



modern[®] campus

Engaging Modern Learners
For Life

Introduce yourself in the chat!
What is your institution and
where in the world are you?

*I'm in Philly, but originally from
Birmingham, AL!*

Message 101

Learn about the platform and what you can do!

Kelsey Seale

Message 101

Learn about the platform and what you can do!

Kelsey Seale

Agenda

1. What is Message
2. Maintenance
3. Messaging 101
4. Program Management
5. Resources
6. Q&A
7. Close



Message 101

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The screenshot displays the Modern Campus Message interface. The top navigation bar includes links for Messages, Contacts, Programs, and Analytics, along with icons for Implementation, Alumni, and a help menu. The left sidebar contains a search bar, folders (All (52), Action Needed (18), No Action Needed (34), Sent), flag type options (All, Flagged Only, Unflagged Only), and program filters (Alumni Relations, Annual Giving). The main content area shows a list of messages sorted by newest, with the first message from Felix Saunders selected. The right pane shows the details of this message, including the sender's name, email, and the message content.

SEARCH

Search messages

[advanced search](#)

FOLDERS

- All (52)
- Action Needed (18)
- No Action Needed (34)
- Sent

FLAG TYPE

- All
- Flagged Only
- Unflagged Only

PROGRAMS [ALL](#) | [NONE](#)

- Alumni Relations
- Annual Giving

Messages **Contacts** **Programs** **Analytics** **Implementation Alumni** **?**

Inbox **Exports** **New Message**

Sort by Newest

Message	Date
<input type="checkbox"/> Felix Saunders ALUMNI RELATIONS (2008) No	9/16/20
<input type="checkbox"/> Lawrence Dixon ALUMNI RELATIONS (2011) no thank you	9/16/20
<input type="checkbox"/> Kellie Douglas ALUMNI RELATIONS (2008) sure thing	9/16/20
<input type="checkbox"/> Carrie Watts ALUMNI RELATIONS (2010) so exciting!	9/16/20
<input type="checkbox"/> Shawn Gibbs ALUMNI RELATIONS (2008) no	9/16/20

Felix Saunders
Alumni Relations (2008)

No problem at all. Hope you can attend a game this season. Go Silkies!

Alumni Relations - 9/16/20 | 07:35 PM

Hey Felix, can we count on you to make a donation today on Giving Tuesday?

Alia Degen - 11/18/20 | 03:15 PM

Hi Felix,

Are you interested in attending an upcoming Alumni Social? There will be ice cream! 🍦

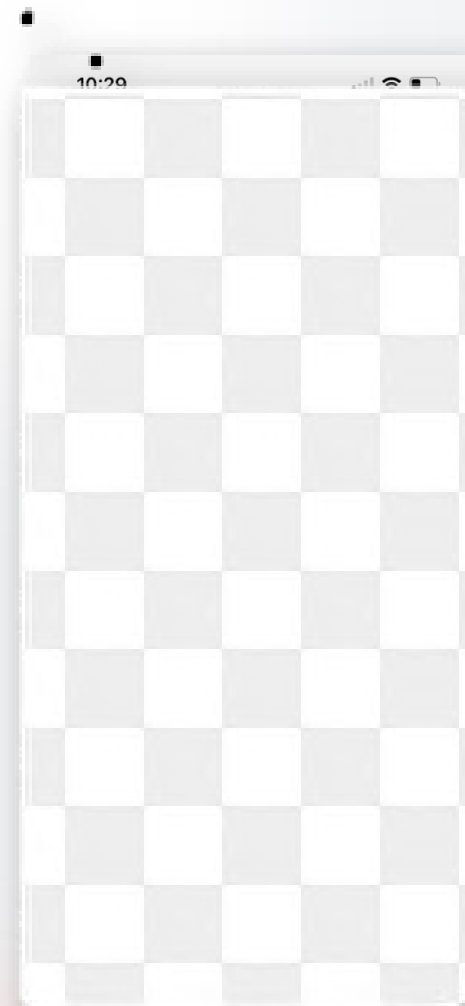
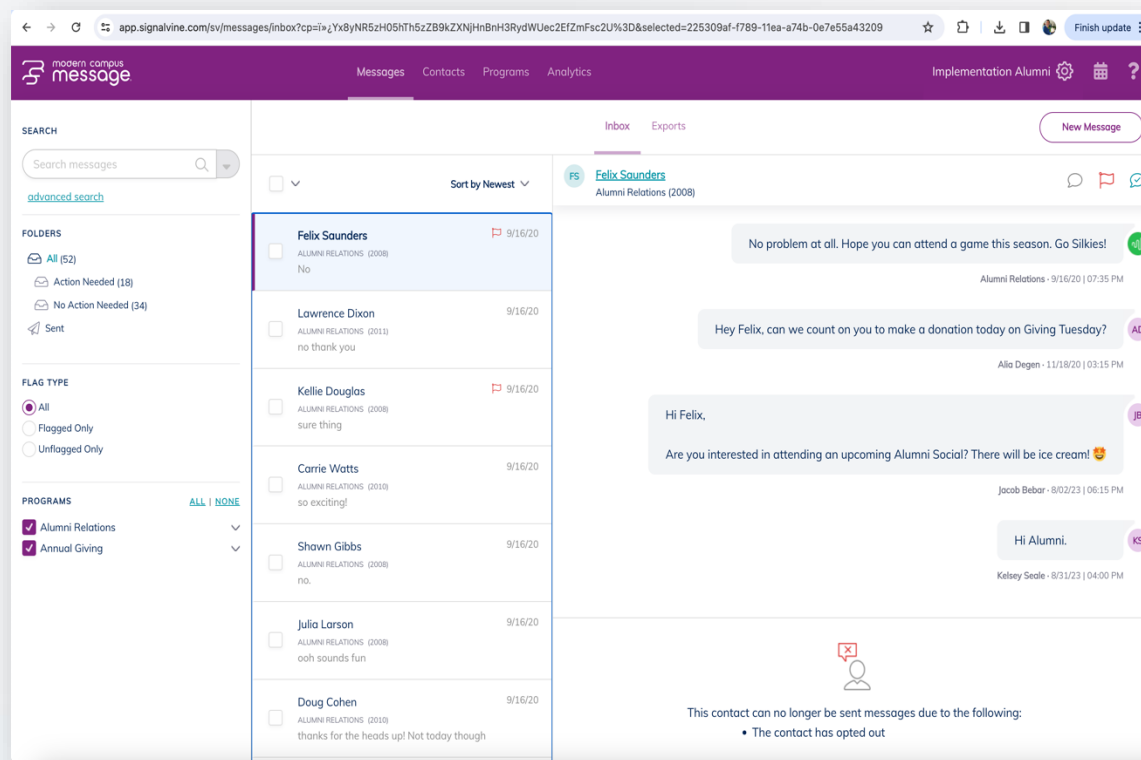
Jacob Bebar - 8/02/23 | 06:15 PM

Hi Alumni.

Kelsey Seale - 8/31/23 | 04:00 PM

Web App

Search “Modern Campus Message”



Your Role in Message

Account Admin

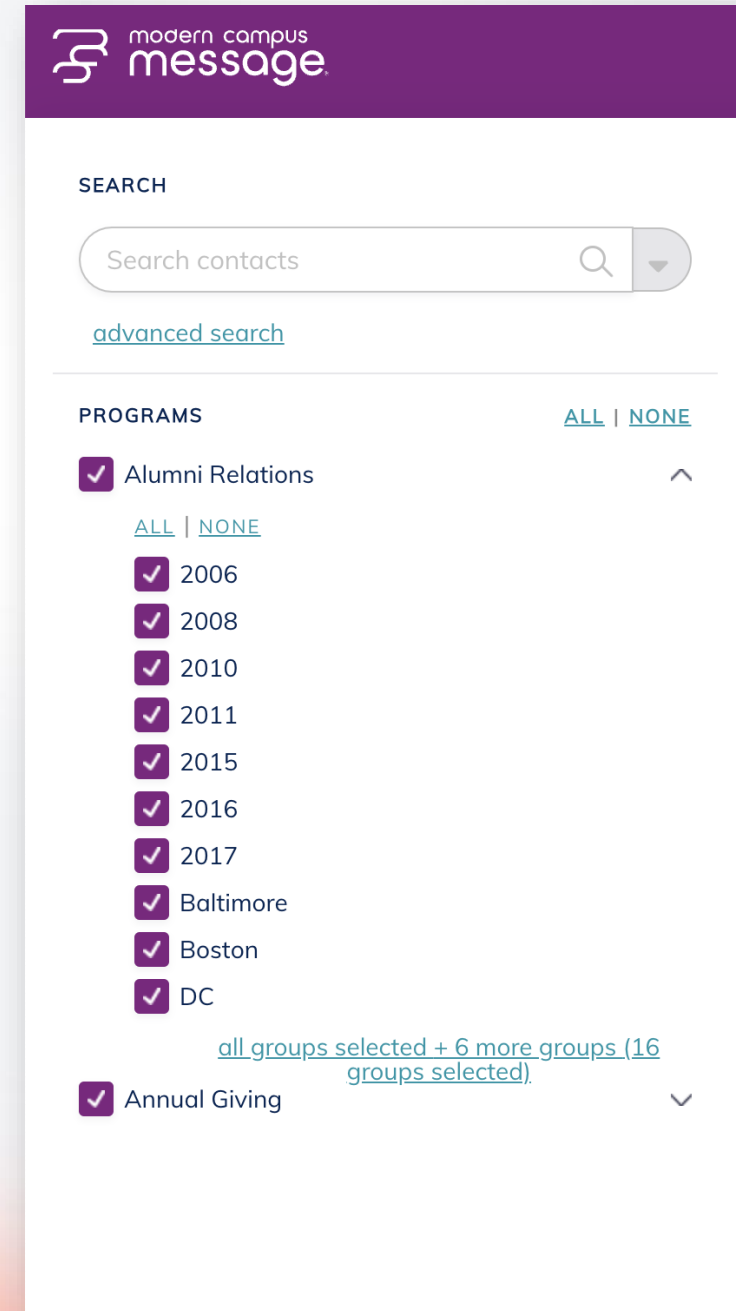
- All student access
- Invite users
- Update settings
- Import data

Program Admin

- All assigned program access
- Invite users to their program
- Update settings of their program
- Import data to their program

Counselor

- Access to the students on their caseload



Platform Structure

SEARCH

[advanced search](#)

FOLDERS

- All (52)
- Action Needed (18)
- No Action Needed (34)
- Sent

FLAG TYPE

- ☒ All
- ☐ Flagged Only
- ☐ Unflagged Only

PROGRAMS

[ALL](#) | [NONE](#)

- ☒ Alumni Relations
- ☒ Annual Giving

Inbox

Exports

New Message

☐

▼

Sort by Newest ▼

- ☐

Felix Saunders

ALUMNI RELATIONS (2008)

No

9/16/20
- ☐

Lawrence Dixon

ALUMNI RELATIONS (2011)

no thank you

9/16/20
- ☐

Kellie Douglas

ALUMNI RELATIONS (2008)

sure thing

9/16/20
- ☐

Carrie Watts

ALUMNI RELATIONS (2010)

so exciting!

9/16/20
- ☐

Shawn Gibbs

ALUMNI RELATIONS (2008)

no.

9/16/20
- ☐

Julia Larson

ALUMNI RELATIONS (2008)

ooh sounds fun

9/16/20
- ☐

Doug Cohen

ALUMNI RELATIONS (2010)

thanks for the heads up! Not today though

9/16/20

FS [Felix Saunders](#)

Alumni Relations (2008)



No problem at all. Hope you can attend a game this season. Go Silkies!



Alumni Relations · 9/16/20 | 07:35 PM

Hey Felix, can we count on you to make a donation today on Giving Tuesday?

AD

Alia Degen · 11/18/20 | 03:15 PM

Hi Felix,

JB

Are you interested in attending an upcoming Alumni Social? There will be ice cream! 🍦

Jacob Bebar · 8/02/23 | 06:15 PM

Hi Alumni.

