



# modern<sup>®</sup> 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 - Admin

This account admin webinars will go into additional detail on program settings, data file imports, and program messages. Geared toward Account and Program Admin. Counselor level users will learn about messaging and personal settings.

Kelsey Seale

# Message 101

Learn about the platform and what you can do!

Kelsey Seale

# Post-Webinar Survey

- 2 minutes!
- We love knowing what you like or would like improved!
- Really helps me (Kelsey) out when presenting to my bosses 😊
- I'll provide a link at the end or you will get an email tomorrow!!!

\* 3. Overall, were you satisfied with your training?

☐ Yes

☐ No

\* 4. On the following scale, how **helpful** and **informative** was the training webinar?

1 - Not Helpful

2

3 - Neutral

4

5 - Helpful

☐

☐

☐

☐

☐

Additional comments to reflect your score.

5. Additional feedback? We value your feedback and use it to improve the quality of our training webinars over time.

6. Don't see a session that sparks your interest? Leave us a comment with a topic that we can build a session around in the future!

# Agenda

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





# Message 101

modern campus message
Messages   Contacts   Programs   Analytics   Implementation HE

Search messages

[advanced search](#)

---

Active Conversations 3

Unread 2

Starred 26

No Action Needed

Sent

---

**PROGRAMS**    [ALL](#) | [NONE](#)

- ☒ Admissions
- ☒ Advising
- ☒ Financial Aid
- ☒ Registrar

Sort by Newest

<input type="checkbox"/>	<b>Celia Gardner</b> ★ 2/10/21 <small>REGISTRAR</small> Yes, when is my registration slot?
<input type="checkbox"/>	<b>Amaris Cardenas</b> ● 2/10/21 <small>REGISTRAR</small> nah I'm good
<input type="checkbox"/>	<b>Keon Davenport</b> 2/10/21 <small>REGISTRAR</small> when does registration open?
<input type="checkbox"/>	<b>Seamus Ramos</b> ★ 2/10/21 <small>REGISTRAR</small> I'm good thank you for checking in.
<input type="checkbox"/>	<b>Cohen Ho</b> 2/10/21 <small>REGISTRAR</small> yes

Inbox   Exports
New Message

CG

[Celia Gardner](#)  
 Registrar  
Celia Gardner · 2/10/21 | 10:34 PM

Celia, it's almost time to register for the Spring semester! Check your student portal to see your time slot and registration steps. Do you have any registration questions?

Registrar · 2/10/21 | 11:24 AM

Hi Celia, I just wanted to check in and see how your semester is going so far!

Cutler Reynolds · 2/10/21 | 03:28 PM

CG

Yes, when is my registration slot?

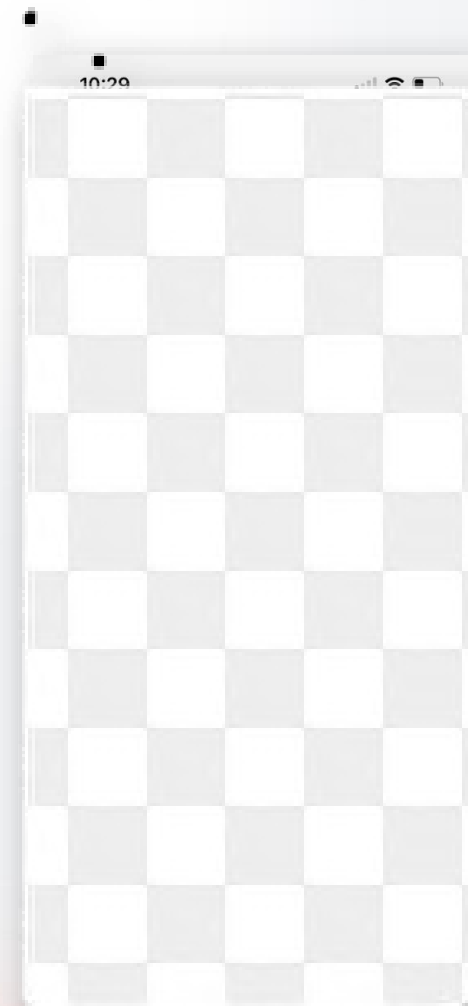
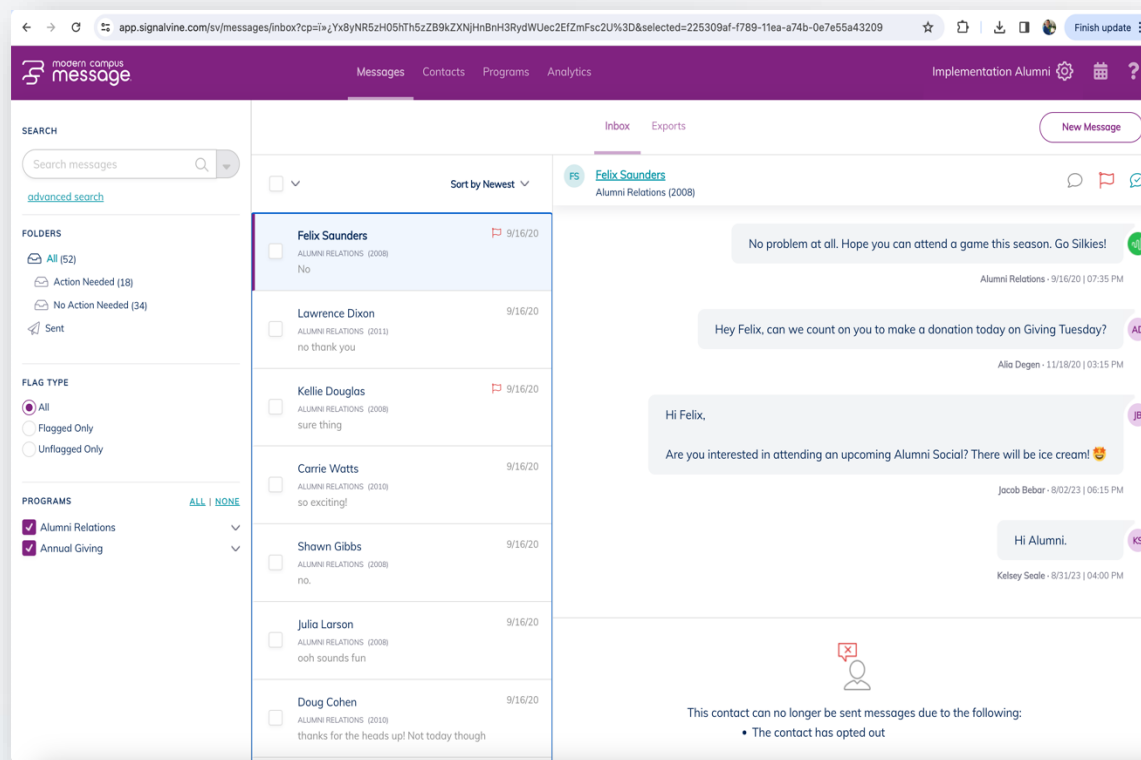
Celia Gardner · 2/10/21 | 04:29 PM

