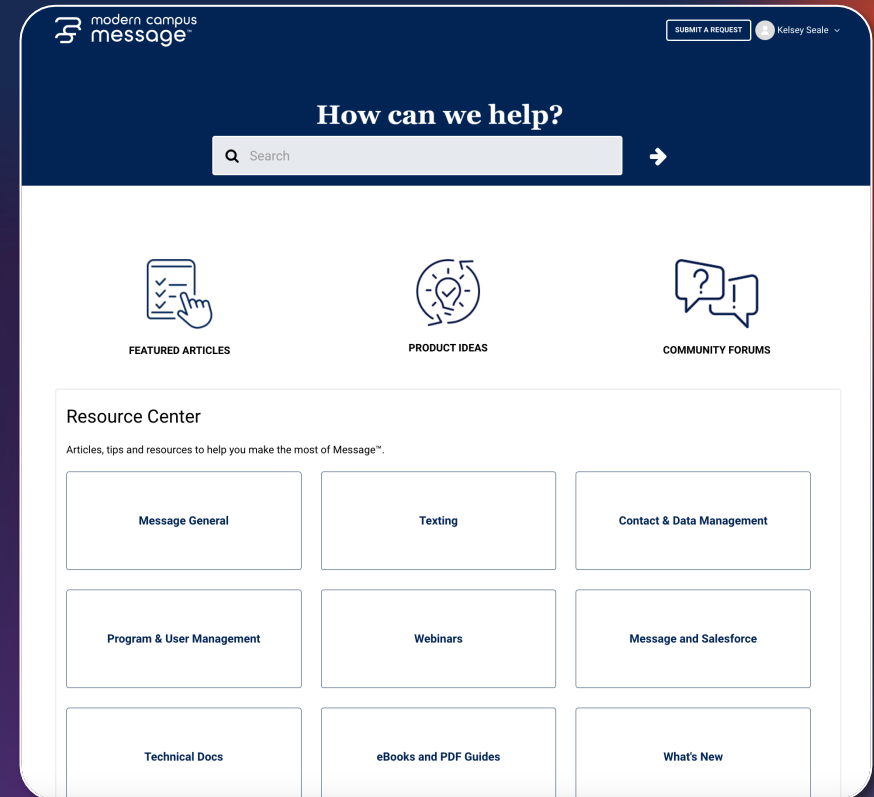
YES!



Who is suited
to this webinar?

Who is suited to this webinar?

