



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 - 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

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- 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

The screenshot shows the modern campus message inbox interface. The top navigation bar includes 'Messages', 'Contacts', 'Programs', 'Analytics', 'Implementation HE', and a help icon. The left sidebar features a search bar, 'advanced search' link, and filters for 'Active Conversations' (3), 'Unread' (2), 'Starred' (26), 'No Action Needed', and 'Sent'. The 'PROGRAMS' section is set to 'ALL | NONE' with filters for 'Admissions', 'Advising', 'Financial Aid', and 'Registrar'. The main inbox shows a list of messages. A message from 'Celia Gardner' is selected, showing her profile picture (CG), name, title ('Registrar'), and message content: 'Yes, when is my registration slot?'. Below it is a message from 'Amaris Cardenas' with content 'nah I'm good'. Other messages from 'Keon Davenport', 'Seamus Ramos', and 'Cohen Ho' are also listed. The right side of the screen shows the message details for Celia Gardner, including her profile picture, name, title ('Registrar'), and message content: '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?'. A response from 'Registrar' is timestamped '2/10/21 | 11:24 AM'. Another message from 'Cutler Reynolds' is timestamped '2/10/21 | 03:28 PM'. The bottom right of the screen has a message input field 'Enter your message...', a character counter '0/1600', and a 'Send' button.

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modern campus message

Messages Contacts Programs Analytics

Implementation HE ?

Inbox Exports

New Message

Search messages

[advanced search](#)

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

PROGRAMS ALL | NONE

Admissions
Advising
Financial Aid
Registrar

Celia Gardner ★ 2/10/21
REGISTRAR
Yes, when is my registration slot?

Amaris Cardenas • 2/10/21
REGISTRAR
nah I'm good

Keon Davenport 2/10/21
REGISTRAR
when does registration open?

Seamus Ramos ★ 2/10/21
REGISTRAR
I'm good thank you for checking in.

Cohen Ho 2/10/21
REGISTRAR
yes

Celia Gardner ✓ ★ ✉ 💬 📁
Registrar
Celia Gardner • 2/10/21 | 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?

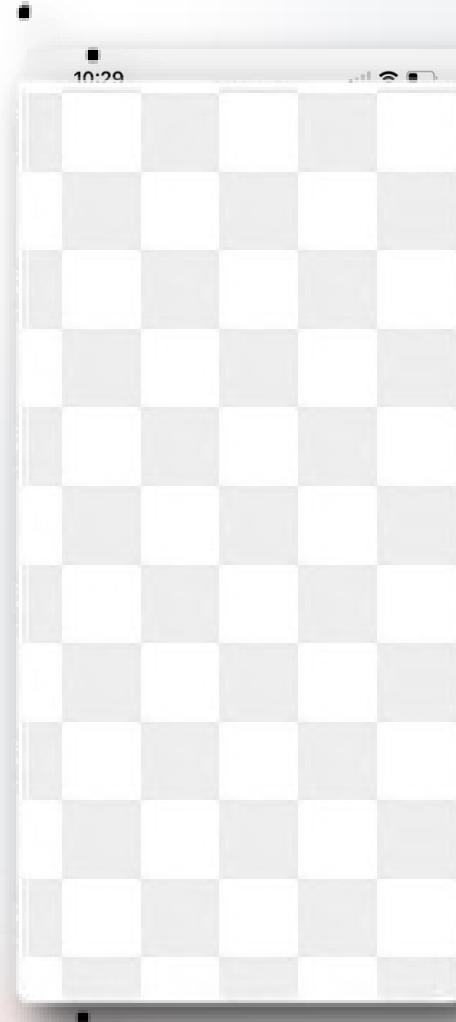
Celia Gardner • 2/10/21 | 04:29 PM

Enter your message... 0/1600 ✉ 📁 Send

Mobile App

modern
campus

Search “Modern Campus Message”



Web App

7

SEARCH

Search messages

advanced search

FOLDERS

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

FLAG TYPE

- All (selected)
- Flagged Only
- Unflagged Only

PROGRAMS

ALL | NONE

Alumni Relations

Annual Giving

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

Inbox Exports

New Message

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

This contact can no longer be sent messages due to the following:
• The contact has opted out