Enter your message...
0/1600

Send

# Web App

## Search “Modern Campus Message”



# Your Role in Message

## Account Admin

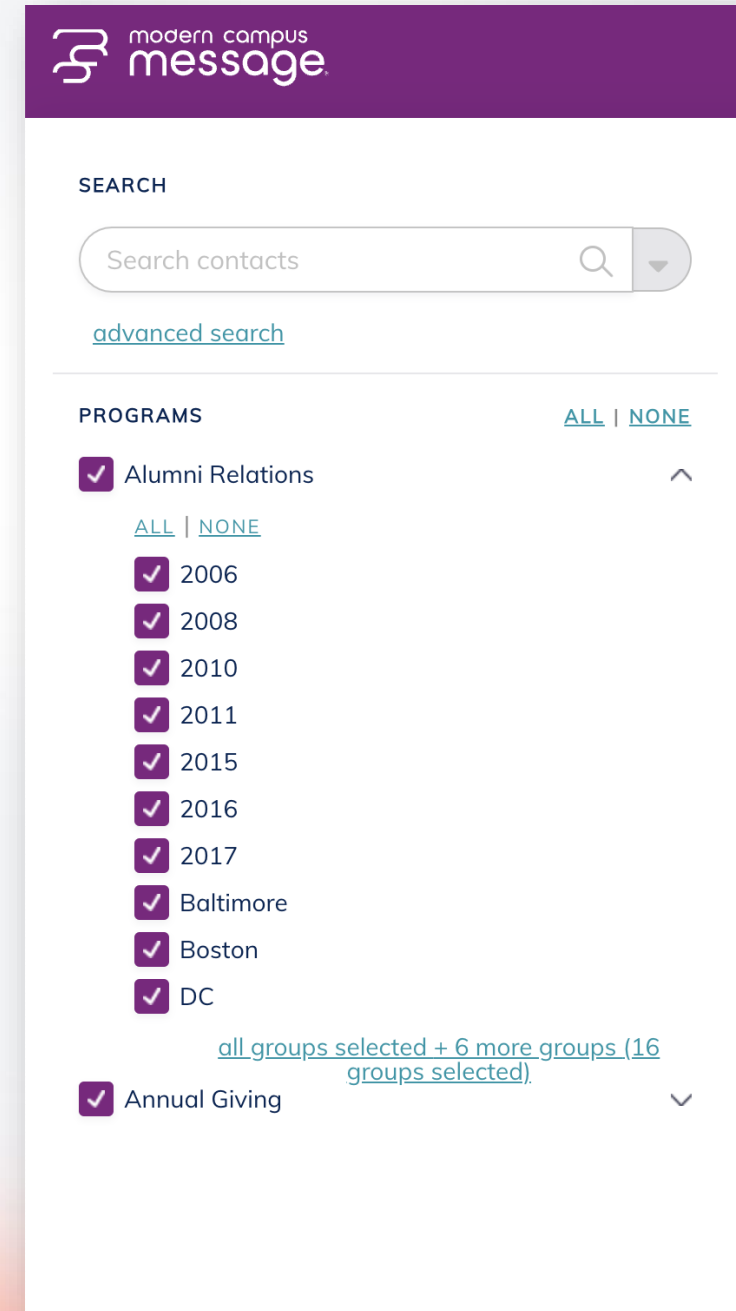
- All student access
- Invite users
- Update settings
- Import data

## 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





# Message Maintenance

# Message Inbox

modern campus message
Messages   Contacts   Programs   Analytics   Implementation HE

[advanced search](#)

- Active Conversations (3)
- Unread (2)
- Starred (26)
- No Action Needed
- Sent

---

**PROGRAMS**   [ALL](#) | [NONE](#)

- ☒ Admissions ▼
- ☒ Advising ▼
- ☒ Financial Aid ▼
- ☒ Registrar ▼

☐ ▼

Sort by Newest ▼

<input type="checkbox"/>	<b>Celia Gardner</b> ★ 2/10/21 REGISTRAR Yes, when is my registration slot?
<input type="checkbox"/>	<b>Amaris Cardenas</b> • 2/10/21 REGISTRAR nah I'm good
<input type="checkbox"/>	<b>Keon Davenport</b> 2/10/21 REGISTRAR when does registration open?
<input type="checkbox"/>	<b>Seamus Ramos</b> ★ 2/10/21 REGISTRAR I'm good thank you for checking in.
<input type="checkbox"/>	<b>Cohen Ho</b> 2/10/21 REGISTRAR yes

Inbox   Exports
New Message

**Celia Gardner**  
 Registrar  
Celia Gardner · 2/03/21 | 04:34 PM

Celia, it's almost time to register for the Spring semester! Check your student portal to see your time slot and registration steps. Do you have any registration questions?

Registrar · 2/10/21 | 11:24 AM

Hi Celia, I just wanted to check in and see how your semester is going so far!

Cutler Reynolds · 2/10/21 | 03:28 PM

Yes, when is my registration slot?