*Those who aren't familiar
with support and the
knowledge base!*

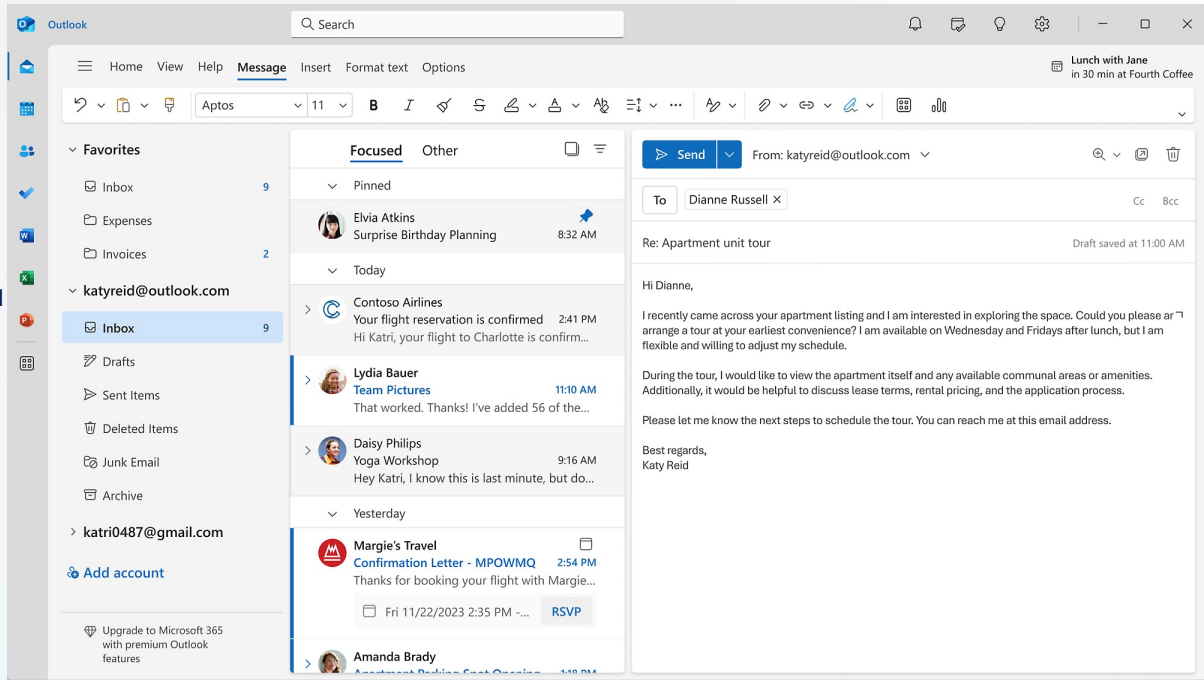


Message Support

Knowledge Base	Email / Tickets	Community Forum
<ul style="list-style-type: none"> • Quick • Self-serve • Wide variety of resources • Available anytime of day 	<ul style="list-style-type: none"> • Personalized • Specific to your institution • Available during business hours 	<ul style="list-style-type: none"> • Get a new perspective • Ask peers questions • Available anytime, answers will vary and may take a while • Broader, open topics

Support Best Practices

Best Practice #1: Submit a Ticket



modern campus
message™

Submit a request

Your email address *

Subject *

Description *

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments

Add file or drop files here

Best Practice #1: Submit a Ticket

Track your ticket history in one place!

12

The screenshot displays the Modern Campus Message user interface. On the left is a 'Submit a request' form with fields for 'Your email address*', 'Subject*', and 'Description*', along with an 'Attachments' section and a 'SUBMIT' button. On the right is the 'My activities' dashboard, which includes tabs for 'Requests', 'Contributions', and 'Following'. Below these tabs are links for 'My requests', 'Requests I'm CC'd on', and 'Organization requests'. A search bar and a 'STATUS' dropdown are present. A table lists recent requests with columns for ID, SUBJECT, CREATED, LAST ACTIVITY, and STATUS.

ID	SUBJECT	CREATED	LAST ACTIVITY	STATUS
223672	SSO login issue.	20 hours ago	19 hours ago	Awaiting your reply
222309	Template update	13 days ago	4 days ago	Solved
222410	New Program Setup	13 days ago	4 days ago	Solved
222315	SFTP setup documents	13 days ago	4 days ago	Solved

Prefer Email?

13

The screenshot shows an email client interface with the following details:

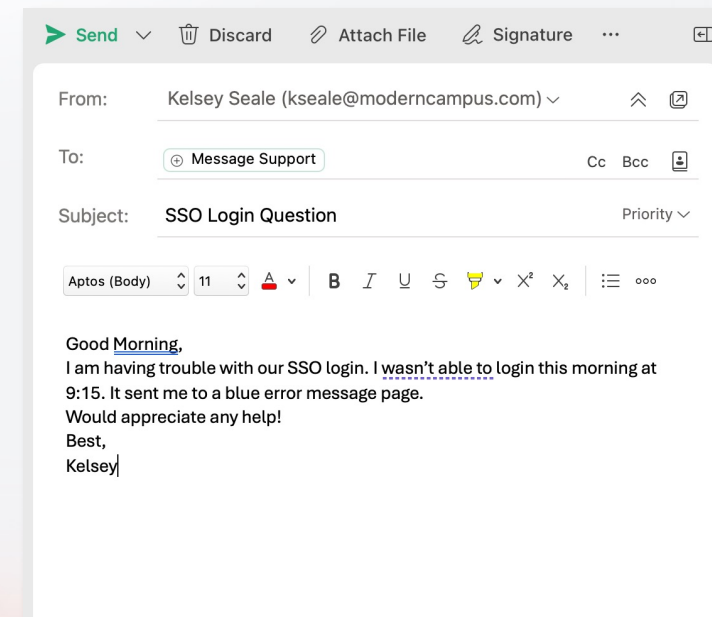
- Send** button (green arrow) with a dropdown arrow.
- Discard** button (trash icon).
- Attach File** button (paperclip icon).
- Signature** button (pen icon).
- From:** Kelsey Seale (kseale@moderncampus.com) with an up arrow and share icon.
- To:** Message Support (with a plus icon), Cc, Bcc, and a contact icon.
- Subject:** SSO Login Question with a Priority dropdown.
- Rich Text Editor:** Includes font selection (Aptos (Body)), font size (11), text color (red), bold (B), italic (I), underline (U), strikethrough (ABC), bulleted list (yellow triangle), link (X²), and other icons.
- Email Body:**

Good Morning,
I am having trouble with our SSO login. I wasn't able to login this morning at 9:15. It sent me to a blue error message page.
Would appreciate any help!
Best,
Kelsey

Prefer Email?

- No problem!
- Message-support@moderncampus.com

14



Best Practice #2: Protect Your PII

- PII – Personally Identifiable Information

- PII Examples

- Name
- Address
- Social security number
- Telephone number
- Email address
- Gender
- Birth date
- Geographic indicator
- Signal Vine ID
- Customer ID / Student ID

The screenshot shows an Excel spreadsheet with the following data:

	A	B	C	D	E	F
1	customer_id	first_name	last_name	phone	group_list	timezone
2	4474	Aaron	Bryant	15555425093	Address	US/Eastern
3	1889	Amy	Capitinelli	15559193982	South	US/Eastern
4	5454	Katherine	Griffin	15559130433	Aug Message	US/Eastern
5	4720	Joan	Watson	15552290361	South	US/Eastern
6	8379	Carlos	Griffin	15557069237	Aug Message	US/Eastern
7	3330	Victor	Dorting	15559192691	South	US/Eastern
8	6897	Wendy	Brado	15559199919	South	US/Eastern
9	2200	Derek	Demsky	15559191046	South	US/Eastern
10	2253	Nicolas	Pulaski	15559733587	West	US/Eastern
11	8286	Harold	Wilson	15558937323	West	US/Central
12	5678	Stewart	Blasi	15559196674	West	US/Eastern
13	2350	Jack	Igo	15559731143	Aug Message	US/Eastern
14	5285	Isabel	Thompson	15559731046	South	US/Eastern

Best Practice #2: Protect Your PII

	A	B	C	D	E	F	
A1	customer_id	first_name	last_name	phone	group_list	timezone	loc
2	4474	Aaron	Bryant	15555425093	Adrew	US/Eastern	La
3	1889	Amy	Capitinelli	15559193982	South	US/Eastern	Co
4	5454	Katherine	Griffin	15559130433	Aug Message	US/Eastern	Es
5	4720	Joan	Watson	15552290361	South	US/Eastern	Or
6	8379	Carlos	Griffin	15557069237	Aug Message	US/Eastern	Es
7	3330	Victor	Dorting	15559192691	South	US/Eastern	Co
8	6897	Wendy	Brado	15559199919	South	US/Eastern	Co
9	2200	Derek	Demsky	15559191046	South	US/Eastern	Or
10	2253	Nicolas	Pulaski	15559733587	West	US/Eastern	Fra
11	8286	Harold	Wilson	15558937323	West	US/Central	Bri
12	5678	Stewart	Blasi	15559196674	West	US/Eastern	La
13	2350	Jack	Igo	15559731143	Aug Message	US/Eastern	Fra
14	5285	Isabel	Thompson	15559731046	South	US/Eastern	W

modern campus message

Messages Contacts Programs Analytics Implementation HE

More Actions New Message

Contacts > Contact Details

Nora Acosta (555) 123-1155

Financial Aid Hide conversation

Status
 ✓ Opted In (set as opted out) Phone Valid (set as invalid)