KS

Kelsey Seale · 8/31/23 | 04:00 PM



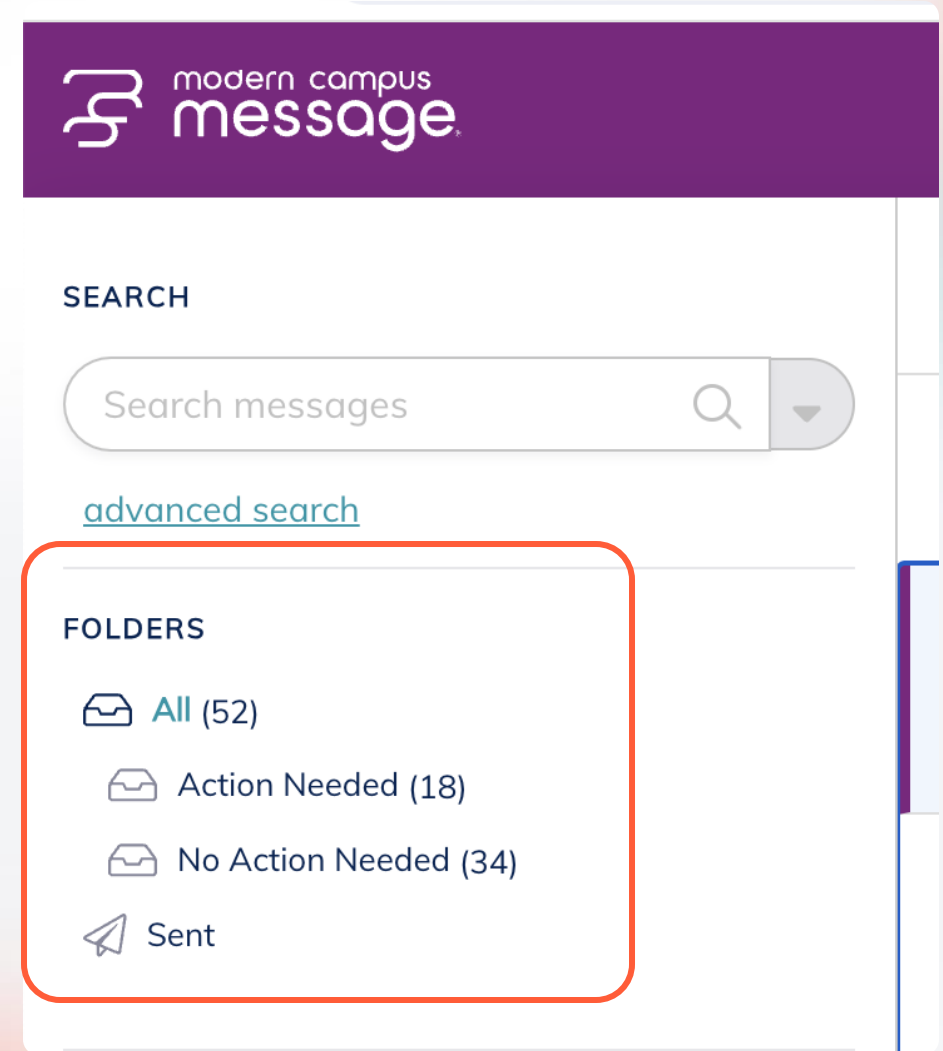
This contact can no longer be sent messages due to the following:

- The contact has opted out

Action Needed vs. No Action Needed

- Focus on **Action Needed**
- Messages that (might) require your attention
- Be proactive with your inbox management!

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Contacts Tab

Messages
Contacts
Programs
Analytics

Implementation Alumni

SEARCH

Search contacts

[advanced search](#)

PROGRAMS

ALL | NONE

☐ Alumni Relations
☒ Annual Giving

More Actions

New Message

Contacts (100)

Actions

<input type="checkbox"/>	ACTIVE	LAST NAME	FIRST NAME	LAST OUTBOUND	LAST INBOUND
<input type="checkbox"/>		Abbott	Darin	Oct 11, 2023, 3:16:59 PM	Sep 16, 2020, 3:07:31 PM
<input type="checkbox"/>		Arnold	Alma	Aug 31, 2023, 1:00:59 PM	never
<input type="checkbox"/>		Austin	Ana	Aug 31, 2023, 4:00:30 PM	never
<input type="checkbox"/>		Ball	Jamie	Aug 31, 2023, 1:01:05 PM	never
<input type="checkbox"/>		Banks	Michael	Aug 31, 2023, 1:01:09 PM	never
<input type="checkbox"/>		Barnett	Randolph	Aug 31, 2023, 1:00:47 PM	never

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Message Types

In Platform Messaging

Programmed Template

Auto

One-On-One

Quick Bulk

Event
Triggered

Multipart

Virtual
Advisor

Advanced
Search

Bulk (copy
and paste
a list)

Save
response
to data
field

Automated
Keyword
Response

Auto-
responder

One-on-one Messaging

Counselors, Program Admin, Account Admin

Texting One-on-one

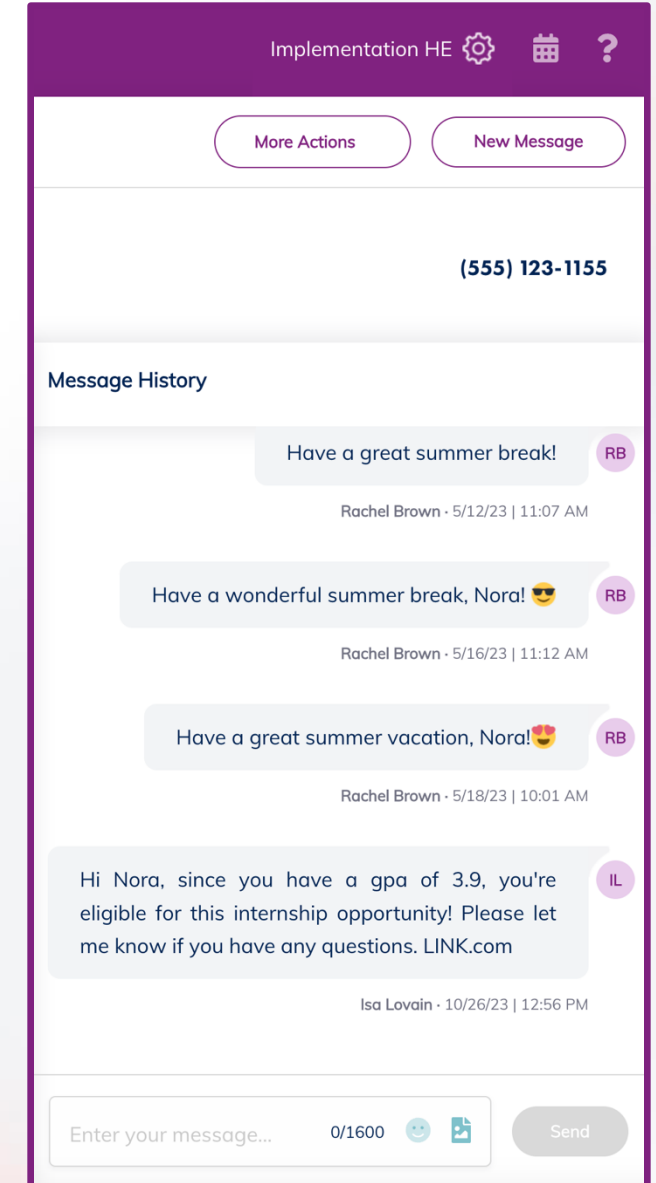
15

The screenshot shows the 'modern campus message' interface. The 'Messages' tab is selected and circled in orange. The left sidebar contains a search bar, folders (All (111), Action Needed (12), No Action Needed (99), Sent), flag type (All, Flagged Only, Unflagged Only), and programs (Admissions Program, Advising, Financial Aid, Registrar). The main area displays a list of messages and a detailed view of a message from Keon Davenport, Registrar, with a subject line 'when does registration open?'. The message history shows a conversation with Keon Davenport, including messages from Isa Lovain and Cutty Reynolds.

The screenshot shows the 'modern campus message' interface with the 'Contacts' tab selected and circled in orange. The main area displays contact details for Nora Acosta-Martin, including a status section (Advising, Opted In, set as opted out, Phone Valid), details (Customer ID 79, Signalvine ID 8489c2b3-1948-11eb-92c4-0a5a4769d11d), and a message history section. The message history shows a conversation with Rachel Brown, including messages about summer breaks and internship opportunities.

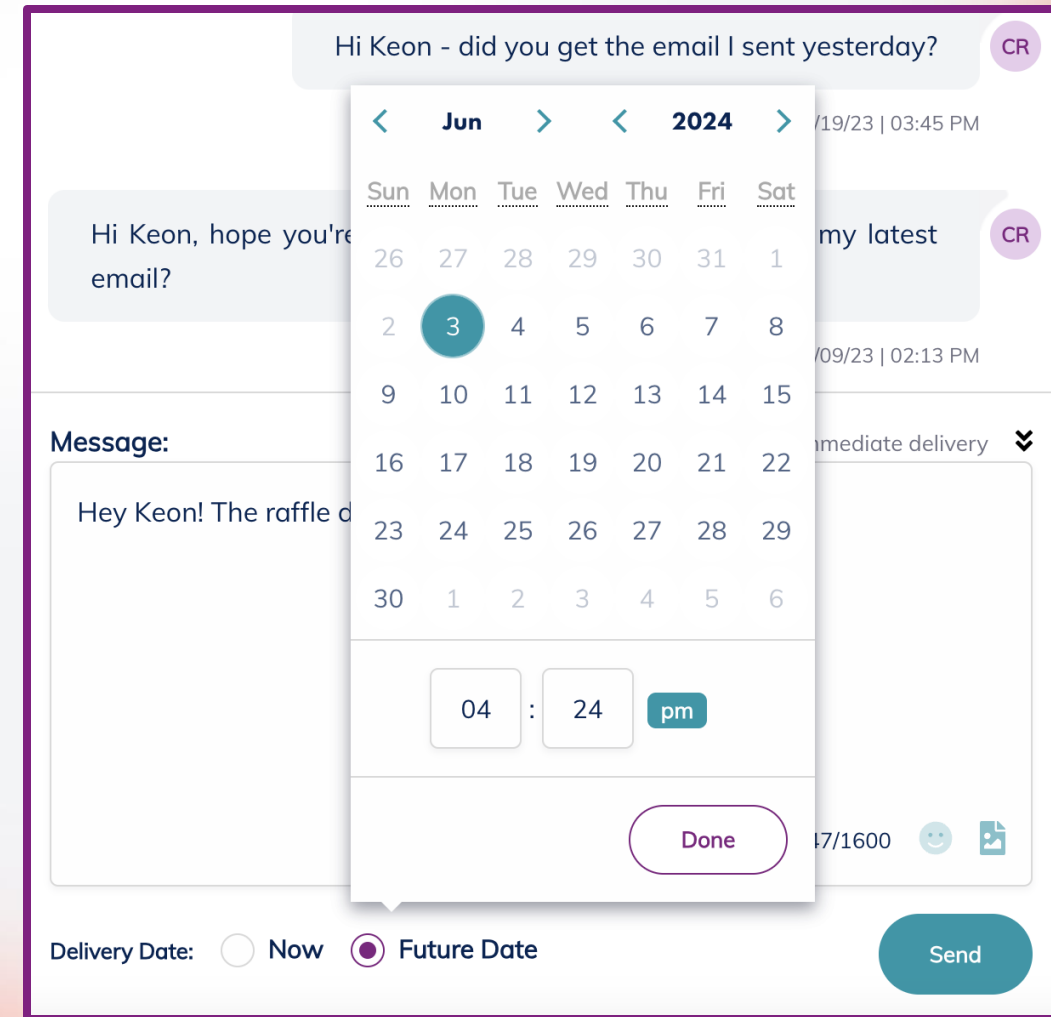
One-on-on Messages

- **Method 1**
 - Select contact from the **Messages** inbox
 - Text from the bottom right corner
- **Method 2**
 - Select the **Contacts** tab
 - Search for your Contact
 - Select their name
 - Text from the bottom right corner



Schedule One-on-on Messages

- Write your message
- Select **Future Date**
- Click **Send**
- Check your scheduled message on the new tab that appears in your conversation!