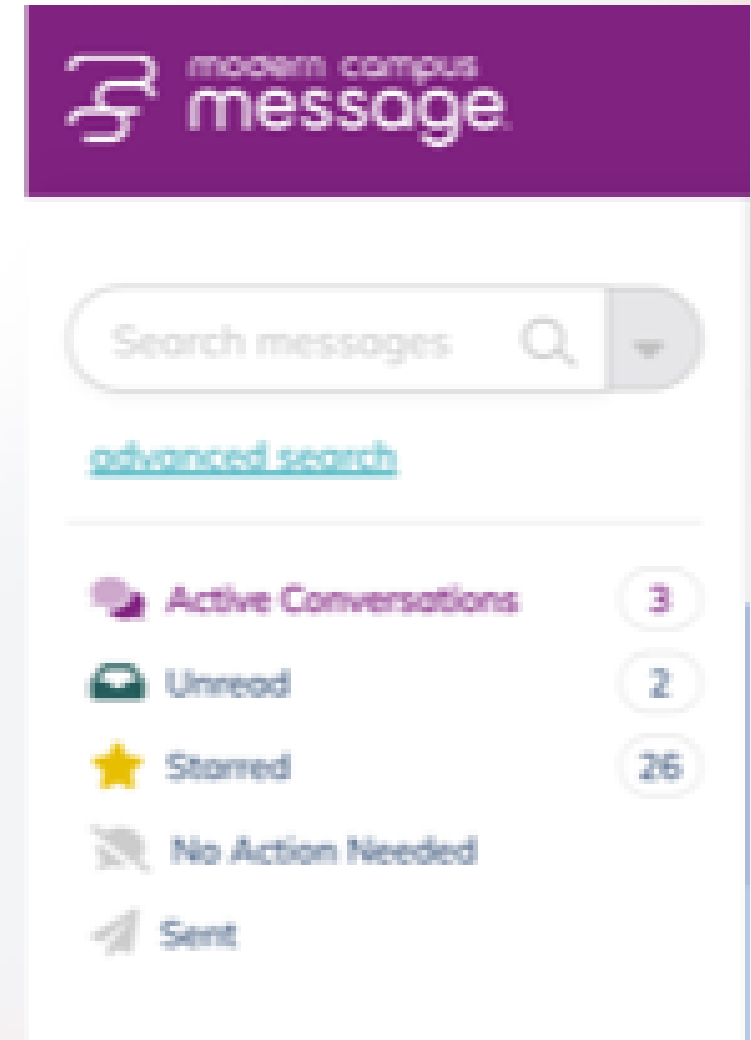
Celia Gardner · 2/10/21 | 04:29 PM

0/1600

Send

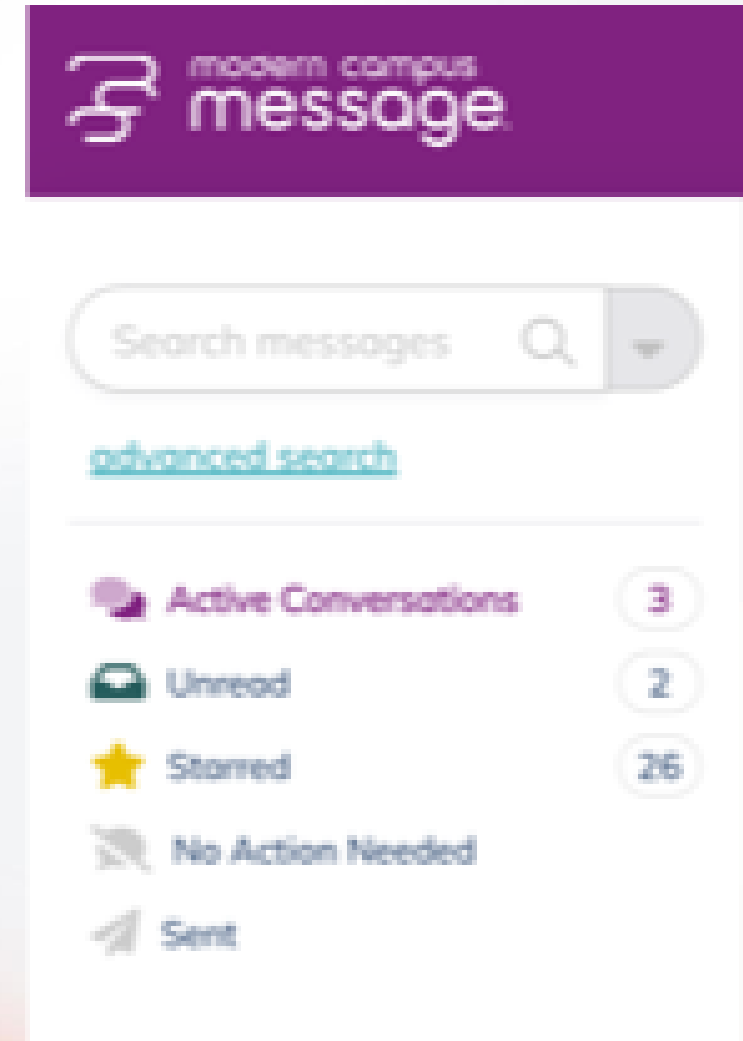
# Message Type Filters

- **Active Conversations:** There's been no automated response.
- **Unread:** Active and not yet read.
- **Starred:** Star a conversation to draw further attention.
- **No Action Needed:** Automation has responded on your behalf.
- **Sent:** All previously sent messages.



# Inbox management

- Focus on **Active Conversations**
  - Messages that (likely) require your attention
- Be proactive with your inbox management!




# Message Actions / Organization

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The screenshot displays the Modern Campus messaging interface. At the top, there are tabs for 'Inbox' and 'Exports', and a 'New Message' button. The left sidebar shows a list of messages with a '1 selected' indicator and an 'Actions' button. An 'Actions' menu is open, showing options: 'Mark as read', 'Mark as unread', 'Mark as "No Action Needed"', 'Mark as "Active"', 'Starred', and 'Not Starred'. The main view shows a message from Celia Gardner, Registrar, dated 2/03/21 at 04:34 PM. The message content is: 'Celia, it's almost time to register for the Spring semester! Check your student portal to see your time slot and registration steps. Do you have any registration questions?'. Below this, there is a response from the Registrar dated 2/10/21 at 11:24 AM. At the bottom, there is another message from Cutler Reynolds dated 2/10/21 at 03:28 PM.

# Contacts Tab



MessagesContactsProgramsAnalytics

Implementation Alumni⚙️📅?