Details
 Customer ID: 79
 Signalvine ID: 06f1346d-e89b-11ea-a74b-0e7e55a43209

First Name: Nora Last Name: Acosta
 Phone Number: +1(555) 123-1155 Timezone: US/Eastern

Groups

Message History

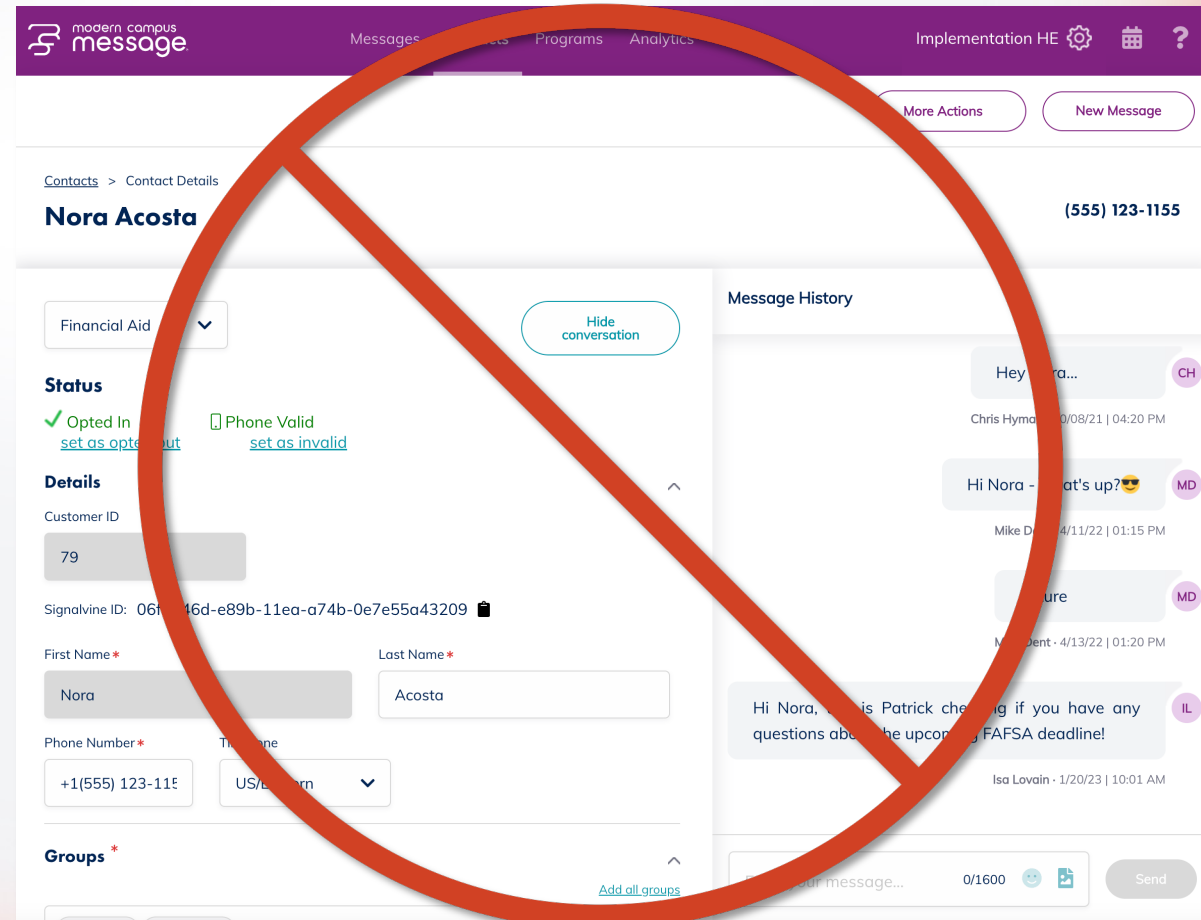
- Hey Nora... (CH) - Chris Hyman · 10/08/21 | 04:20 PM
- Hi Nora - what's up? (MD) - Mike Dent · 4/11/22 | 01:15 PM
- Future (MD) - Mike Dent · 4/13/22 | 01:20 PM
- Hi Nora, this is Patrick checking if you have any questions about the upcoming FAFSA deadline! (IL) - Isa Lovain · 1/20/23 | 10:01 AM