Your Role in Message

Account Admin

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

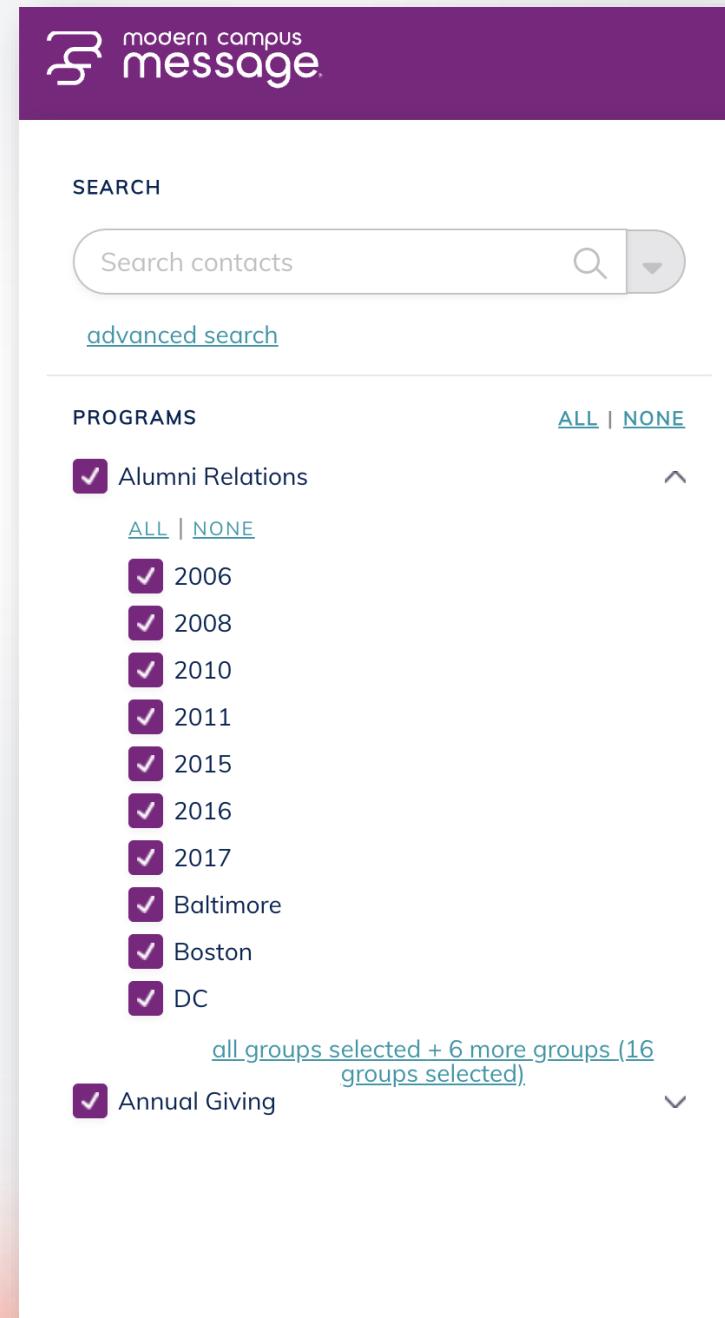
8

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



The screenshot shows the 'modern campus message' interface. At the top, there is a purple header with the 'modern campus message' logo. Below the header is a search bar with a placeholder 'Search contacts' and a magnifying glass icon. Underneath the search bar is a link to 'advanced search'. The main content area is titled 'PROGRAMS' with a 'ALL | NONE' link. A list of checked boxes follows, including 'Alumni Relations', '2006', '2008', '2010', '2011', '2015', '2016', '2017', 'Baltimore', 'Boston', 'DC', and 'Annual Giving'. Below this list is a link 'all groups selected + 6 more groups (16 groups selected)'. The interface has a clean, modern design with a white background and a light gray sidebar.

Message Maintenance

Message Inbox

The screenshot shows the modern campus message inbox interface. The top navigation bar includes 'Messages', 'Contacts', 'Programs', and 'Analytics'. The right side of the top bar has 'Implementation HE' with a gear icon, a calendar icon, and a question mark icon. A 'New Message' button is located in the top right corner of the inbox area.