SEARCH

🔍

[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



# Texting 101

# Messages Tab

The Messages Tab interface displays a list of messages on the left and a detailed view of a message on the right. The message list includes the following entries:

Message	Date
Celia Gardner (Starred)	2/10/21
Amaris Cardenas	2/10/21
Keon Davenport	2/10/21
Seamus Ramos (Starred)	2/10/21
Cohen Ho	2/10/21
Angie Ryan	2/10/21

The detailed view shows a message from Celia Gardner, Registrar, dated 2/10/21. The message content is:

Robert Omelchenko · 6/15/21 | 03:14 PM

Hi Celia, I hope you're doing well this semester!

Chris Hyman · 12/15/21 | 12:14 PM

Hi Celia, happy Thursday! Are you able to attend our meeting later?

Cutler Reynolds · 6/23/22 | 03:23 PM

Hi Celia, hope you had a great weekend! Are you still able to meet today?

Cutler Reynolds · 7/11/22 | 07:08 PM

Hi Celia, happy Tuesday! Are you still able to meet this afternoon?

Cutler Reynolds · 7/19/22 | 06:10 PM

Enter your message... 0/1600 [Send]

# Contacts Tab

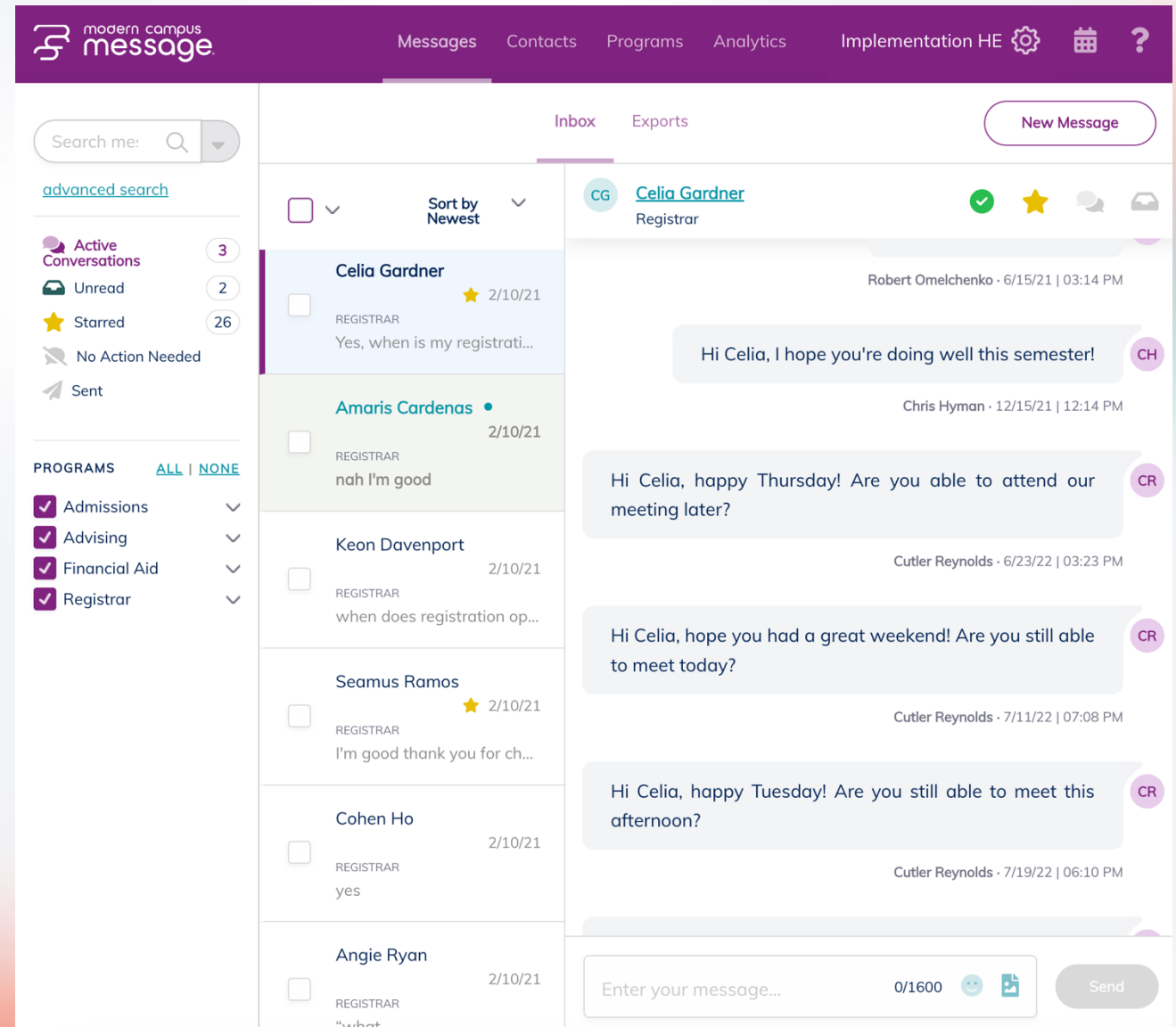
The Contacts Tab interface displays a list of contacts on the right and a search bar on the left. The contact list includes the following columns:

ACTIVE	LAST NAME	FIRST NAME	LAST OUTBOUND	LAST INBOUND
●	Acosta-Smith	Nora	Jan 20, 2023, 10:01:28...	never
●	Acosta	Nora	Feb 9, 2022, 9:40:24 A...	never
●	Acosta	Nora	Oct 26, 2023, 12:56:28...	never
●	Adams	Deborah	Jan 17, 2025, 3:00:19 ...	never
●	Alexander	Benjamin	Jan 17, 2025, 2:00:23 ...	never
●	Allen	Kevin	Jan 17, 2025, 2:00:17 ...	never
●	Allen	Jason	Jan 17, 2025, 2:00:36 ...	never
●	Anderson	Julie	Aug 20, 2020, 3:29:18 ...	never
●	Andrews	Donald	Jan 20, 2023, 10:01:28...	never
●	Andrews	Donald	Apr 7, 2021, 11:22:04 ...	never
●	Andrews	Donald	Dec 7, 2022, 11:30:01 ...	never
●	Armstrong	Christopher	Jan 29, 2025, 1:00:44 ...	never

# One to one messaging

- Select a contact
- Use the right panel to chat
- Include links, emojis, images
- Use Messages OR Contacts tab

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# Bulk Messaging

Sending texts to more than one contact

1. Advanced Search
2. Copy and Paste
3. Program Messages

# Messages Tab

modern campus message

Messages Contacts Programs Analytics Implementation HE ?