When to use One-on-one Messages

1. Info relevant to only person
2. Info that's sensitive
3. Personal question
4. Message response

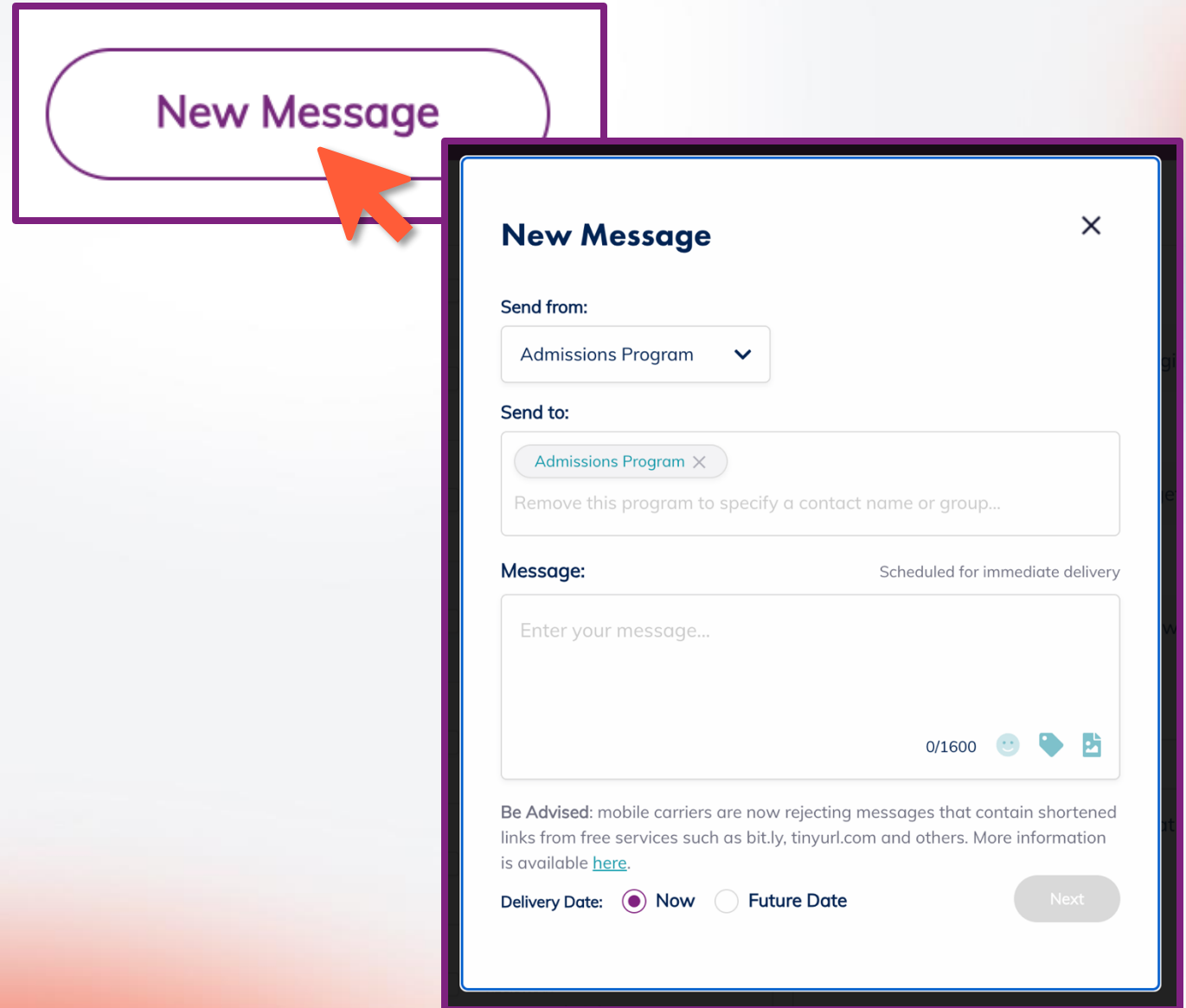


“New Message” Quick Group

Counselors, Program Admin, Account Admin

Quick Bulk

- Select **New Message**
- Select program
- Optional, narrow down by group(s)



New Message

Send from:
Admissions Program ▼

Send to:
Admissions Program ×
Remove this program to specify a contact name or group...

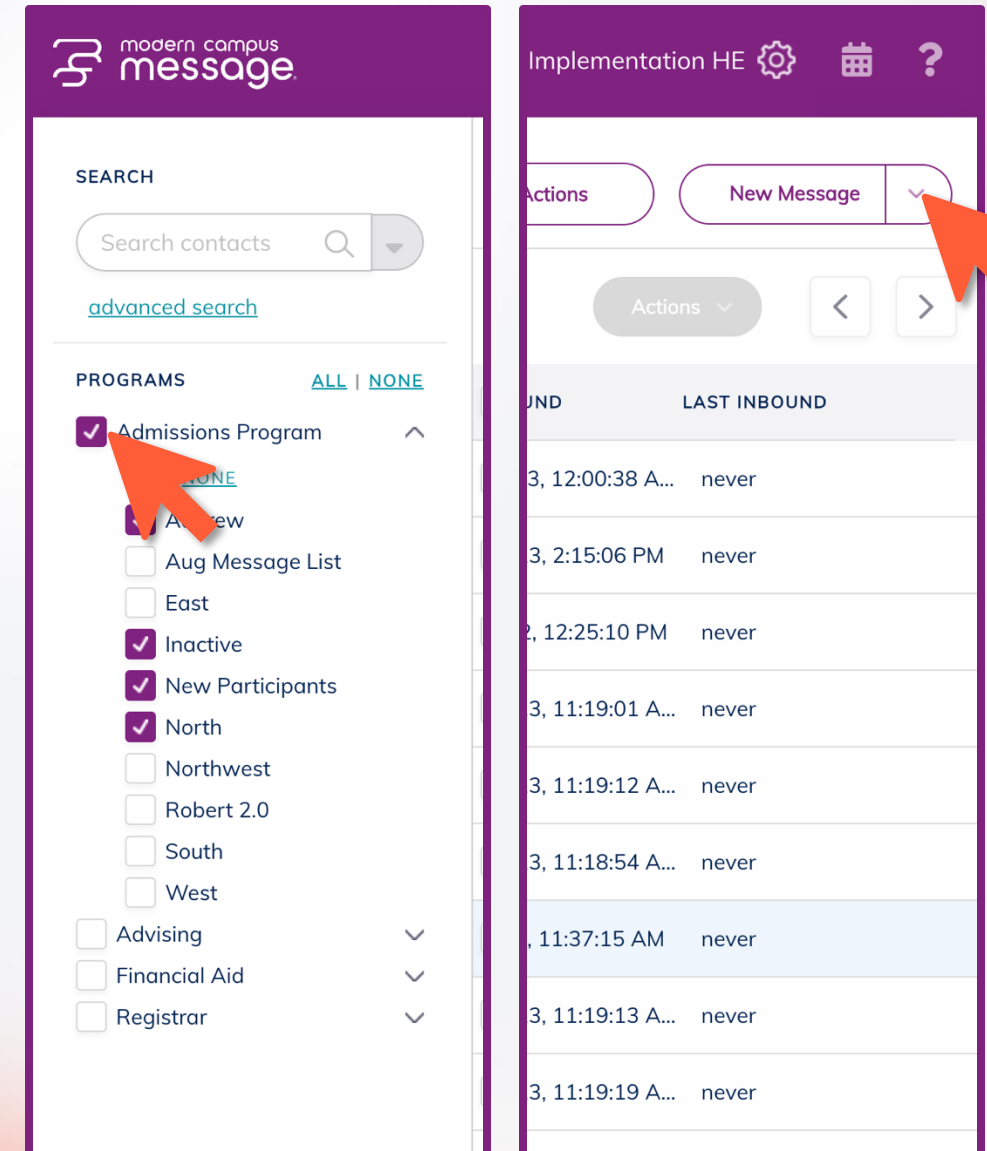
Message: Scheduled for immediate delivery
Enter your message...
0/1600

Be Advised: mobile carriers are now rejecting messages that contain shortened links from free services such as bit.ly, tinyurl.com and others. More information is available [here](#).

Delivery Date: ☒ Now ☐ Future Date Next

Extra Quick Quick Bulk

- Narrow down program and group on the left menu
- Select the **Arrow** next to **New Message**
- Write and send/schedule your message!



When to use Quick Bulk

1. One-time announcements
2. Question for a specific audience
3. Reminder about an event
4. Reminder about a form

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Make use of...

- Program and group segmentation
- Personalization fields (first_name, location, credential etc.)



Advanced Search

Counselors, Program Admin, Account Admin

Advanced Search

- Hyper-segment your contacts using data
- And/or search functions

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Match if rules are met

Accounting major [\(rename rule\)](#) [\(delete rule\)](#)

If of the following conditions are met

<input type="text" value="active"/>	<input type="button" value="equals"/>	<input type="text" value="True"/>	<input type="button" value="X"/>
+ add another condition			

Admit term fall or summer 2024 [\(rename rule\)](#) [\(delete rule\)](#)

If of the following conditions are met

<input type="text" value="admit_term"/>	<input type="button" value="equals"/>	<input type="text" value="fall 2024"/>	<input type="button" value="X"/>
<input type="text" value="admit_term"/>	<input type="button" value="equals"/>	<input type="text" value="summer 2024"/>	<input type="button" value="X"/>
+ add another condition			

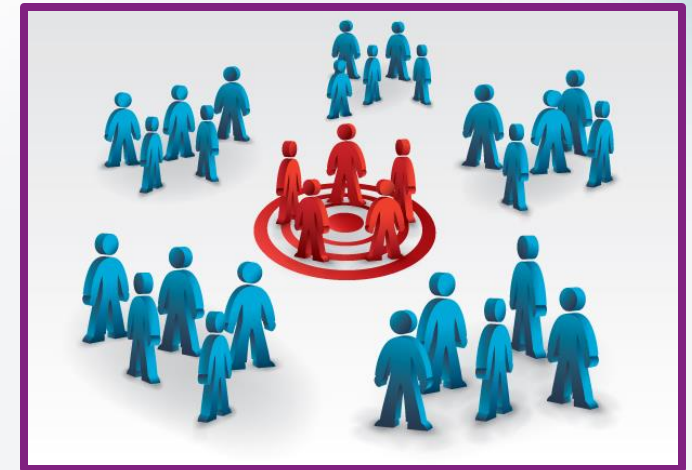
New Scholarship Alert!