The left sidebar contains a search bar, an 'advanced search' link, and filters for 'Active Conversations' (3), 'Unread' (2), 'Starred' (26), 'No Action Needed', and 'Sent'. Below these are 'PROGRAMS' filters for 'Admissions' (checked), 'Advising' (checked), 'Financial Aid' (checked), and 'Registrar' (checked). The 'Messages' tab is selected.

The main inbox area shows a list of messages. A message from 'Celia Gardner' is selected and expanded. The message content is:

Celia Gardner 2/10/21
REGISTRAR
Yes, when is my registration slot?

Amaris Cardenas 2/10/21
REGISTRAR
nah I'm good

Keon Davenport 2/10/21
REGISTRAR
when does registration open?

Seamus Ramos 2/10/21
REGISTRAR
I'm good thank you for checking in.

Cohen Ho 2/10/21
REGISTRAR
yes

The expanded message from Celia Gardner shows a reply from 'Registrar' at 11:24 AM:

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

A reply from 'Cutler Reynolds' at 03:28 PM:

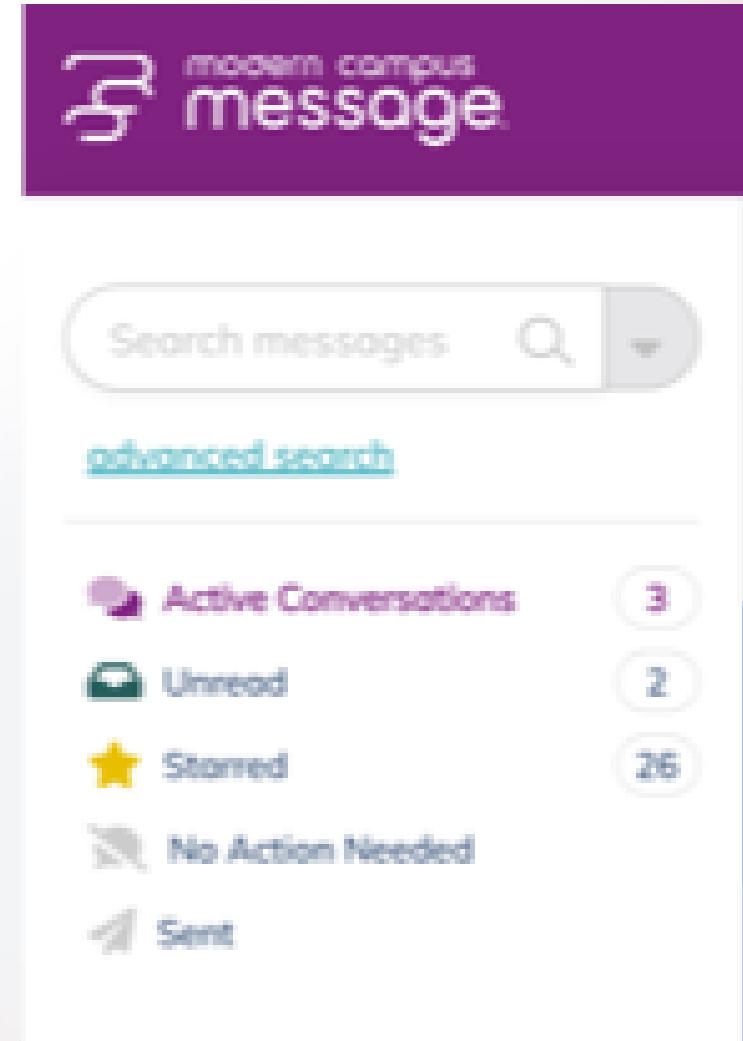
Hi Celia, I just wanted to check in and see how your semester is going so far!

Cutler Reynolds · 2/10/21 | 03:28 PM

The message input field at the bottom right shows 'Enter your message...' with a character limit of 0/1600 and includes a smiley face icon and a file attachment icon.