Enter your message... 0/1600 Send

Best Practice #2: Protect Your PII

- Don't send data files or screen recordings / screenshots with PII over email
- Indicate in your email or ticket that you need to send data
- We will provide a secure method

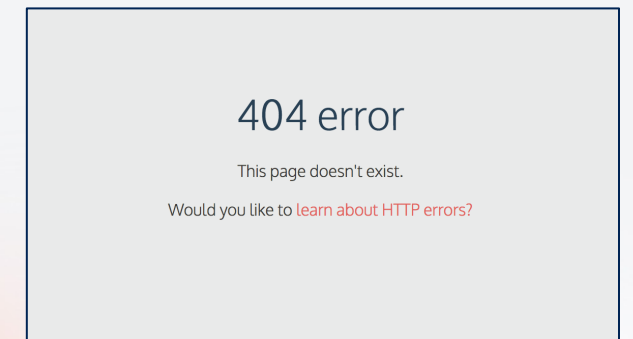
17



How could we improve the help request?

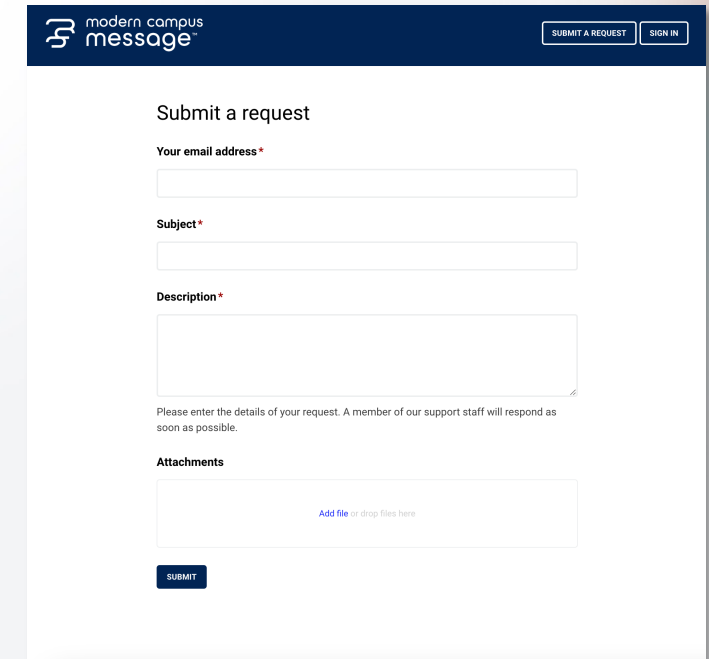
I'm having trouble with the sign in page, can you help?

I'm having trouble with the sign in page. When I tried to log in, I put my email and password and it sent me to an error page. It happened today at 9:45am. I've attached a screenshot of the error page.



Best Practice #3: Maximize Your Message

- Cut down the back and forth!
- Include details
 - Issue? What day and time?
 - What did you EXPECT to happen and what is ACTUALLY happening?
 - Which program are you working on?
 - Do you have screenshots or a screen recording?