Search me:

[advanced search](#)

Active Conversations 3

Unread 2

Starred 26

No Action Needed

Sent

PROGRAMS ALL | NONE

☒ Admissions

☒ Advising

☒ Financial Aid

☒ Registrar

Inbox Exports New Message

Sort by Newest

CG Celia Gardner Registrar

Robert Omelchenko · 6/15/21 | 03:14 PM

Hi Celia, I hope you're doing well this semester!

CH

Chris Hyman · 12/15/21 | 12:14 PM

Hi Celia, happy Thursday! Are you able to attend our meeting later?

CR

Cutler Reynolds · 6/23/22 | 03:23 PM

Hi Celia, hope you had a great weekend! Are you still able to meet today?

CR

Cutler Reynolds · 7/11/22 | 07:08 PM

Hi Celia, happy Tuesday! Are you still able to meet this afternoon?

CR

Cutler Reynolds · 7/19/22 | 06:10 PM

Enter your message... 0/1600

Celia Gardner 2/10/21

REGISTRAR

Yes, when is my registrati...

Amaris Cardenas 2/10/21

REGISTRAR

nah I'm good

Keon Davenport 2/10/21

REGISTRAR

when does registration op...

Seamus Ramos 2/10/21

REGISTRAR

I'm good thank you for ch...

Cohen Ho 2/10/21

REGISTRAR

yes

Angie Ryan 2/10/21

REGISTRAR

"what

# Contacts Tab

modern campus message

Messages Contacts Programs Analytics Implementation HE ?

SEARCH

Search contc

[advanced search](#)

PROGRAMS ALL | NONE

☒ Admissions

☒ Advising

☒ Financial Aid

☒ Registrar

More Actions New Message

Contacts (418)

Actions < >

ACTIVE	LAST NAME	FIRST NAME	LAST OUTBOUND	LAST INBOUND
<input checked="" type="checkbox"/>	Acosta-Smith	Nora	Jan 20, 2023, 10:01:28...	never
<input checked="" type="checkbox"/>	Acosta	Nora	Feb 9, 2022, 9:40:24 A...	never
<input checked="" type="checkbox"/>	Acosta	Nora	Oct 26, 2023, 12:56:28...	never
<input checked="" type="checkbox"/>	Adams	Deborah	Jan 17, 2025, 3:00:19 ...	never
<input checked="" type="checkbox"/>	Alexander	Benjamin	Jan 17, 2025, 2:00:23 ...	never
<input checked="" type="checkbox"/>	Allen	Kevin	Jan 17, 2025, 2:00:17 ...	never
<input checked="" type="checkbox"/>	Allen	Jason	Jan 17, 2025, 2:00:36 ...	never
<input type="checkbox"/>	Anderson	Julie	Aug 20, 2020, 3:29:18 ...	never
<input checked="" type="checkbox"/>	Andrews	Donald	Jan 20, 2023, 10:01:28...	never
<input checked="" type="checkbox"/>	Andrews	Donald	Apr 7, 2021, 11:22:04 ...	never
<input type="checkbox"/>	Andrews	Donald	Dec 7, 2022, 11:30:01 ...	never
<input checked="" type="checkbox"/>	Armstrong	Christopher	Jan 29, 2025, 1:00:44 ...	never

# Contacts Tab

Messages
Contacts
Programs
Analytics
Implementation HE

SEARCH

[advanced search](#)

PROGRAMS

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

☒ Admissions
☒ Advising
☒ Financial Aid
☒ Registrar

More Actions

New Message

Contacts (418)

Actions

ACTIVE	LAST NAME	FIRST NAME	LAST OUTBOUND	LAST INBOUND
	Acosta-Smith	Nora	Jan 20, 2023, 10:01:28...	never
	Acosta	Nora	Feb 9, 2022, 9:40:24 A...	never
	Acosta	Nora	Oct 26, 2023, 12:56:28...	never
	Adams	Deborah	Jan 17, 2025, 3:00:19 ...	never
	Alexander	Benjamin	Jan 17, 2025, 2:00:23 ...	never

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Messages Tab

Contacts
Programs
Analytics
Implementation HE

Inbox

Exports

New Message

Celia Gardner
Registrar

Robert Omelchenko - 6/15/21 | 03:14 PM

Hi Celia, I hope you're doing well this semester!

Chris Hyman - 12/15/21 | 12:14 PM

Hi Celia, happy Thursday! Are you able to attend our meeting later?



# Program or Group Wide

- Hit “New Message”
- Specify program and contacts
- Personalize Message
- Send now or schedule for the future

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The screenshot shows the 'New Message' modal in the Modern Campus application. At the top, there's a navigation bar with 'Messages', 'Contacts', 'Programs', 'Analytics', and 'Implement'. The modal title is 'New Message' with a close button (X). Below the title, the 'Send from:' field is set to 'Alumni Relations'. The 'Send to:' field shows two selected contacts: '2006 (Alumni Relations)' and '2008 (Alumni Relations)', with a prompt to 'Select a contact name or group related to (Alumni Relations)...'. The 'Message:' field contains the text 'Hey {first\_name} ! 😊'. To the right of the message field, the 'Delivery date/time' is set to '02/21/24 @ 2:22 PM'. At the bottom right of the message field, there's a character count '18/1600' and icons for emojis, attachments, and images. Below the message field, a warning states: '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](#).' At the bottom, the 'Delivery Date:' section has two radio buttons: 'Now' (selected) and 'Future Date'. A 'Next' button is located at the bottom right.