- We have a new scholarship opportunity available to both in and out-of-state students!
- The criteria are different depending on where you're from
 - In state – 3.0 and above
 - Out of state – 3.5 and above

modern campus . com

When to use Advanced Search

1. You want to use data to target contacts
2. You don't want to send to ALL members of a program or group
3. You want to send at a specific time / date
4. Examples
 1. Text all contacts in Philadelphia
 2. Text all Chemistry & Biology majors with a 3.0 or higher



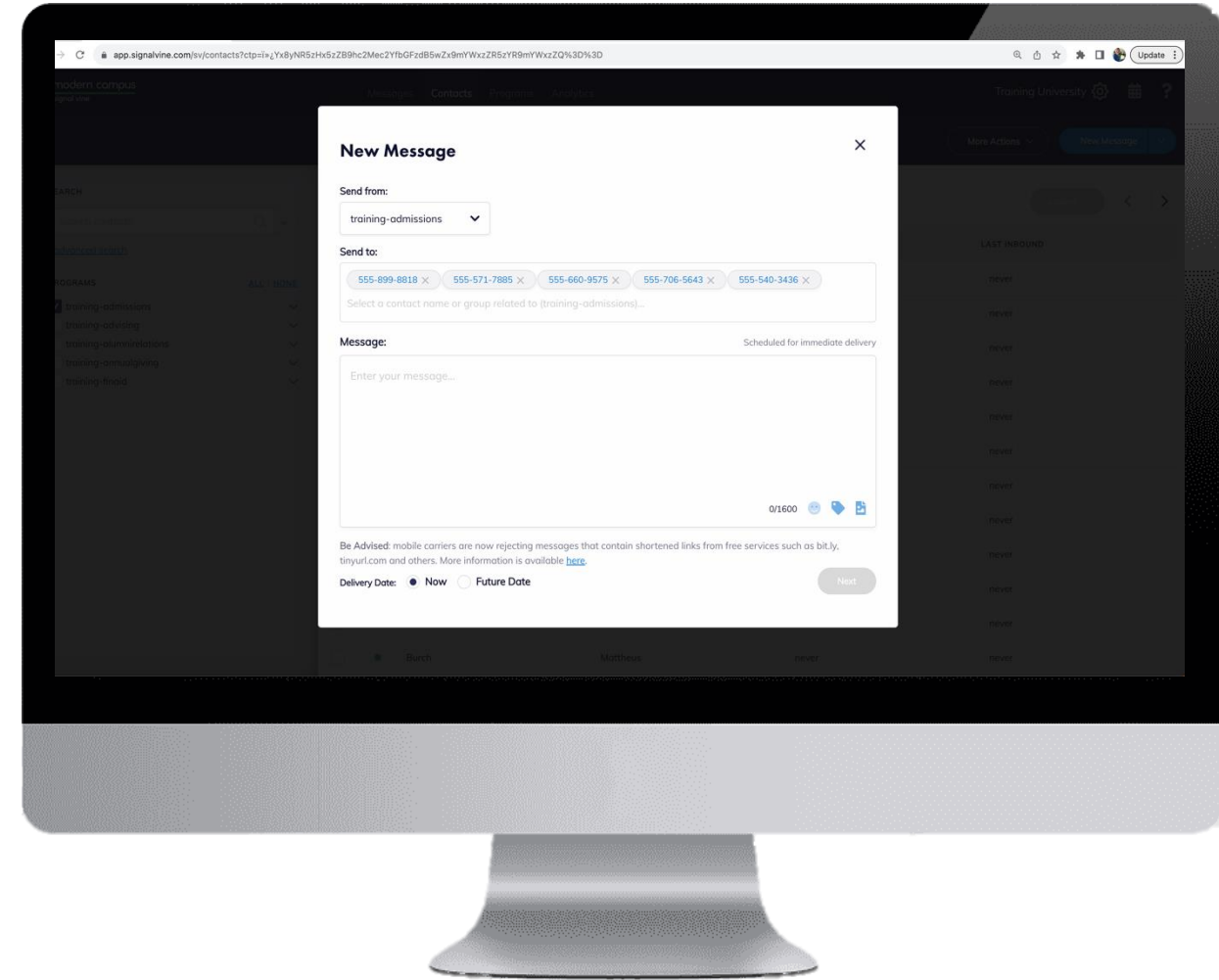
Bulk Copy+Paste

Counselors, Program Admin, Account Admin

Copy and Paste a List

- Copy a comma separated list of phone numbers or ID numbers directly into "Send to:"

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Comma Separated List

NOT Comma Separated ❌

Germain	<u>Duplock</u>	555-899-8818
Morten	<u>Crumbie</u>	555-571-7885
<u>Neala</u>	Dabney	555-660-9575
Sterne	Measham	555-706-5643
Erie	Tilbrook	555-540-3436

Comma Separated ✅

Germain	<u>Duplock</u>	555-899-8818,
Morten	<u>Crumbie</u>	555-571-7885,
<u>Neala</u>	Dabney	555-660-9575,
Sterne	Measham	555-706-5643,
Erie	Tilbrook	555-540-3436,

NOT Comma Separated ❌

Germain	Duplock	555-899-8818
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Neala	Dabney	555-660-9575
Sterne	Measham	555-706-5643
Erie	Tilbrook	555-540-3436

Comma Separated

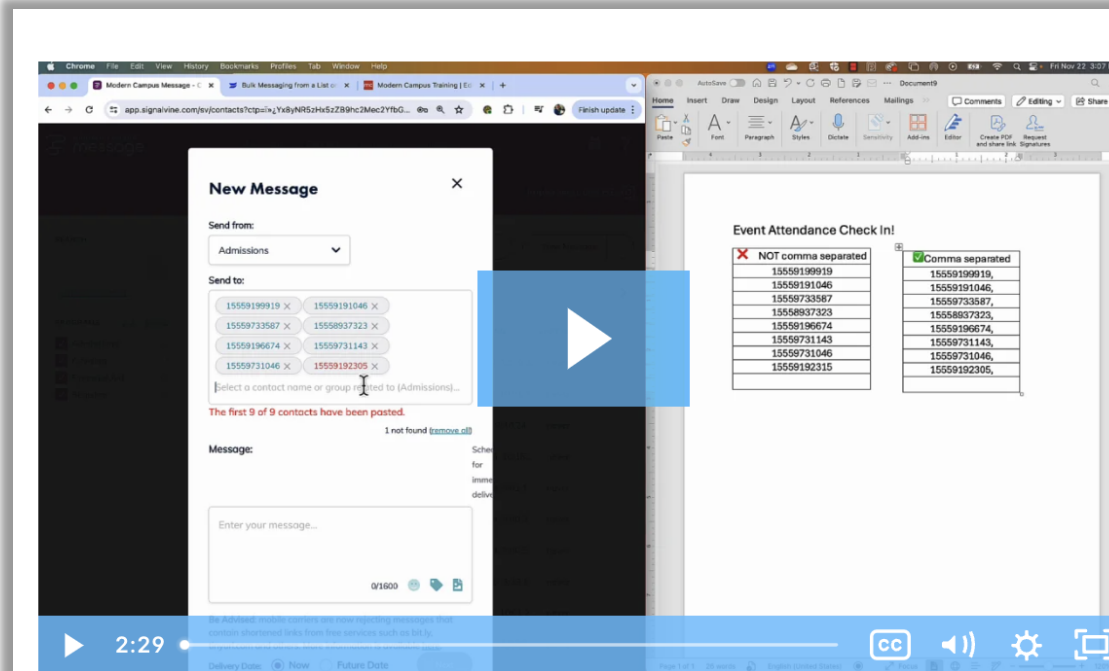


Germain	Duplock	555-899-8818,
Morten	Crumbie	555-571-7885,
Neala	Dabney	555-660-9575,
Sterne	Measham	555-706-5643,
Erie	Tilbrook	555-540-3436,

Quickly create a comma separated list

<https://message-support.moderncampus.com/hc/en-us/articles/20685925434637-How-do-I-message-a-list-of-contacts-from-a-csv-file>

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Copy and paste the formula into your spreadsheet. Replace "A1:A100" with the range of cells phone numbers or customer_ID.

=TEXTJOIN(",", TRUE, A1:A100)

Home Insert Draw Design Layout References >> Tell me Comments Editing Share

Helvetica N... 16 A⁺ A⁻ Aa A

B I U Paragraph Styles Dictate Sensitivity Editor

Lila	Roberts	15555951234,
Kathryn	Caldwell	15555559235,
Gretchen	Carlson	15555551250,
Sandy	Stevens	15555551251,
Pauline	Crawford	15555551299,
Maria	Vaughn	15555551249,

Page 1 of 1 18 words English (United States) Focus 97%

n/sv/messages/inbox?cp=i»¿Yx8yNR5zH05hTh5zZB9kZXNjHnBnH3RydWUec2EfZmF... Update

Messages Contacts Programs Analytics Implementation Alumni ?

New Message

Send from:
Alumni Relations

Send to:
Enter the program, group or contact name...

Message: Scheduled for immediate delivery
Enter your message...
0/1600

Be Advised: mobile carriers are now rejecting messages that contain shortened links from free services such as bit.ly, tinyurl.com and others. More information is available [here](#).

Delivery Date: ☒ Now ☐ Future Date Next

Julia Larson 0/1600
ALUMNI RELATIONS
can sounds fun

Doug Cohen 0/1600
ALUMNI RELATIONS
thanks for the heads up! Not to...

When to use Bulk Copy+Paste

- You have a list of phone numbers or ID numbers
- You don't need to save the group or other data
- Examples
 - Follow up after an event
 - Pulled a report of student leaders

Program Messages

Account and Program Admin

Program Messages

- Schedule and send targeted texts
- Use data you have in Message
- Automate messages based on triggers
- Save time! → "Set it and forget it!"

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How do I set up programmed messages?

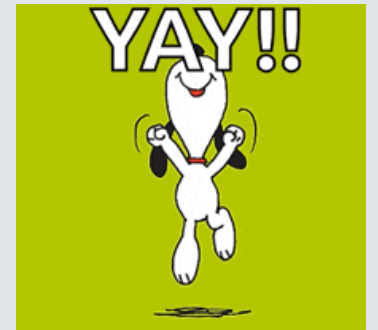
The template!

#	Date/Time	Condition	Content	Save Response to Data Field
1	created_at + 10 mins	app_submitted = FALSE	<p>Hi [first_name], this is [recruiter] here at SVU! I am going to be messaging you through the admissions process, so save this number as SVU admissions. Are you still interested in attending SVU in the Summer?</p> <p>Response to Yes: Great, the application is due soon!</p> <p>Response to No: No worries, we are here to help if you change your mind.</p>	Save Yes/No to interest_check
2	created_at + 7 days @3pm	app_submitted = FALSE AND interest_check NOT = NO	Hi [first_name], I wanted to give a heads up that the application is due in two weeks! Let me know if you have any questions I can help answer. We are here to help 😊	
3	:now	app_submitted = TRUE	Thanks for submitting your application to SVU! We will review it and get back to you with a final decision as soon as possible. If you have any questions in the meantime please feel free to reach out!	

Can I personalize/customize programmed messages?

- Yes! Anything you can use in the platform is available for the template!
- Emojis
- Images (less than 500kb, gif, jpg, png)
- Links
- “Mail Merge” personalization

Hi [first_name], I see you started your application 🖥️, don't forget to fill out your FAFSA by July 28th!



Event Triggered Messages

Event-triggered Message

- Texts that are scheduled in relation to **DATA** rather a specific **DATE**
- Triggers
 - Date field
 - Personal Events / Appointment
 - Enrollment status
 - Etc.
- “Waiting in the wings.”



A contact declares
their major!

Congrats on declaring your major!



A contact met with
their advisor.

Thanks for coming, let us know if I
can help with anything else!



A contact started their
application.

I see you started your application,
don't forget to fill out FAFS!

#	Date/Time	Condition	Content	Save Responses to Data Field
Application_graduation	Last_contribution_date + 3 Days		[first_name] Thank you so much for your generous contribution on [last_contribution_date]. Your support for Cricket University continues to make our vision a reality! You can see our plans at www.cu.edu/plans	

When to use Event Triggered Messages

- The text will send at variable times
- Text is sent based on an **event**
- Examples
 - Text sent once student is marked as **admitted**
 - Text sent 7 days after student starts application
 - Text sent on birthday

Multi-Part Messages

Multi-Part Messages

2023_10_19 cred-seeking melt 19	2023-10-16 @ 10:00 AM	<p>current_term = 4234</p> <p>AND</p> <p>current_term_enrollment_status = E</p> <p>AND</p> <p><u>current_term_student_classification = Cred-seeking</u></p> <p>AND</p>	<p>Part 1: [first_name], today starts the 2nd 8-week Fall session at ECTC! If you are taking an online class, make sure you login to Blackboard, look for a first assignment to complete, and do it today!</p> <p>Part 2: If you run into any issues, no matter what, please reach out so we can help. The faculty and staff at ECTC are here to support you through your program and onto the next big step in your life. For technical and account help, visit www.help.elizabethtown.kctcs.edu. The Student Success Hub provides a variety of services and resources to empower students to achieve goals, experience academic and non-academic success, and thrive in our community:</p> <p>https://elizabethtown.kctcs.edu/current-students/academic-resources/student-success-hub/</p>
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When to use Multi-Part Messages

- You have a large text you want to break up
- Examples
 - Part 1: Remember to check your class registration!
 - Part 2: Something not right? Take these steps to troubleshoot. www.cu.edu/registration

Automated Keyword Response

Automated Keyword Response

- Branching text messages based on contact response!
- Send a text → contact responds → contact gets a customized response

Automated Keyword Response Example

“Hey [first_name]! Have you submitted your application?
Text back yes, no, or help!”