The screenshot shows the 'modern campus message' interface. At the top right, there are buttons for 'SUBMIT A REQUEST' and 'SIGN IN'. The main heading is 'Submit a request'. Below this, there are three required fields: 'Your email address*', 'Subject*', and 'Description*'. The 'Description*' field is a large text area. Below the text area, there is a note: 'Please enter the details of your request. A member of our support staff will respond as soon as possible.' Underneath is an 'Attachments' section with a placeholder 'Add file or drop files here'. At the bottom, there is a 'SUBMIT' button.

Small but mighty tips!

Tip #1 Program Message Template Tweak

#	Date/Time	Condition	Content	Save Response to Data Field
Meet the Donor	10/22/24	Donor Name= Isobel Ryan	Hi [preferred_name], it's [team_name]. You received the [scholarship]. This scholarship is enabled by [name of donor] who will be on campus November 3rd and would like you to join them for lunch. Will you be able to attend? Yes, or no?	Save response Yes to attending donor lunch

#	Date/Time	Condition	Content	Save Response to Data Field
Meet the Donor	10/22/24 @9am	Donor Name= Isobel Ryan	Hi [preferred_name], it's [team_name]. You received the [scholarship]. This scholarship is enabled by [name of donor] who will be on campus November 3rd and would like you to join them for lunch. Will you be able to attend? Yes, or no?	Save response Yes to attending donor lunch

1

#	Date/Time	Condition	Content	Save Response to Data Field
Meet the Donor	10/22/24	Donor Name= Isobel Ryan	Hi [preferred_name], it's [team_name]. You received the [scholarship]. This scholarship is enabled by [name of donor] who will be on campus November 3rd and would like you to join them for lunch. Will you be able to attend? Yes, or no?	Save response Yes to attending donor lunch

What's the difference?

22

2

#	Date/Time	Condition	Content	Save Response to Data Field
Meet the Donor	10/22/24 @9am	Donor Name= Isobel Ryan	Hi [preferred_name], it's [team_name]. You received the [scholarship]. This scholarship is enabled by [name of donor] who will be on campus November 3rd and would like you to join them for lunch. Will you be able to attend? Yes, or no?	Save response Yes to attending donor lunch

Include the
send date
AND time!

Meet the Donor	10/22/24	Donor Name= Isobel Ryan	Hi [preferred_name] received the [schol is enabled by [nam on campus Novem you to join them for to attend? Yes, or n
Meet the Donor	10/22/24 @9am	Donor Name= Isobel Ryan	Hi [preferred_name] received the [schol is enabled by [nam on campus Novem you to join them for to attend? Yes, or n

Tip #2: Check your email recipient!

 message-support@moderncampus.com

- Goes straight to the Message team!
- Faster response

 support@moderncampus.com

- Central email for all products
- Will take a little longer to get to us!

Pop Quiz!

Answer on the Zoom poll
or rest your eyes for a
minute if you have quizzes

1. Which of the following is NOT PII (Personally Identifiable Information)

- list of contact phone numbers
- screenshot of login page
- your data file

2. Which is the BEST email to get Message support? (Single choice)

- support@moderncampus.com
- message-support@moderncampus.com

3. What is the FASTEST way to get support? (Single choice)

- Email message-support@moderncampus.com
- Submit a ticket
- Search the Knowledge base

Pop Quiz!

Answer on the Zoom poll
or rest your eyes for a
minute if you have quizzes

1. Which of the following is NOT PII (Personally Identifiable Information)

- list of contact phone numbers
- screenshot of login page
- your data file

2. Which is the BEST email to get Message support? (Single choice)

- support@moderncampus.com
- message-support@moderncampus.com

3. What is the FASTEST way to get support? (Single choice)

- Email message-support@moderncampus.com
- Submit a ticket
- Search the Knowledge base