# Advanced Search

- Narrow down contacts
- Use niche criteria

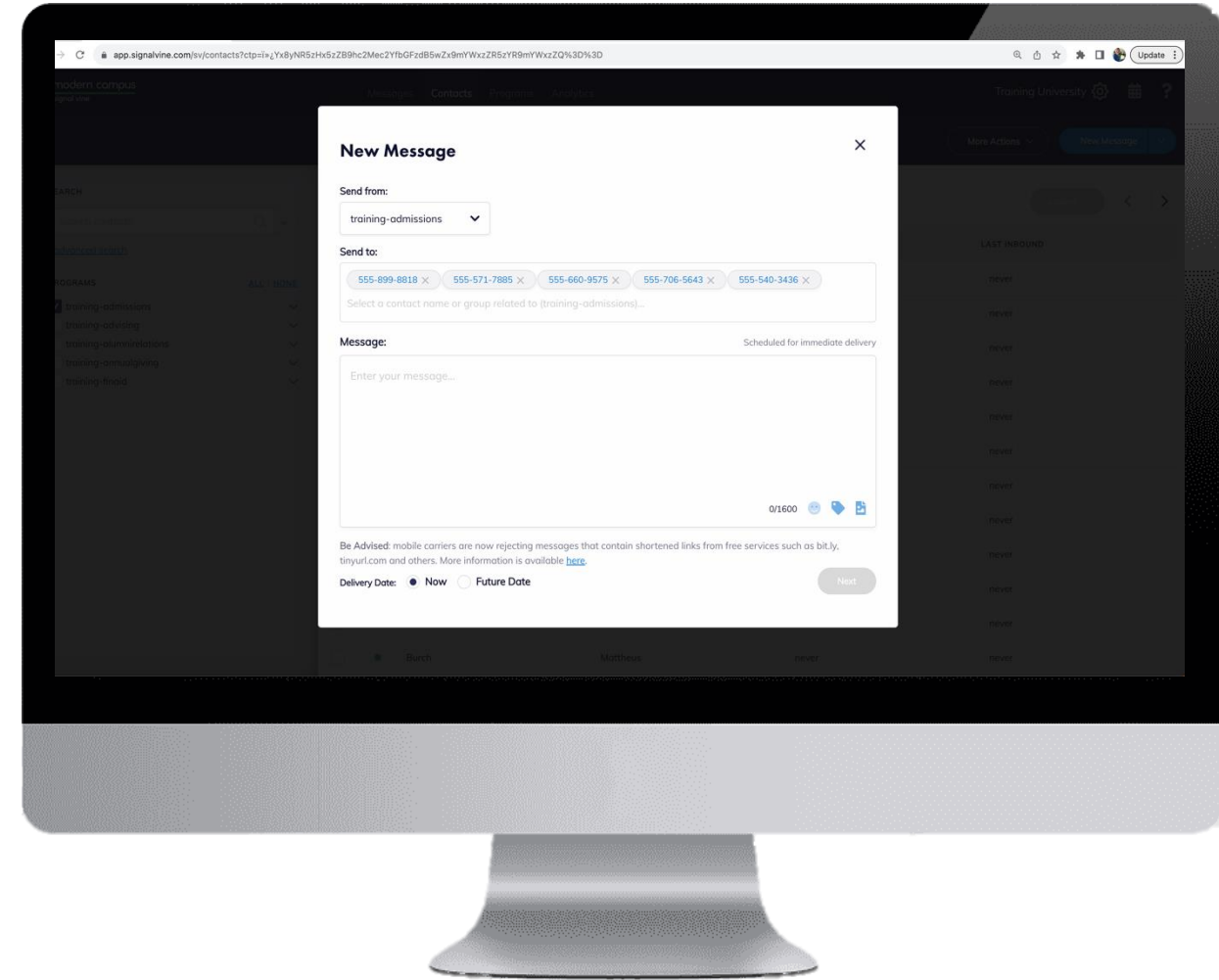
22

The screenshot displays the Modern Campus Message web application. The top navigation bar is purple with the 'modern campus message' logo and tabs for 'Messages', 'Contacts', and 'Programs'. The 'Messages' tab is active. On the left sidebar, under the 'SEARCH' section, there is a search input field with the placeholder 'Search message' and a magnifying glass icon. Below this, the link 'advanced search' is highlighted with a red rectangular box. Under the 'FOLDERS' section, there are two folder icons: 'All (25)' and 'Action Needed (17)'. The main content area on the right shows an 'Inbox' header. Below it, there is a summary bar indicating '1 selected' with a checkmark icon and an 'Actions' button. The first message in the list is from 'Percy Johnson' dated '9/16/20', with the subject 'ANNUAL GIVING (2006)' and the body text 'nope'. A contact icon with the initials 'JG' is visible on the far right.

# Copy and Paste a List

- You already have a list of phone numbers or IDs
- You want to send a one-time message
- You don't need to save any response data

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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
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## 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,



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

Helvetica N... 16 A<sup>+</sup> A<sup>-</sup> 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...

# 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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# Automated Response

- Creates a conversation
- Collect data

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Yeah...

Hey Isobel! Are you still interested in applying to Cricket University? Reply yes or no.

Great! Here are some resources to get started!  
[www.cu.edu/apply](http://www.cu.edu/apply)