Message Type Filters

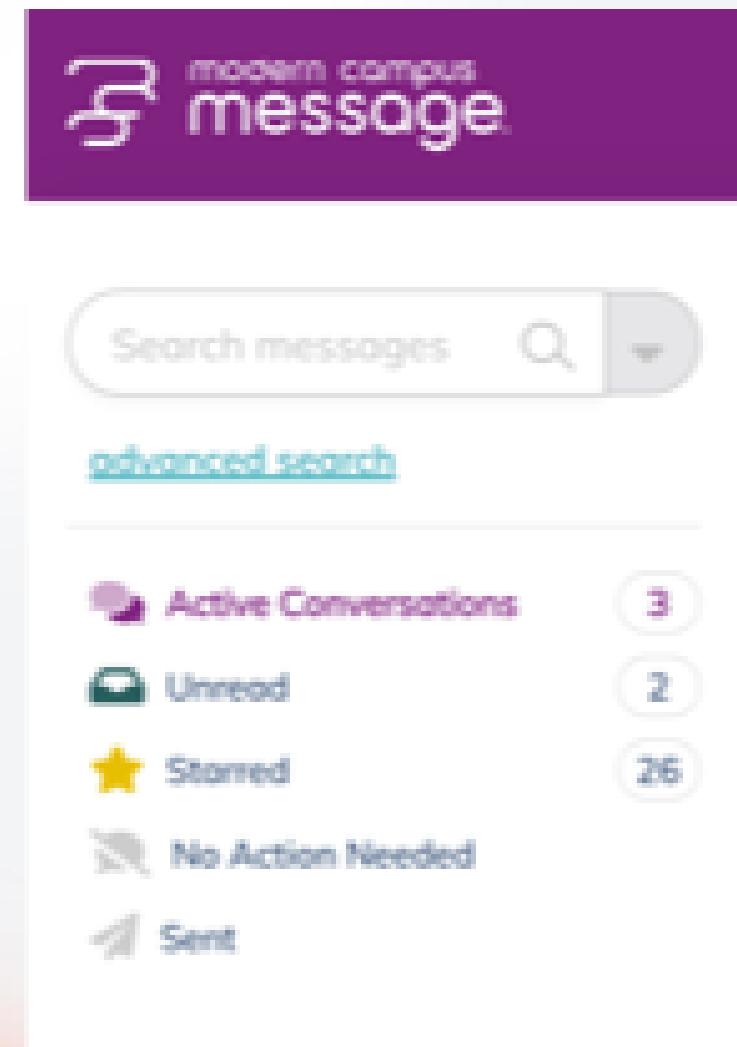
- **Active Conversations:** There's been no automated response.
- **Unread:** Active and not yet read.
- **Starred:** Star a conversation to draw further attention.
- **No Action Needed:** Automation has responded on your behalf.
- **Sent:** All previously sent messages.



Inbox management

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

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Message Actions / Organization

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The screenshot shows a messaging application interface. At the top, there are tabs for 'Inbox' and 'Exports', and a 'New Message' button. On the left, a sidebar shows a list of messages with checkboxes. A context menu is open over the first message, listing actions: 'Mark as read', 'Mark as unread', 'Mark as "No Action Needed"', 'Mark as "Active"', 'Starred', and 'Not Starred'. The main area displays two messages. The top message is from 'Celia Gardner, Registrar' (CG) 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?' The bottom message is from 'Registrar' dated 2/10/21 at 11:24 AM, with a reply from 'Cutler Reynolds' (CR) dated 2/10/21 at 03:28 PM. The reply content is: 'Hi Celia, I just wanted to check in and see how your semester is going so far!'. Each message has a green checkmark, a yellow star, a speech bubble, and a trash can icon.