Submit and Track Tickets

Submit a Ticket

1. Go to the knowledge base
2. Select “Submit a Request”
3. Provide details and submit!

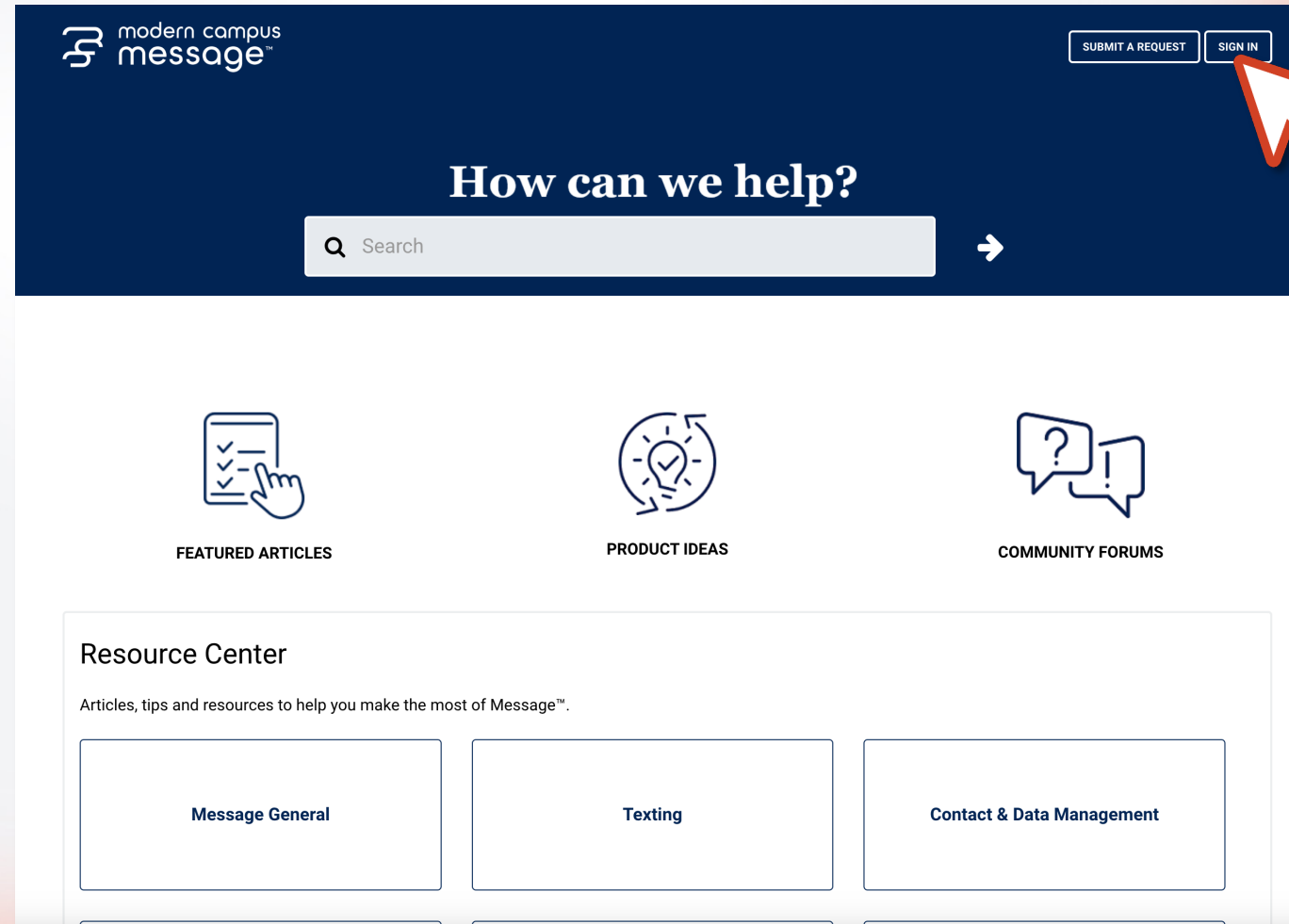
28

The screenshot shows the Modern Campus Message Knowledge Base interface. At the top left is the logo for 'modern campus message'. At the top right are two buttons: 'SUBMIT A REQUEST' and 'SIGN IN'. A red mouse cursor is pointing at the 'SUBMIT A REQUEST' button. Below the logo is the text 'How can we help?' and a search bar with a magnifying glass icon and the word 'Search'. Below the search bar is a right-pointing arrow. In the center, there are three icons: a checklist with a hand pointing to it, a lightbulb with a circular arrow around it, and two speech bubbles with a question mark and an exclamation mark. Below these icons are the labels 'FEATURED ARTICLES', 'PRODUCT IDEAS', and 'COMMUNITY FORUMS'. Below this is a 'Resource Center' section with the text 'Articles, tips and resources to help you make the most of Message™'. Underneath are three boxes labeled 'Message General', 'Texting', and 'Contact & Data Management'. Below these are three more empty boxes.

Create an Account

- Create the account
 - Select “Sign In”
 - Follow the prompts
 - Check your email to confirm!
- Benefits
 - Track your tickets
 - Comment and follow on knowledge base articles
 - Participate in the community forum!

29



Track Your Ticket

The screenshot displays the top navigation bar of the Modern Campus Message application. On the left, the logo consists of a stylized 'M' icon followed by the text 'modern campus message'. In the center, the text 'How can we help?' is displayed above a search bar containing a magnifying glass icon and the word 'Search'. On the right, there is a 'SUBMIT A REQUEST' button and a user profile dropdown menu for 'Kelsey Seale'. The dropdown menu is open, showing options: 'My activities', 'Edit my profile', 'Change password', and 'Sign out'. Red arrows highlight the user name and the 'My activities' option.

30

How can we help?

Search

- My activities
- Edit my profile