# 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" "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?

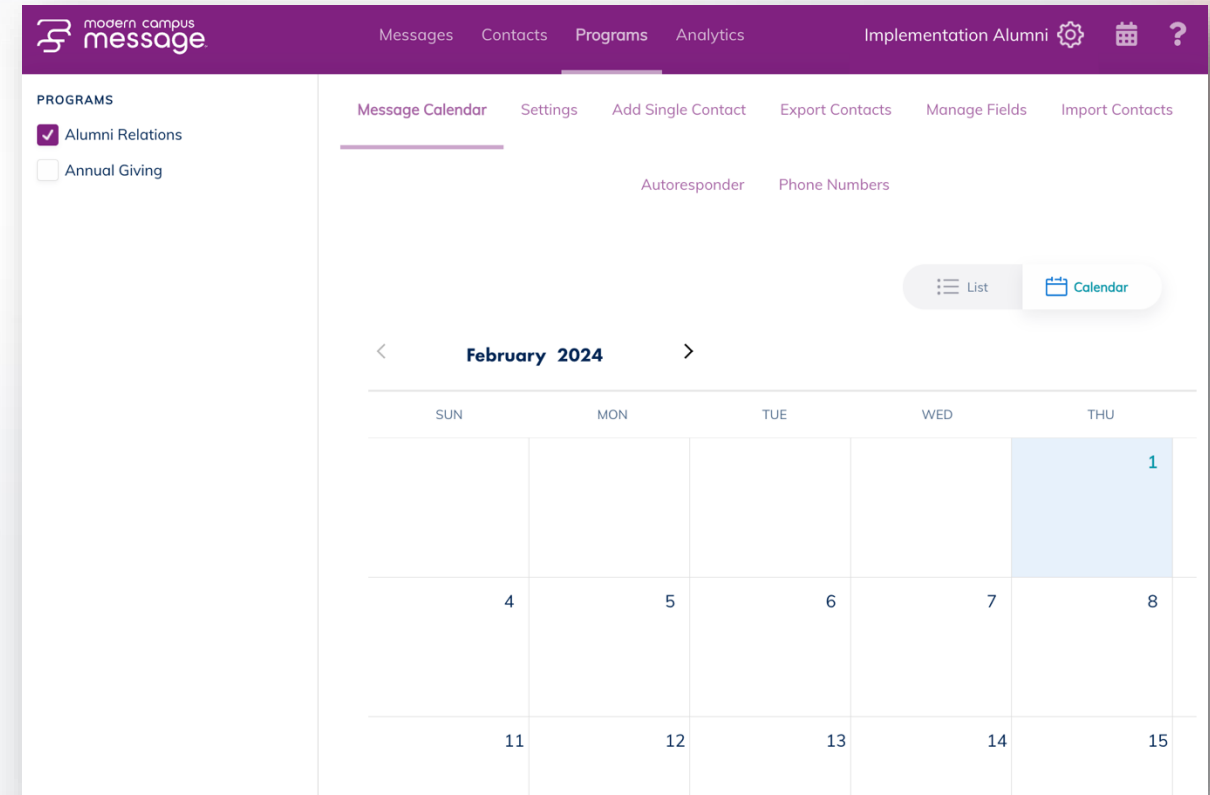
# Programs Tab



# 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

- Select the right program!
- MMS access
- Group view
- Counselor Access

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The screenshot shows the 'Program Settings' interface for 'Alumni Relations' in the Modern Campus message system. The interface is divided into a left sidebar and a main content area.

**Left Sidebar:**

- PROGRAMS**
  - ☒ Alumni Relations
  - ☐ Annual Giving

**Main Content Area:**

- Navigation:** Messages, Contacts, **Programs**, Analytics, Implementation Alumni, Settings, Calendar, ?
- Sub-navigation:** Message Calendar, **Settings**, Add Single Contact, Export Contacts, Manage Fields, Import Contacts, Autoresponder, Phone Numbers
- Settings for Alumni Relations**
  - Program ID: 42431cdd-8dcc-40c3-ad5f-769d0e46a3a5
  - Internal name: Alumni-Relations-CS20
  - Display name \*: Alumni Relations
- Program settings**
  - Timezone for program reports: UTC
  - ☒ Allow this program to accept MMS messages from contacts
  - ☒ Automatically mark conversations read when they are moved to No Action Needed
  - ☒ Show first group list entry when viewing conversations
- Counselor settings**
  - ☐ Allow counselors to add a single contact
  - ☐ Allow counselors to delete individual program messages for a contact
  - ☐ Prevent counselors from viewing personally identifiable information (PII) by hiding the last\_name and the last four digits of the phone field.
  - ☐ Prevent counselors from activating contacts
  - ☒ Allow counselors to send images
- Buttons:** Cancel, Save

# 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-header 'Add Contact to Alumni Relations' and a 'Details' section. The 'Details' section contains fields for 'Customer ID', 'First Name\*' (with a red asterisk), 'Last Name\*' (with a red asterisk), 'Phone Number\*' (with a red asterisk), and 'Timezone'. The 'First Name' field contains 'Name', 'Last Name' contains 'Unknown', and 'Phone Number' contains '+1'. The 'Timezone' dropdown is set to 'US/Eastern'. Below the 'Details' section is a 'Groups\*' section (with a red asterisk) containing a 'New Participants X' button and a text input field with the placeholder 'Enter the groups the contact should belong to...'. A red arrow points to the 'Add Single Contact' link in the top navigation bar.

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

### Add Contact to Alumni Relations

**Details**

Customer ID

First Name\* Last Name\*

Name Unknown

Phone Number\* Timezone

+1 US/Eastern

**Groups\***

New Participants X

Enter the groups the contact should belong to...

# 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

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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

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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The screenshot shows the Modern Campus Message interface. The top navigation bar includes links for Messages, Contacts, Programs, Analytics, Implementation Alumni, and a settings icon. The left sidebar shows the 'PROGRAMS' section with 'Alumni Relations' selected. The main content area is titled 'Export Contacts from Alumni Relations' and includes a sub-section 'Export Contact Data'. Below this, there is a text explanation: 'What contact data would you like us to export? Exports will be formatted as CSV file and emailed to your account email address.' Two radio button options are presented: 'All Contacts' (selected) and 'Only Unreachable Contacts'. A red arrow points to the 'Begin Export' button.