- Response to yes: Great! Check your email for updates on the decision process!
- Response to no: There’s still time! The deadline is 4/15 and regular decision is 5/15. Do you need help with you application?
 - Response to yes: Call 555-555-5555 and we can figure it out!
 - Response to no: Okay – let me know if any questions come up!

When to use Automated Keyword Response

- Checking in with students about their graduation date
- Asking students about the first day of class
- Checking in about the first day of class
- Taking a poll about a campus event

Save Response

Save Response

Save data to a custom data field

Works in tandem with **automated keyword responses!**

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Manage Fields Import Contacts Autoresponder Phone Numbers

Manage Fields for Coaching

Add Custom Field

DISPLAY NAME	TYPE	VARIABLE NAME	HIDDEN	READONLY	EDIT
first_name	String	first_name	<input type="checkbox"/>	<input type="checkbox"/>	
last_name	String	last_name	<input type="checkbox"/>	<input type="checkbox"/>	
Advisor	String	advisor	<input type="checkbox"/>	<input type="checkbox"/>	

= Spring2021

edit_hours = 0

n=FALSE

FALSE

Hi [first_name], it's [advisor_name]. I noticed you still are not yet registered for the Fall. There's still time! Are you planning on registering for this semester? 1. Yes 2. Still deciding 3. No

Response to 1: Great - there's still time! Do you need help getting registered?

Response to yes: We can definitely help! Make an appointment www.cu.edu/appointments here!

Response to 2, still deciding: Thanks for letting me know. Could you tell me a little bit more about what you are thinking?

Response to 3: Thanks for letting me know. Out of curiosity, why not? A) Transferring B) Financial difficulties C) Need a break D) Other

Response to A: Thanks for letting me know. Where are you attending?

Response to any response: Good luck! We wish you the best! Make sure to get your transcript at link.edu.

Response to B: We are here to help with finances! Contact financial aid directly at financialaid@university.edu

Response to C: Thanks for letting me know. Just a reminder that you have access to these resources on campus! Hang in there and let me know when you are ready to get re-started!

Response to D: Thank you for your response.

Save responses A/B/C/D to not_registering_term

Save Response

Still Not Registered	10 days prior to classes starting	Last_term = Spring2021 AND Current_credit_hours = 0 AND Graduation=FALSE AND Holds = FALSE	<p>Hi [first_name], it's [advisor_name]. I noticed you still are not yet registered for the Fall. There's still time! Are you planning on registering for this semester? 1. Yes 2. Still deciding 3. No</p> <p>Response to 1: Great - there's still time! Do you need help getting registered?</p> <p>Response to yes: We can definitely help! Make an appointment www.cu.edu/appointments here!</p> <p>Response to 2, still deciding: Thanks for letting me know. Could you tell me a little bit more about what you are thinking?</p> <p>Response to 3: Thanks for letting me know. Out of curiosity, why not? A) Transferring B) Financial difficulties C) Need a break D) Other</p> <p>Response to A: Thanks for letting me know. Where are you attending?</p> <p>Response to any response: Good luck! We wish you the best! Make sure to get your transcript at link.edu.</p> <p>Response to B: We are here to help with finances! Contact financial aid directly at financialaid@university.edu</p> <p>Response to C: Thanks for letting me know. Just a reminder that you have access to these resources on campus! Hang in there and let me know when you are ready to get re-started!</p> <p>Response to D: Thank you for your response.</p>	Save responses A/B/C/D to not_registering_term
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When to use Save Response

- You want to update student data
- Examples
 - “Are you still interested in applying? Text back yes, no, or maybe!”
 - Save response to interest_check
 - “Have you declared your major? Replay yes, no, or help.”
 - Save response to major_declared_1

Advanced Search

- Send now or send on X date
- Segment contacts using AND and OR functions
- Program in app

Programmed

- Event triggered
 - Relative data
- Branching messages
- Save responses
- Program using the message template

Setting Up Your Program Message

- Think through your message
- Fill out the template
- Work with customer support

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Signal Vine Program Message Template

Account:
Program: Advising

Synonyms

yes = "yes" "y" "yes." "yeah" "yep" "ya" "yea" "yes!" "yea!" "yup" "yes" 🙋 🙋 🙋 🙋 🙋 🙋
No = "no" "no." "no." "n" "nope" "nah" "no!" "nope!" 🙋 🙋 🙋 🙋 🙋 🙋
Help = "help" "hlp" "help"

stop, stop., stop!, cancel, cancel!, cancel., unsubscribe, unsubscribe., unsubscribe!, quit, quit., quit!, end, end!, end.	Thanks for letting us know, I will no longer send you text messages. If you change your mind, text back START.
Start, start., start!, join, join., join!	Welcome back! We missed you.

#	Date/Time	Condition	Content	Save Response to Data Field
INTRO	created_at + 1 day at 2pm		Hi [first_name]! This is [advisor] from Signal University. To keep you on track this year I'm going to send you some helpful texts! Save this number in your phone! Don't want these texts? Reply cancel.	
1	Feb 15 3:30pm		Part 1: Hi [first_name]! This is [advisor] from Signal University. To keep you on track this year I'm going to send you some helpful texts! Part 2: Save this number in your phone! Don't want these texts? Reply cancel.	

Poll #2

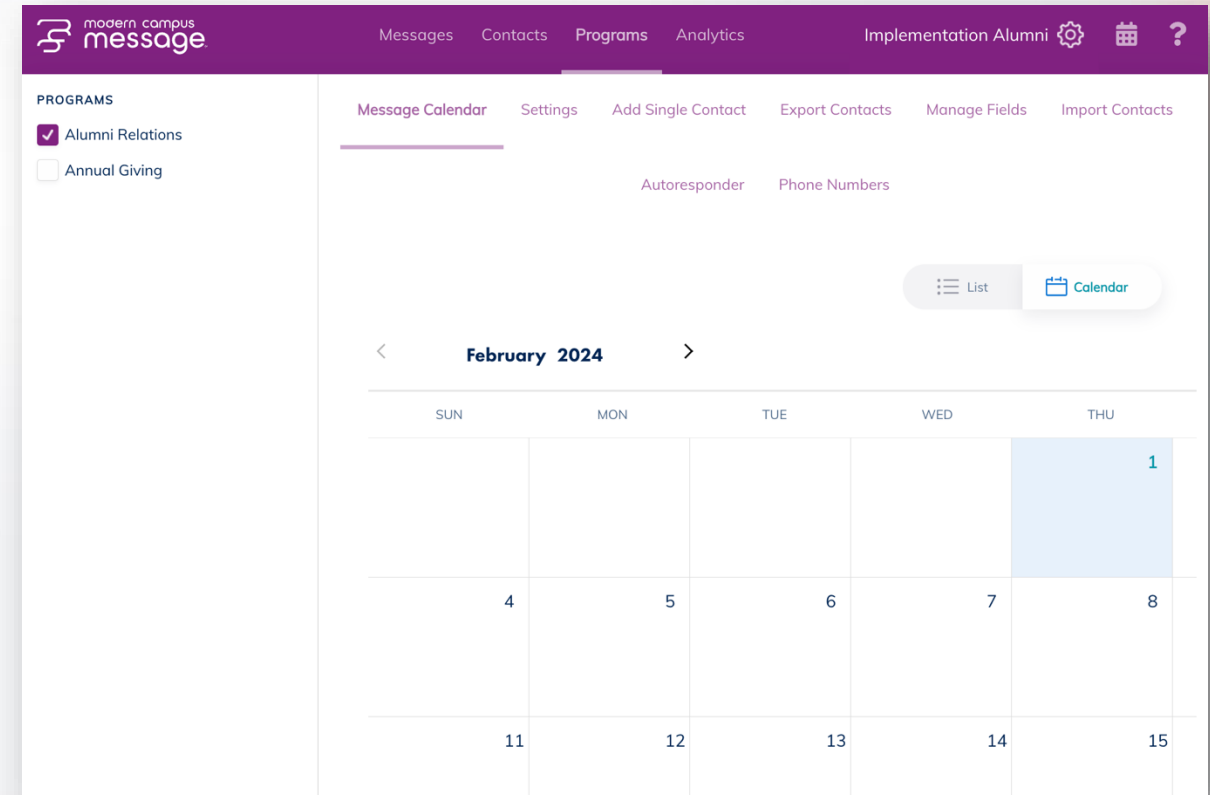
What type of messages do you plan on sending?
How are you feeling so far about Message?

Programs Tab

Message Calendar

- Shows messages scheduled for 2+ contacts
- You can edit / delete messages
- DO NOT edit Program Messages (anything you set up with customer support)

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Program Settings

- Only account and program admin can see this
- Select the right program!
- MMS access
- Group view
- Counselor Access

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The screenshot displays the 'modern campus message' interface. The top navigation bar includes 'Messages', 'Contacts', 'Programs', and 'Analytics'. On the right, there are links for 'Implementation', 'Alumni', and a settings icon. The left sidebar shows 'PROGRAMS' with 'Alumni Relations' selected (checked) and 'Annual Giving' (unchecked). The main content area is titled 'Settings' and includes sub-tabs for 'Message Calendar', 'Add Single Contact', 'Export Contacts', 'Manage Fields', and 'Import Contacts'. Below these are 'Autoresponder' and 'Phone Numbers' links. The 'Settings for Alumni Relations' section shows the 'Program ID' as 42431cdd-8dcc-40c3-ad5f-769d0e46a3a5, the 'Internal name' as Alumni-Relations-CS20, and a 'Display name' field containing 'Alumni Relations'. The 'Program settings' section includes a 'Timezone for program reports' dropdown set to 'UTC' and three checked checkboxes: 'Allow this program to accept MMS messages from contacts', 'Automatically mark conversations read when they are moved to No Action Needed', and 'Show first group list entry when viewing conversations'. The 'Counselor settings' section has five checkboxes: 'Allow counselors to add a single contact' (unchecked), 'Allow counselors to delete individual program messages for a contact' (unchecked), 'Prevent counselors from viewing personally identifiable information (PII) by hiding the last_name and the last four digits of the phone field' (unchecked), 'Prevent counselors from activating contacts' (unchecked), and 'Allow counselors to send images' (checked). At the bottom right are 'Cancel' and 'Save' buttons.

Add a Single Contact

- Required fields

- Name
- Phone Number
- Group(s)

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The screenshot displays the 'modern campus message' interface. The top navigation bar includes 'Messages', 'Contacts', 'Programs', and 'Analytics'. On the right, there are links for 'Implementation Alumni', a settings gear, a calendar icon, and a help icon. The left sidebar shows 'PROGRAMS' with 'Alumni Relations' selected (checked) and 'Annual Giving' (unchecked). The main content area has a sub-navigation bar with 'Message Calendar', 'Settings', 'Add Single Contact' (highlighted with a red arrow), 'Export Contacts', 'Manage Fields', 'Import Contacts', and 'Autoreponder'. Below this, the title 'Add Contact to Alumni Relations' is shown. The 'Details' section contains a 'Customer ID' field, a 'First Name*' field with the value 'Name', a 'Last Name*' field with the value 'Unknown', a 'Phone Number*' field with the value '+1', and a 'Timezone' dropdown menu set to 'US/Eastern'. The 'Groups*' section has a 'New Participants X' button and a text input field with the placeholder 'Enter the groups the contact should belong to...'. A link 'Add all groups' is visible on the right.