- Change pass
- Sign out

My activities

- Requests
- Contributions
- Following

My requests - Requests I'm CC'd on - Organization requests

Search requests

STATUS:

Any

ID	SUBJECT	CREATED	LAST ACTIVITY	STATUS
223672	SSO login issue.	20 hours ago	19 hours ago	Awaiting your reply
222309	Template update	13 days ago	4 days ago	Solved
222410	New Program Setup	13 days ago	4 days ago	Solved
222315	SFTP setup documents	13 days ago	4 days ago	Solved

Mv activities

My activities

Requests

Contributions

Following

My requests - [Requests I'm CC'd on](#) - [Organization requests](#)

STATUS:

ID	SUBJECT	CREATED	LAST ACTIVITY ▲	STATUS
223672	SSO login issue.	20 hours ago	19 hours ago	Awaiting your reply
222309	Template update	13 days ago	4 days ago	Solved
222410	New Program Setup	13 days ago	4 days ago	Solved
222315	SFTP setup documents	13 days ago	4 days ago	Solved

Message Knowledge Base

Where is the knowledge base?

The screenshot displays the 'modern campus message' interface. The top navigation bar includes 'Messages', 'Contacts', 'Programs', 'Analytics', and 'Implementation HE' with settings, calendar, and help icons. The left sidebar contains a search bar, 'advanced search' link, 'FOLDERS' (All (111), Action Needed (6), No Action Needed (105), Sent), and 'FLAG TYPE' (All, Flagged Only). The main area shows an 'Inbox' with a 'New Message' button and a 'Sort by Newest' dropdown. Three messages are listed:

Message	Sender	Date
<input type="checkbox"/> Glenn Stephens REGISTRAR blah blah	REGISTRAR	10/15/21
<input type="checkbox"/> Celia Gardner REGISTRAR Yes, when is my registratio...	REGISTRAR	2/10/21
<input type="checkbox"/> Rudy Bishop REGISTRAR I'm at work right now.	REGISTRAR	2/10/21

A yellow circle highlights a mouse cursor hovering over the top right of the message list, and a dashed arrow points from the bottom right towards the messages.

34



Inbox

Exports

New Message



Sort by Newest



Glenn Stephens

10/15/21



REGISTRAR

blah blah

Celia Gardner

2/10/21



REGISTRAR

Yes, when is my registratio...

Rudy Bishop

2/10/21



REGISTRAR