Inbox Exports

New Message

1 selected

Actions

- Mark as read
- Mark as unread
- Mark as "No Action Needed"
- Mark as "Active"
- Starred
- Not Starred

CG 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

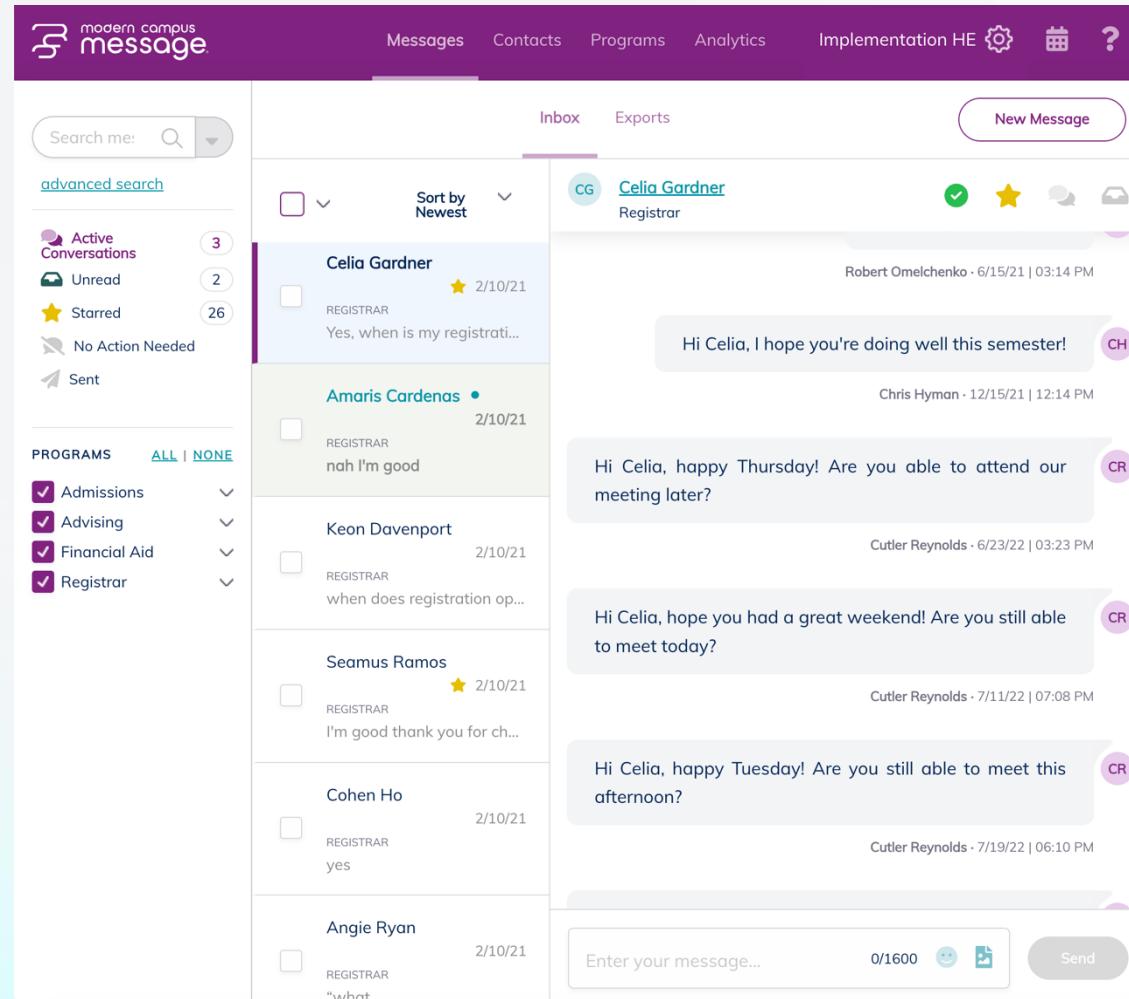
Contacts Tab

The screenshot shows the modern campus message software interface. The top navigation bar includes tabs for Messages, Contacts (which is the active tab), Programs, and Analytics. To the right of these are links for Implementation, Alumni, and various settings and help icons. On the left, there's a sidebar with a search bar, an advanced search link, and a programs filter section where 'Annual Giving' is selected. The main content area is titled 'Contacts (100)' and displays a table of contact information. The columns are: ACTIVE, LAST NAME (sorted by last name), FIRST NAME, LAST OUTBOUND, and LAST INBOUND. The table lists six contacts: Abbott, Arnold, Austin, Ball, Banks, and Barnett.