Manually Uploading Contacts

[Messages](#)
[Contacts](#)
[Programs](#)
[Analytics](#)

[Implementation](#)
[Alumni](#)

PROGRAMS

☒ Alumni Relations

☐ Annual Giving

[Message Calendar](#)
[Settings](#)
[Add Single Contact](#)
[Export Contacts](#)
[Manage Fields](#)
[Import Contacts](#)

[Autoresponder](#)
[Phone Numbers](#)

Did you know? You can get a list of contacts without SMS-enabled numbers with a Export Tool.

[Go to Exports](#)

Import Contacts to Alumni Relations

[Import Contacts](#)

No imports The results from your previous contact imports will be displayed here.

.CSV for Manual Bulk Upload

- Must have fields...

- customer_id
- first_name
- last_name
- group_list
- phone

customer_id	first_name	last_name	group_list	phone
KS-1	Harry	Sherman	2015;Boston	15555551222
KS-2	Tim	Anthony	2017;NYC	15555551333
KS-3	Ryan	Carlson	2016;Philadelphia	15555551444
KS-4	Lewis	Andrew	2006;Baltimore	15555554444
KS-5	Jack	Crawford	2016;Philadelphia	15555551666
KS-6	Maria	Vaughn	2017;NYC	15555551777
KS-7	Willie	Alyssa	2015;Boston	15555551888
KS-8	Arielle	Waters	2016;Philadelphia	15555551999
KS-9	Antonia	Carry	2006;Baltimore	15555551879

Manually Uploading Contacts

- CSV file
- Import New / Update Existing
- Choose your updating fields
- Handle errors
- Only account and program admin can upload a data file

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modern campus
message

Messages Contacts Programs Analytics Implementation Alumni ?

PROGRAMS

- ☒ Alumni Relations
- ☐ Annual Giving

Message Calendar Settings Add Single Contact Export Contacts Manage Fields **Import Contacts**

Autoreponder Phone Numbers

Import Contacts to Alumni Relations

What file do you want to import?
Please select a CSV file to import (15MB max)

Importing from Contacts Upload - Alumni Relations.csv

[Replace file](#)

How do you want to handle the contacts in your file?
You can ignore new contacts or existing contacts by unchecking the options below. At least one option must be checked.

- ☒ Import new contact
- ☒ Update existing contacts

Which fields would you like to update? [select all](#) | [unselect all](#)

☐ customer_id ☐ first_name ☐ last_name ☒ group_list

How do you want to handle errors?
How would you like to us to proceed if we encounter an error with a contact record?

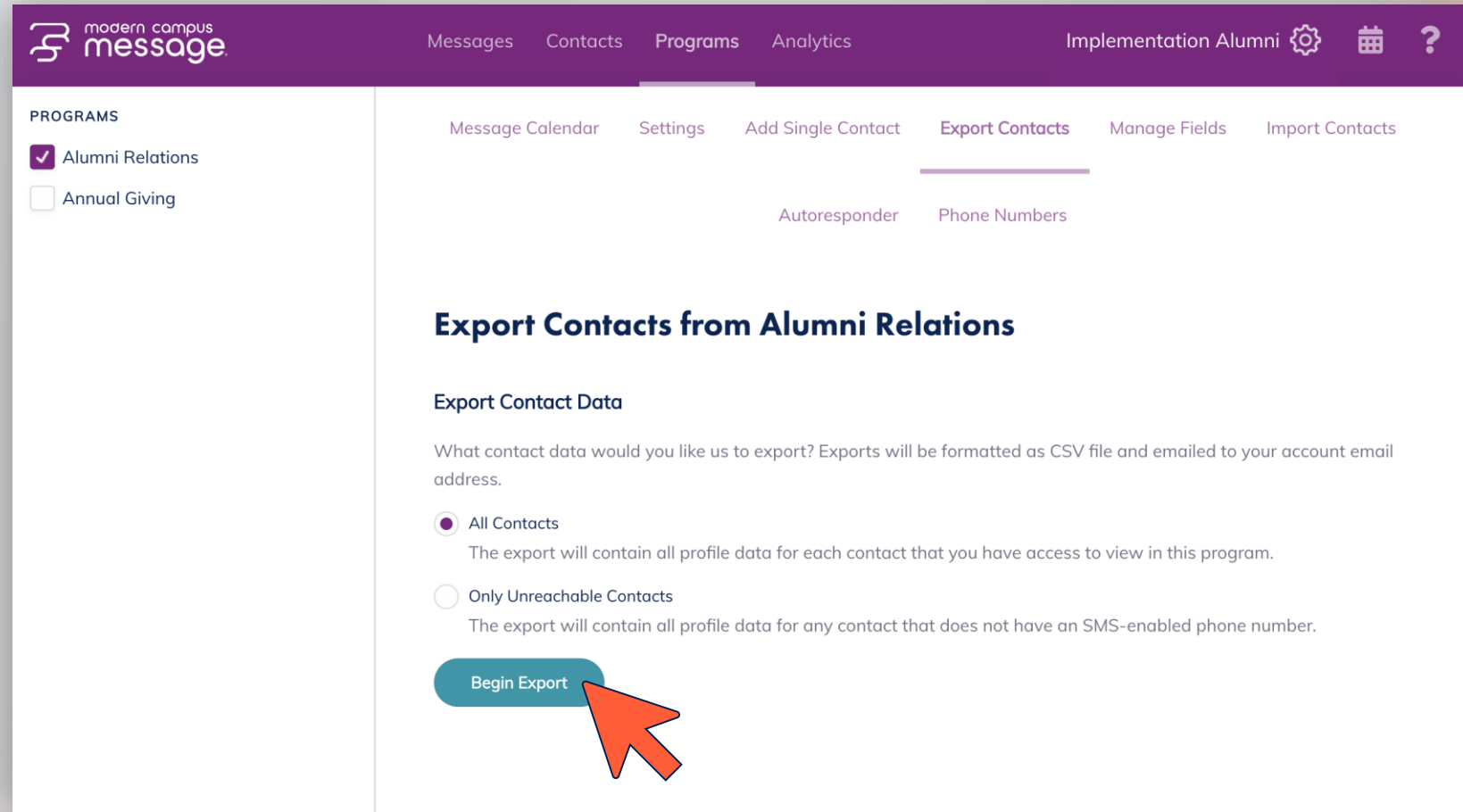
☒ Skip the contact and continue the import
☐ Abort the file if it contains no errors

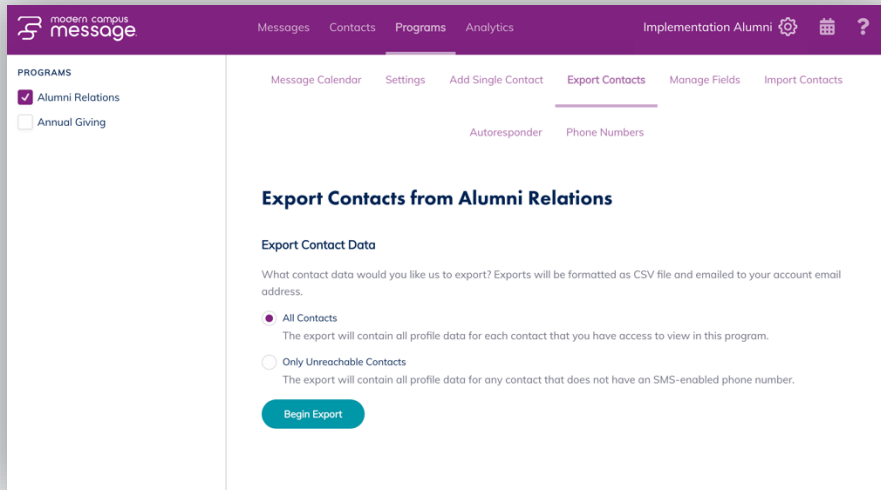
[Cancel](#) [Start Import](#)

Export Contacts

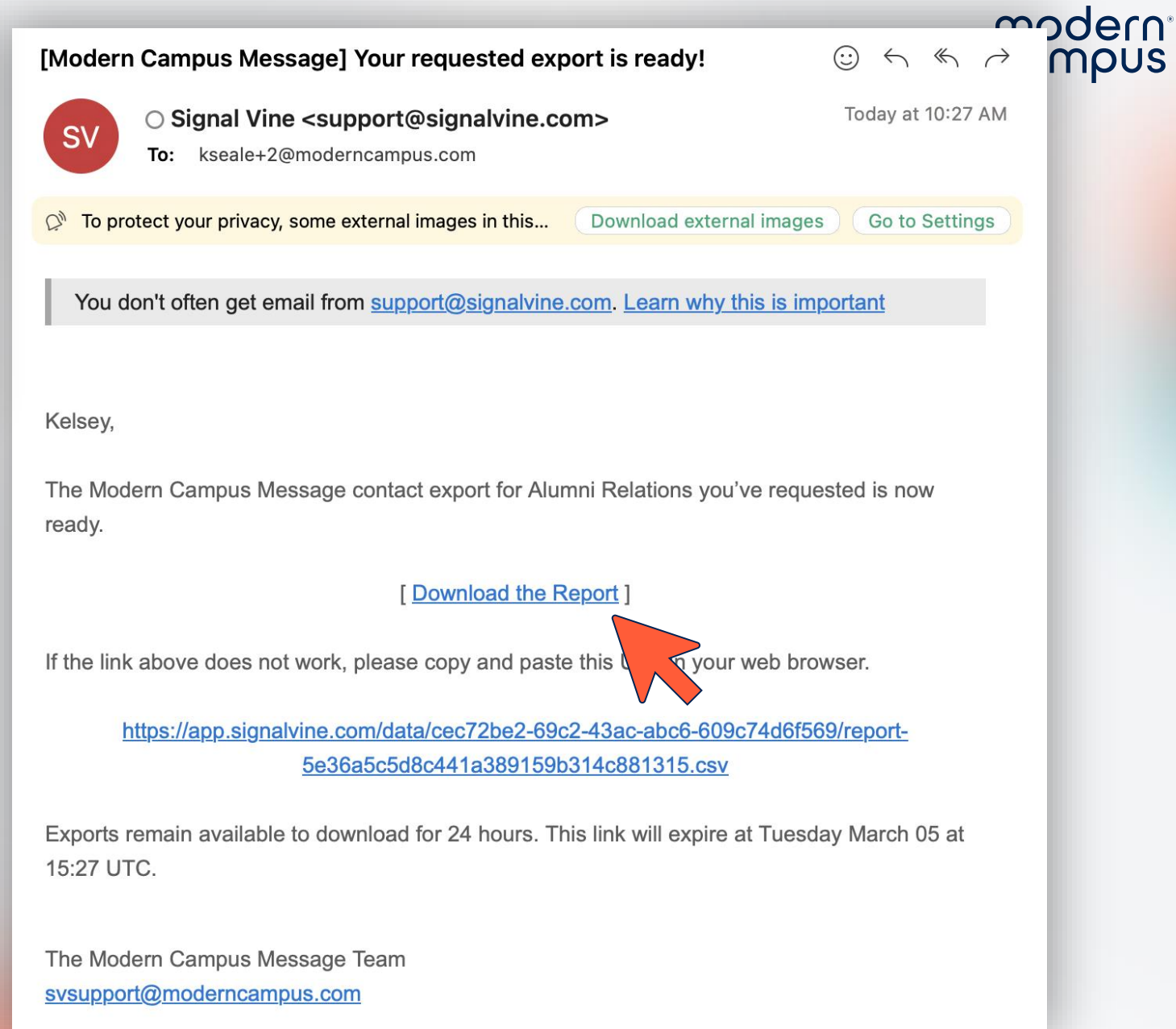
- Exports a .csv file
- Sent to your email
- Limited to every 2 hours
- Could take a few minutes!

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modern campus
message

Messages Contacts Programs Analytics Implementation Alumni ?

PROGRAMS

☒ Alumni Relations

☐ Annual Giving

Message Calendar Settings Add Single Contact **Export Contacts** Manage Fields Import Contacts

Autoresponder Phone Numbers

Export Contacts from Alumni Relations

Export Contact Data

What contact data would you like us to export? Exports will be formatted as CSV file and emailed to address.