modern campus message

Messages Contacts Programs Analytics Implementation Alumni

PROGRAMS

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

Autoresponder Phone Numbers

## Export Contacts from Alumni Relations

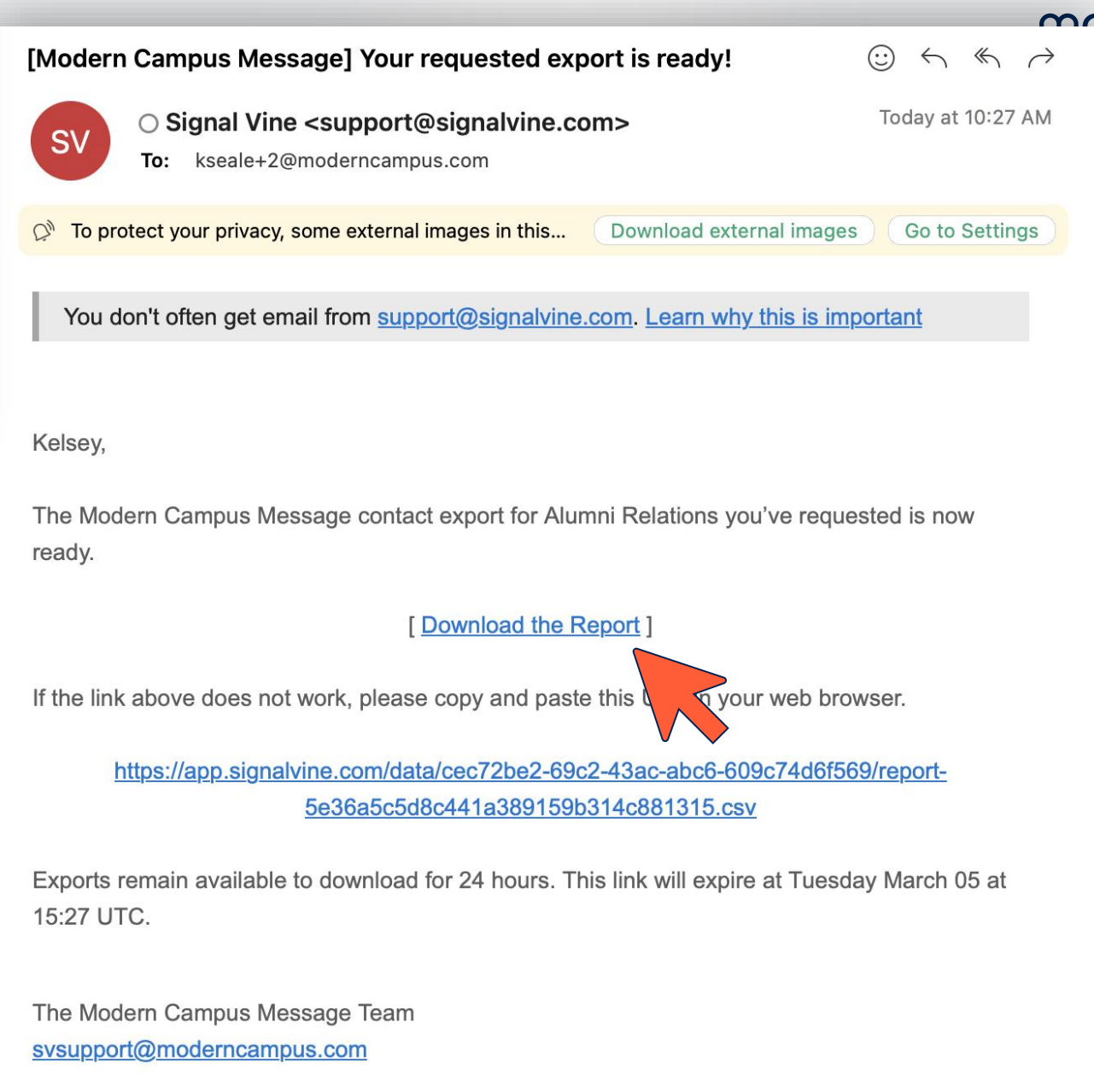
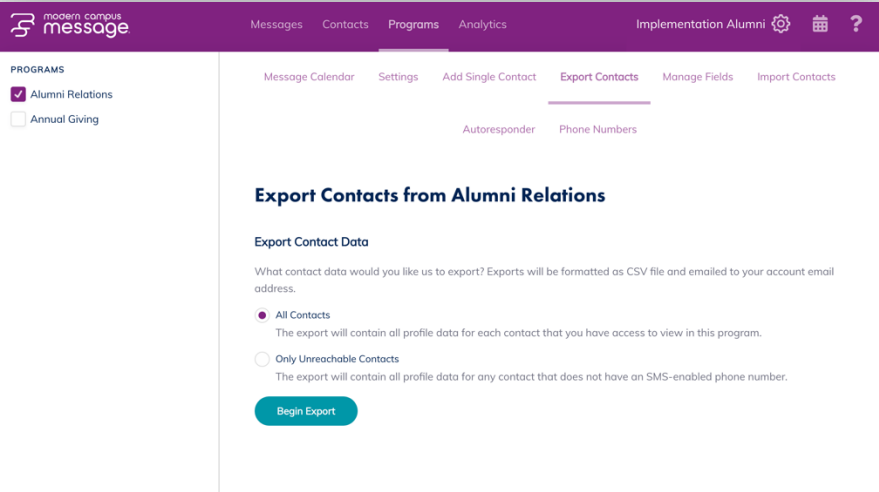
### Export Contact Data

What contact data would you like us to export? Exports will be formatted as CSV file and emailed to your account email 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





modern campus  
message

Messages Contacts Programs Analytics Implementation Alumni ?

PROGRAMS

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

Autoreponder 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](mailto: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](mailto: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

# Personal Settings

- Click the gear icon
- Click “settings”
- Manage notification preferences
- Manage users

The screenshot shows the Modern Campus interface with a purple header. The header contains navigation links: Messages, Contacts, Programs, Analytics, and Implementation Alumni. A gear icon is visible next to 'Implementation Alumni'. A dropdown menu is open, showing the user's name 'Kelsey Seale' and email 'kseale+2@moderncampus.com'. Below this, the menu is divided into 'ACCOUNTS' and 'Settings'. Under 'ACCOUNTS', there is a link for 'Implementation Alumni'. Under 'Settings', there are links for 'Settings', 'Terms of Service', 'Privacy Policy', and 'Logout'. The background shows a table titled 'Manage Fields for Alumni Relations' with columns 'DISPLAY NAME', 'TYPE', and 'VARIABLE NAME'. The table has two rows: 'campaign' with type 'String' and variable name 'campaign', and 'customer id' with type 'String' and variable name 'customer id'.

DISPLAY NAME	TYPE	VARIABLE NAME
campaign	String	campaign
customer id	String	customer id

# Knowledge Base and Community Forum

# Knowledge Base



Messages

Contacts

Programs

Analytics

Implementation Alumni



My Preferences

User Management

Virtual Advisors

API


# Submit a Help Ticket!


modern campus<sup>®</sup>  
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!



# Survey Time!

2 minutes! Thank you so much!

\* 3. Overall, were you satisfied with your training?

☐ Yes

☐ No

\* 4. On the following scale, how **helpful** and **informative** was the training webinar?

1 - Not Helpful

2

3 - Neutral

4

5 - Helpful

☐

☐

☐

☐

☐

Additional comments to reflect your score.

5. Additional feedback? We value your feedback and use it to improve the quality of our training webinars over time.

6. Don't see a session that sparks your interest? Leave us a comment with a topic that we can build a session around in the future!

# 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!