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

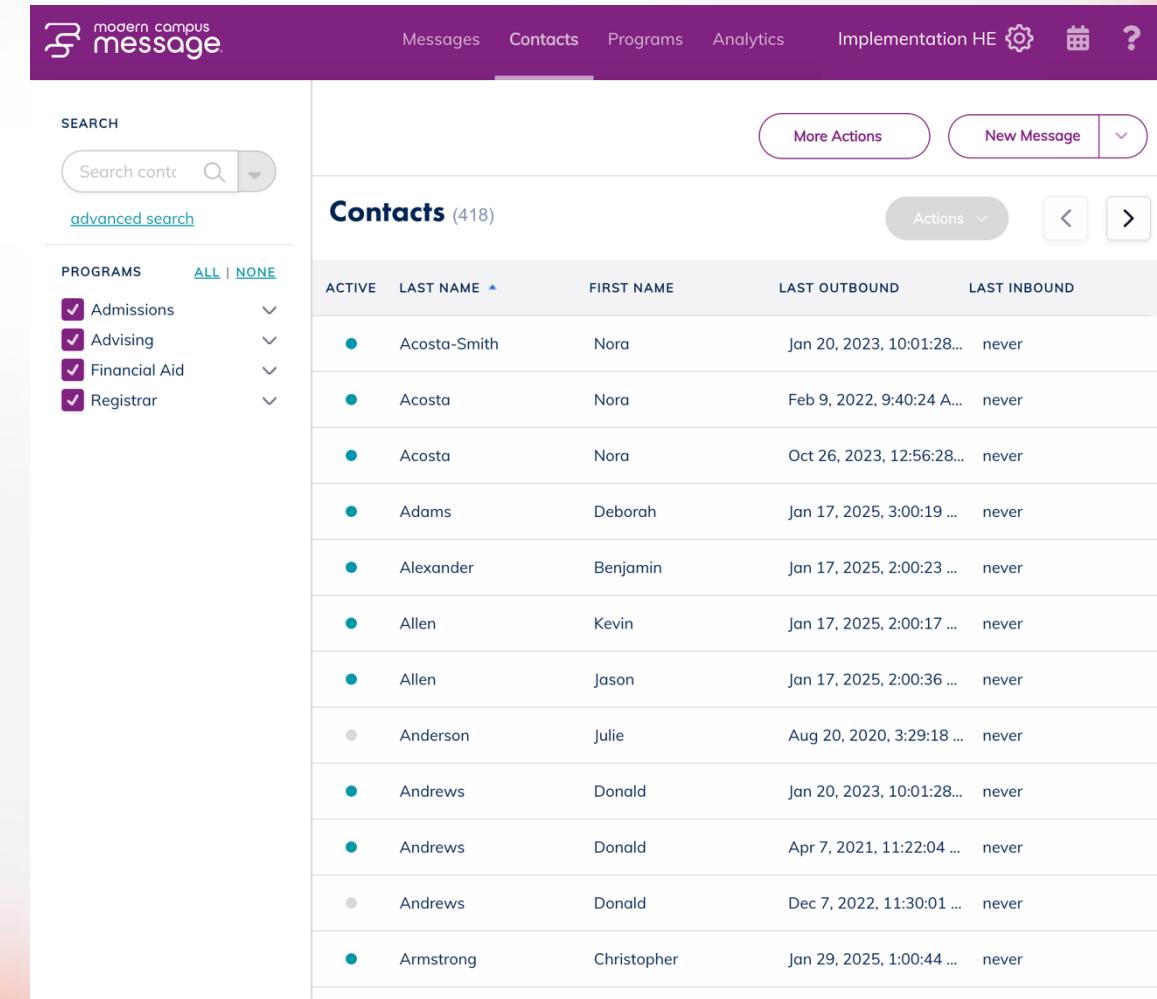
Texting 101

Messages Tab



The screenshot shows the 'Messages' tab interface. At the top, there is a navigation bar with 'Messages', 'Contacts', 'Programs', 'Analytics', 'Implementation HE', and a help icon. Below the navigation bar is a search bar and a sidebar with filters for 'Active Conversations' (3), 'Unread' (2), 'Starred' (26), 'No Action Needed', and 'Sent'. The main area is the 'Inbox', which displays a list of messages. Each message card includes the recipient's name, title (e.g., 'Registrar'), a star icon, and a reply button. The messages are sorted by 'Newest'. The interface is clean with a purple header and a white background.