☒ All Contacts
The export will contain all profile data for each contact that you have access to view in this program.

☐ Only Unreachable Contacts
The export will contain all profile data for any contact that does not have an SMS-enabled phone number.

[Begin Export](#)

125% View Zoom Add Category Pivot Table

Sheet 1

	D	E	F	G	H	I	J	
1	first_name	last_name	group_list	phone	timezone	current_city	prior_donor	ma
2	Lila	Roberts	2015;Boston	15555551234	US/Eastern	Boston	TRUE	Con
3	Kathryn	Caldwell	2017;NYC	15555551235	US/Eastern	Boston	TRUE	Ant
4	Gretchen	Carlson	2016;Philadelphia	15555551250	US/Eastern	Boston	FALSE	Inte
5	Sandy	Stevens	2006;Baltimore	15555551251	US/Eastern	Boston	FALSE	Hist
6	Pauline	Crawford	2016;Philadelphia	15555551299	US/Eastern	Philadelphia	FALSE	Inte
7	Maria	Vaughn	2017;NYC	15555551249	US/Eastern	Boston	FALSE	Ant
8	Willie	Boyd	2015;Boston	15555551269	US/Eastern	Boston	FALSE	Con
9	Winifred	Lloyd	2016;Philadelphia	15555551285	US/Eastern	Philadelphia	FALSE	Inte
10	Yolanda	Curry	2006;Baltimore	15555551328	US/Eastern	Baltimore	FALSE	Hist
11	Darin	Abbott	2006;Baltimore;test;Group A 23	15555551244	US/Eastern	Boston	FALSE	Bus
12	Tony	Rogers	2006;Baltimore	15555551272	US/Eastern	Baltimore	FALSE	Hist
13	Vincent	Lee	2015;Boston	15555551248	US/Eastern	Boston	FALSE	Con
14	Sylvia	Ford	2006;Baltimore	15555551265	US/Eastern	Baltimore	TRUE	Hist
15	Israel	Perez	2006;Baltimore	15555551314	US/Eastern	Baltimore	FALSE	Hist

[Modern Campus Message] Your requested export is ready!

SV Signal Vine <support@signalvine.com> Today at 10:00 AM

To: kseale+2@moderncampus.com

To protect your privacy, some external images in this email have been hidden. [Download external images](#) [Go to full image](#)

You don't often get email from support@signalvine.com. [Learn why this is important](#)

Kelsey,

The Modern Campus Message contact export for Alumni Relations you've requested is now ready.

[\[Download the Report \]](#)

If the link above does not work, please copy and paste this URL in your web browser.

<https://app.signalvine.com/data/cec72be2-69c2-43ac-abc6-609c74d6f569/report-5e36a5c5d8c441a389159b314c881315.csv>

Exports remain available to download for 24 hours. This link will expire at Tuesday March 15:27 UTC.

The Modern Campus Message Team
svsupport@moderncampus.com

Other Program Tabs

[Messages](#)
[Contacts](#)
[Programs](#)
[Analytics](#)

[Implementation Alumni](#)

PROGRAMS

- ☒ Alumni Relations
- ☐ Annual Giving

[Message Calendar](#)
[Settings](#)
[Add Single Contact](#)
[Export Contacts](#)
[Manage Fields](#)
[Import Contacts](#)
[Autoresponder](#)

[Phone Numbers](#)

Manage Fields for Alumni Relations

Add Custom Field

DISPLAY NAME	TYPE	VARIABLE NAME	HIDDEN	READONLY	EDIT
Campaign	String	campaign	<input type="radio"/>	<input checked="" type="radio"/>	
customer_id	String	customer_id	<input type="radio"/>	<input checked="" type="radio"/>	
Spring 24 Registration	Maybe (Boolean)	sp24_registration_respon...	<input type="radio"/>	<input type="radio"/>	
first_name	String	first_name	<input type="radio"/>	<input type="radio"/>	
last_name	String	last_name	<input type="radio"/>	<input type="radio"/>	
group_list	List	group_list	<input type="radio"/>	<input checked="" type="radio"/>	

Personal Settings

Inbox preference and notification settings

Navigate to Personal Settings

The screenshot displays the Modern Campus Message web application. The interface includes a purple header with navigation links: Messages, Contacts, Programs, Analytics, and Implementation Alumni. A user profile dropdown for Kelsey Counselor is open, showing options for Accounts (Implementation Alumni, Implementation HE), Settings, Terms of Service, Privacy Policy, and Logout. The main content area shows an inbox with a list of messages from Bryan Campbell, Tiffany Smith, Percy Johnson, and Tracy Hoffman. The left sidebar contains filters for Search, Folders (All, Action Needed, No Action Needed, Sent), Flag Type (All, Flagged Only, Unflagged Only), and Programs (All, NONE, Alumni Relations).

SEARCH

Search mess

[advanced search](#)

FOLDERS

- ☒ All (8)
- ☐ Action Needed
- ☐ No Action Needed (8)
- ☐ Sent

FLAG TYPE

- ☒ All
- ☐ Flagged Only
- ☐ Unflagged Only

PROGRAMS [ALL](#) | [NONE](#)

- ☒ Alumni Relations

Inbox

☐ Sort by Newest

Message	Date
<input type="checkbox"/> Bryan Campbell ALUMNI RELATIONS (2006) yes I would	9/16/20
<input type="checkbox"/> Tiffany Smith ALUMNI RELATIONS (2017) I don't think I can	9/16/20
<input type="checkbox"/> Percy Johnson ALUMNI RELATIONS (2006) nah	9/16/20
<input type="checkbox"/> Tracy Hoffman ALUMNI RELATIONS (2017) y	9/16/20

Kelsey Counselor
kseale+4@moderncampus.com

ACCOUNTS

- [Implementation Alumni](#)
- [Implementation HE](#)

[Settings](#)

[Terms of Service](#)

[Privacy Policy](#)


[Logout](#)




Choose a conversation

To load a conversation, please choose one from the list on your left.

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Automatically mark Conversations as “No Action Needed”

 modern campus
message

MessagesContactsProgramsAnalyticsImplementation Alumni

My Preferences

+1(555) 555-5555

Settings

☐ Automatically mark conversations as No Action Needed when I respond
Conversations will move to No Action Needed any time you respond to the conversation

Notifications

☒ Receive desktop notifications
Desktop notifications are sent when you have received messages. In order to change these settings, please review this [help](#) document.

☐ Receive daily notifications via email
Emails are only sent when you have received messages.

☐ Receive daily notifications via SMS
SMSs will be sent from 323-SGL-VINE (323-745-8463) when you have received messages.

Cancel

Save

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Engaging Modern Learners For Life

moderncampus.com

Enable Desktop Notifications

Notification Options

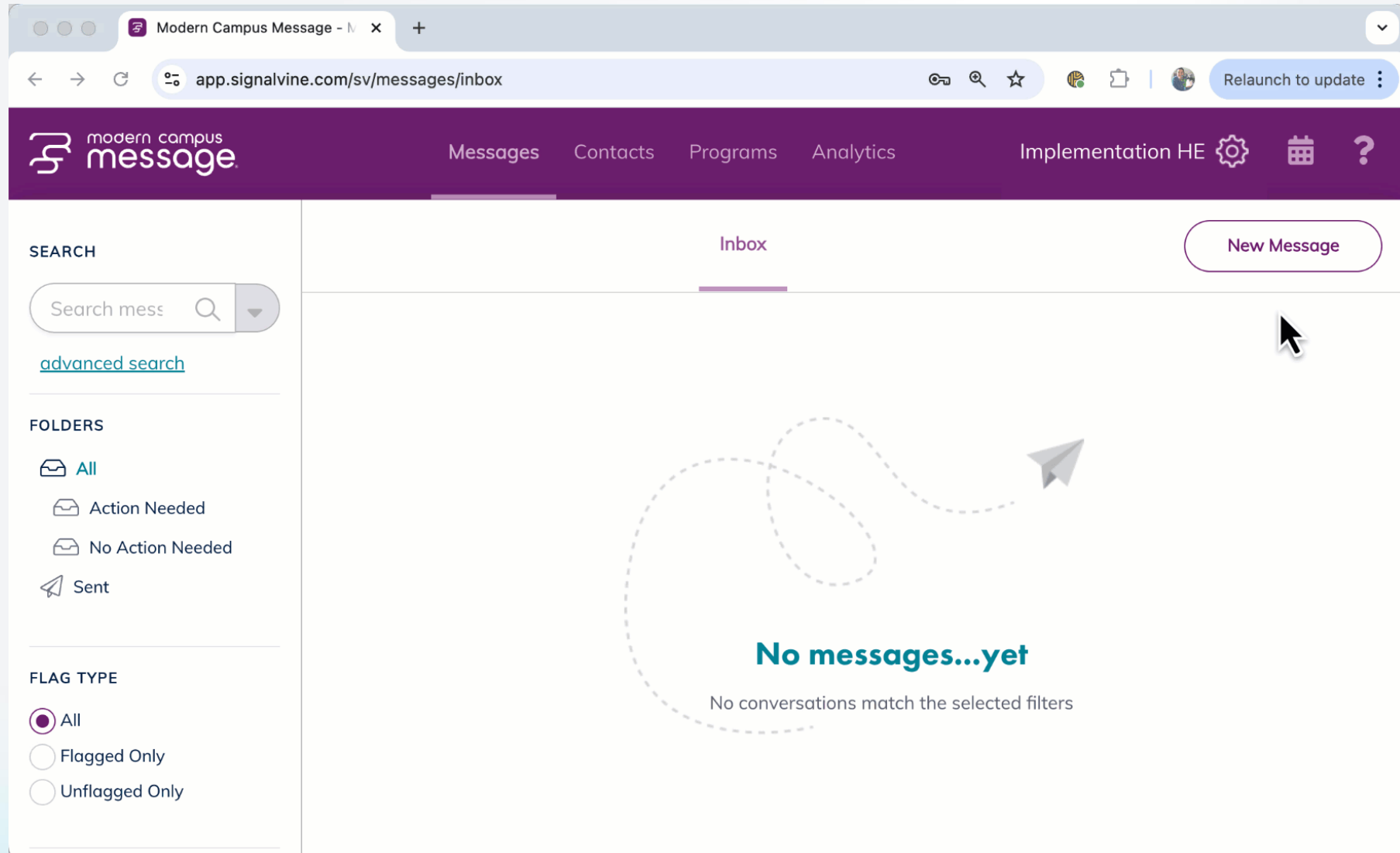
1.Desktop

1. Real time notification of each new text received through Message
2. Pop-up visible regardless of the tab you are currently using
3. **Recommended form of notification for quick response**

2.Email / Text Message:

1. Once a day summary of ALL texts, new and historical, received through Message
2. Choose the notification time and change your preference at any time

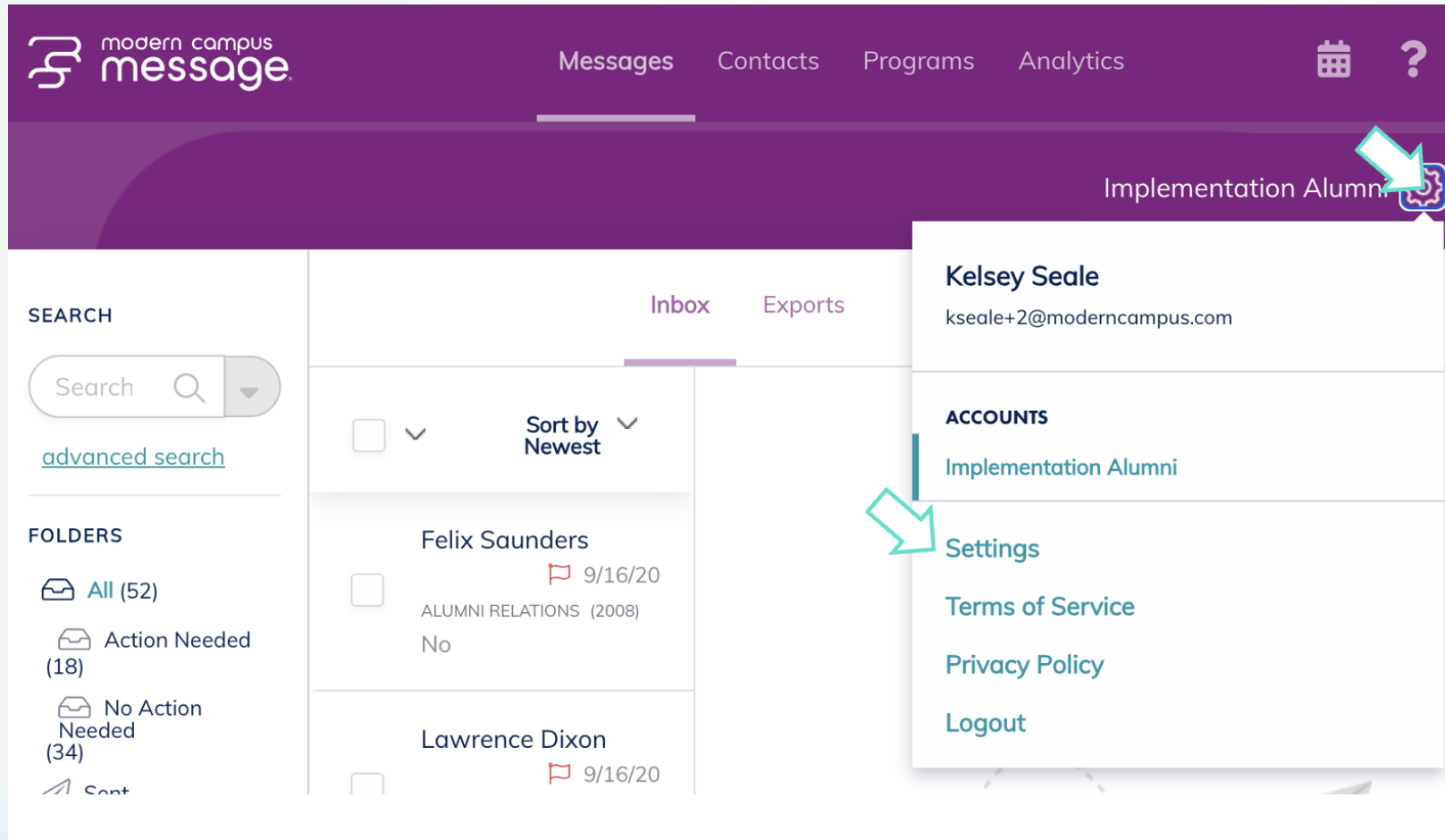
Enable Desktop Notifications .gif



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1. Click the gear icon at the top right of your screen and choose **Settings**.

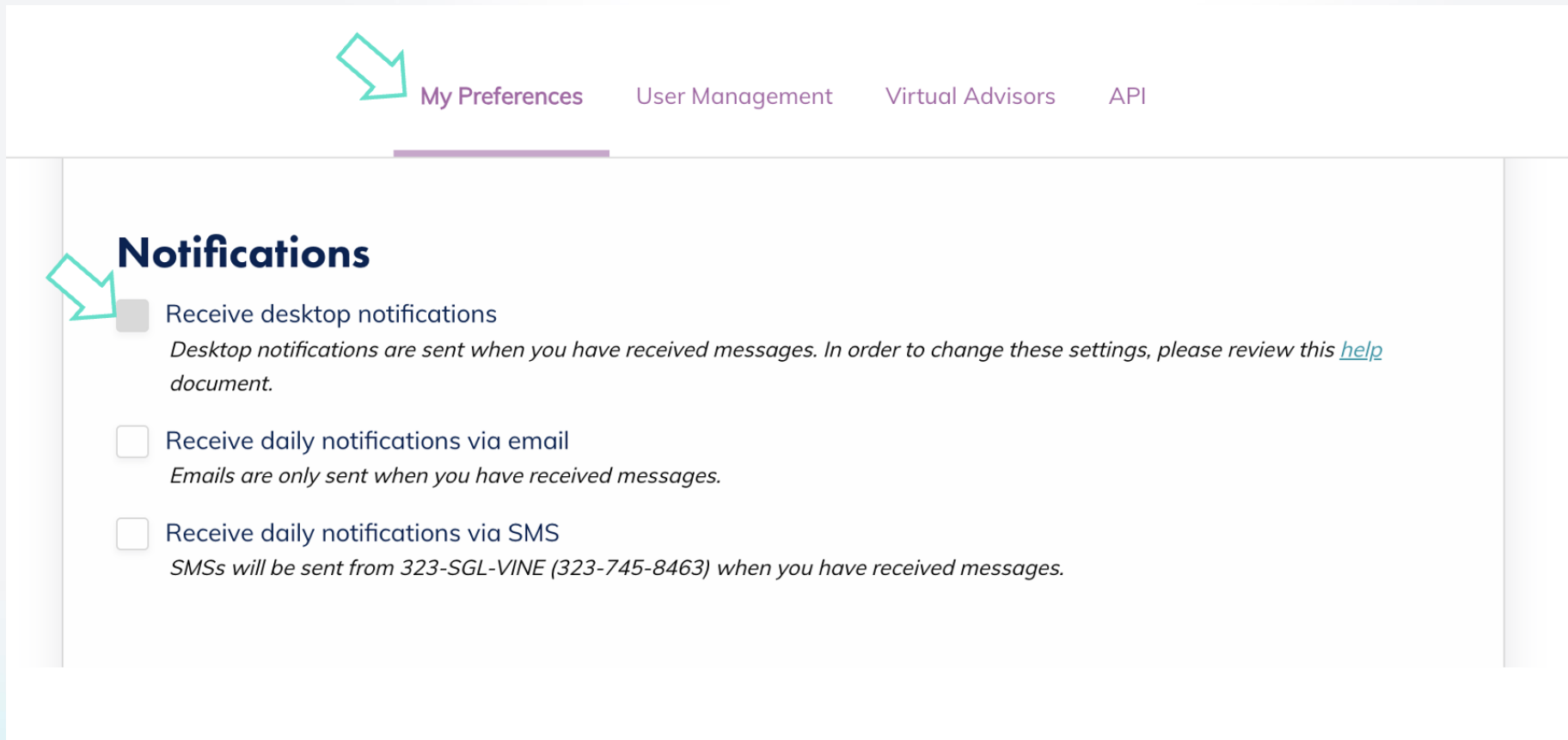
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2. Under the **My Preferences** tab scroll to **Notifications**.

3. Check the box next to **Receive desktop notifications**.

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My Preferences User Management Virtual Advisors API

Notifications

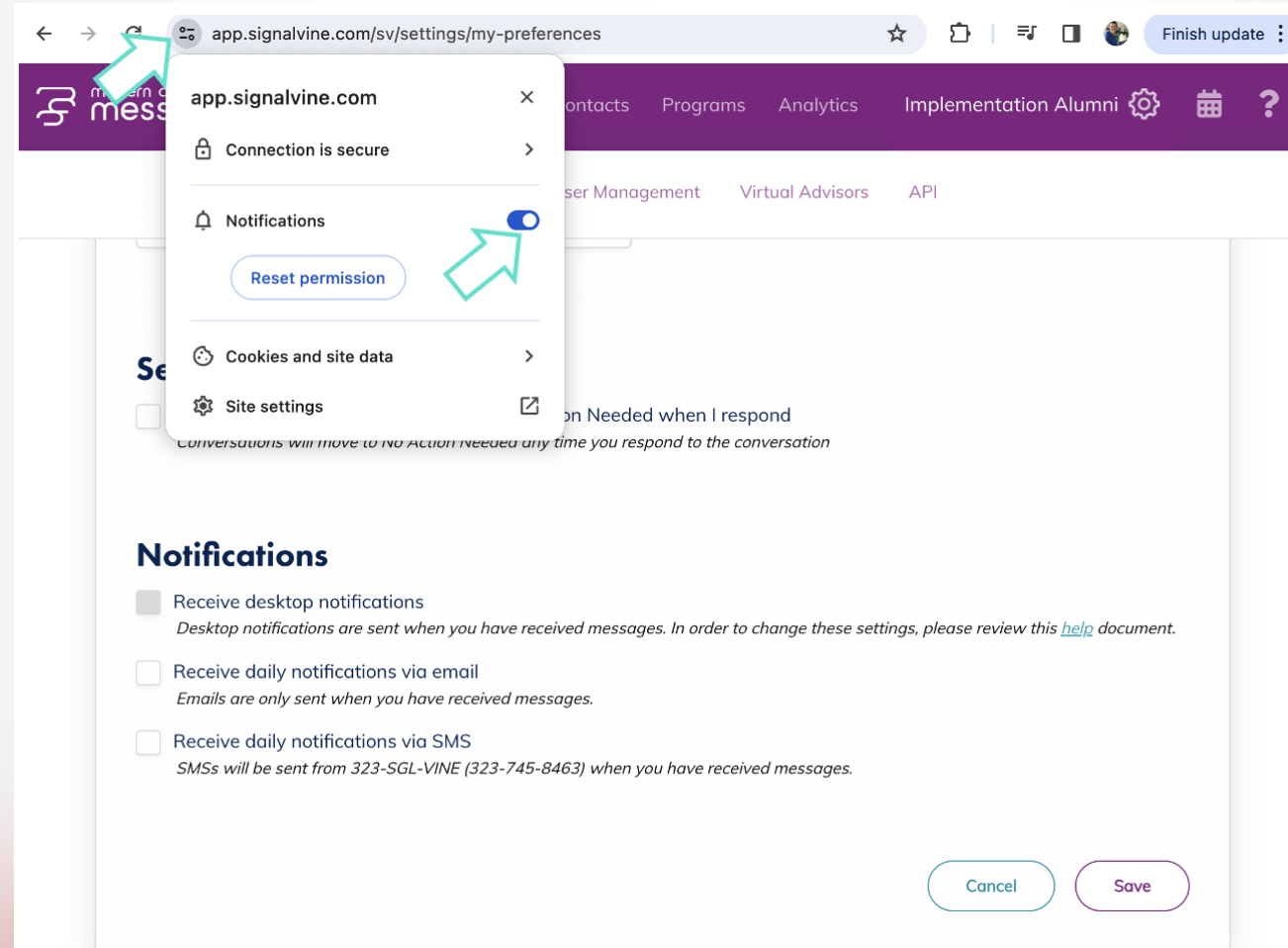
☒ Receive desktop notifications
Desktop notifications are sent when you have received messages. In order to change these settings, please review this [help](#) document.

☐ Receive daily notifications via email
Emails are only sent when you have received messages.

☐ Receive daily notifications via SMS
SMSs will be sent from 323-SGL-VINE (323-745-8463) when you have received messages.

3. If that box is greyed out, click the symbol to the left of your URL. This could look like two circles and two lines or a lock symbol.

4. Toggle on to allow notifications.



5. Click out of the menu and hit **Save** at the bottom right of your screen.

Notifications



☒ Receive desktop notifications

Desktop notifications are sent when you have received messages. In order to change these settings, please review this [help](#) document.



☐ Receive daily notifications via email

Emails are only sent when you have received messages.



☐ Receive daily notifications via SMS

SMSs will be sent from 323-SGL-VINE (323-745-8463) when you have received messages.


Cancel

Save



Knowledge Base and Community Forum

Knowledge Base


 modern campus
message


Messages


Contacts

Programs

Analytics

Implementation Alumni 





My Preferences

User Management

Virtual Advisors

API

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Submit a Help Ticket!


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signal vine


SUBMIT A REQUESTSIGN IN

How can we help?

Q Search →


FEATURED ARTICLES


PRODUCT IDEAS


COMMUNITY FORUMS

Resource Center

What will you put into practice after this webinar?

Answer in the poll!

Q&A

Please put your questions in the Q&A box.
I'll get to as many as possible and follow up via
email if more research is needed!

Thank You

See you next month!