Contacts Tab

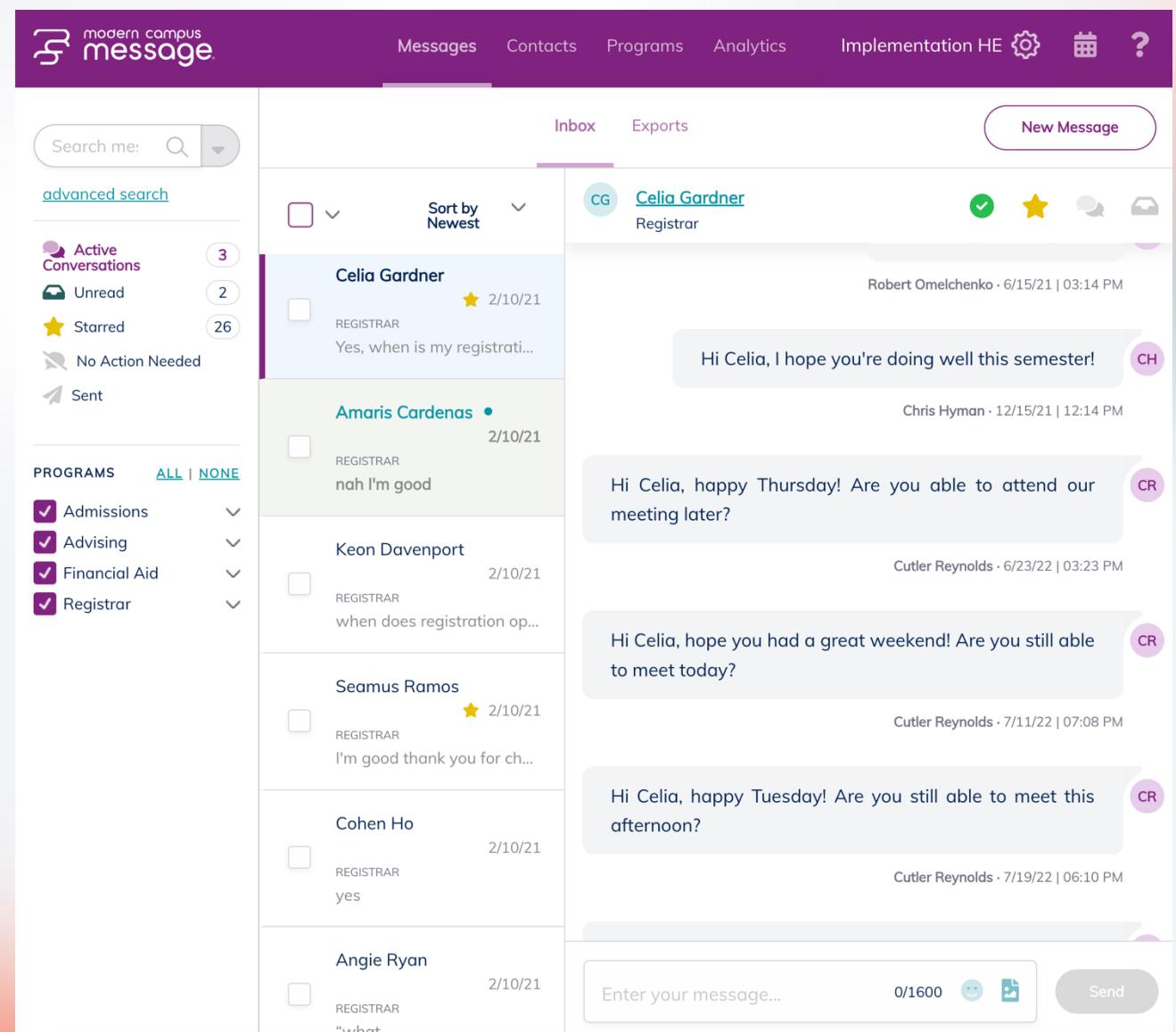


The screenshot shows the 'Contacts' tab interface. At the top, there is a navigation bar with 'Messages', 'Contacts', 'Programs', 'Analytics', 'Implementation HE', and a help icon. Below the navigation bar is a search bar and a sidebar with filters for 'PROGRAMS' (Admissions, Advising, Financial Aid, Registrar). The main area is the 'Contacts' list, which shows 418 entries. Each contact entry includes the last name, first name, and last outbound and inbound dates. The interface is clean with a purple header and a white background.

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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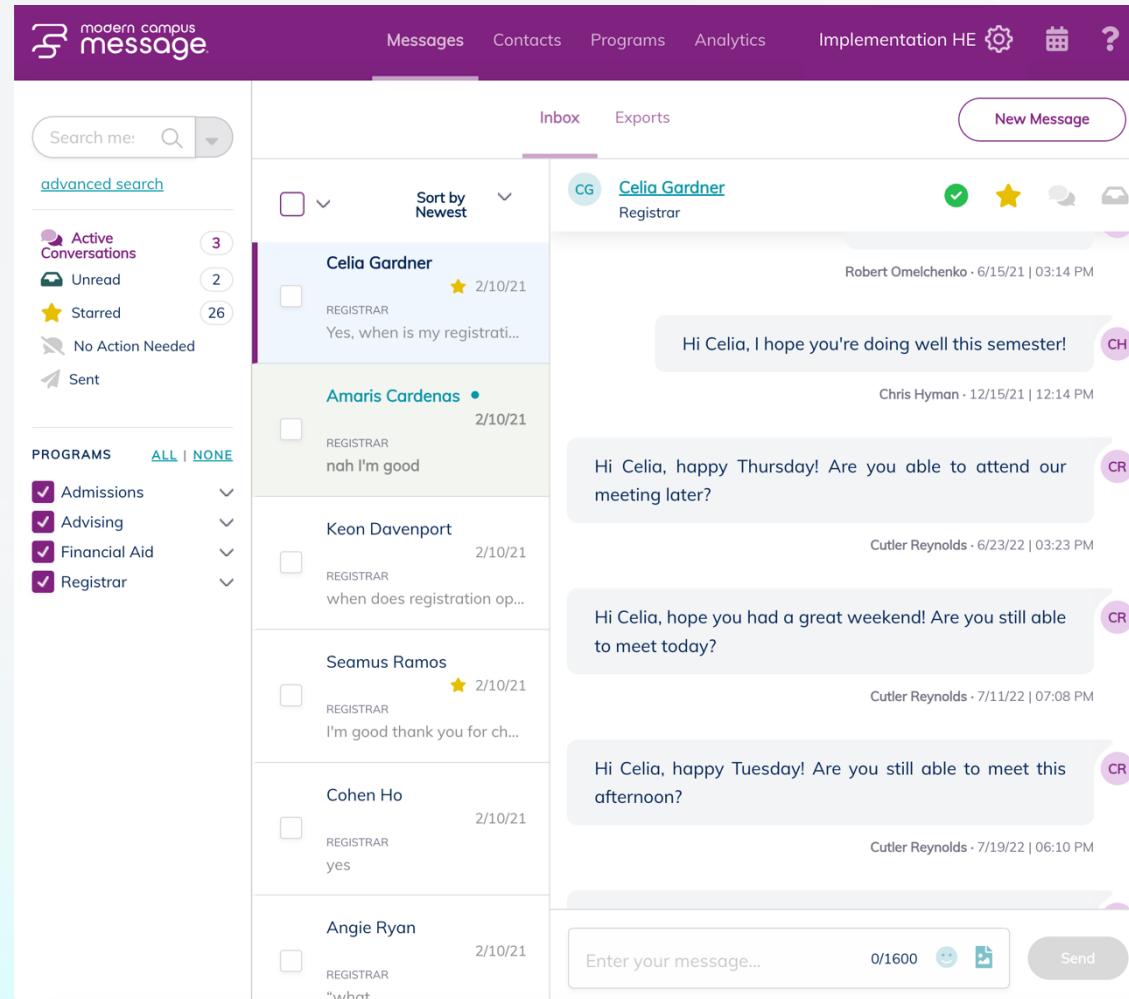


Bulk Messaging

Sending texts to more than one contact

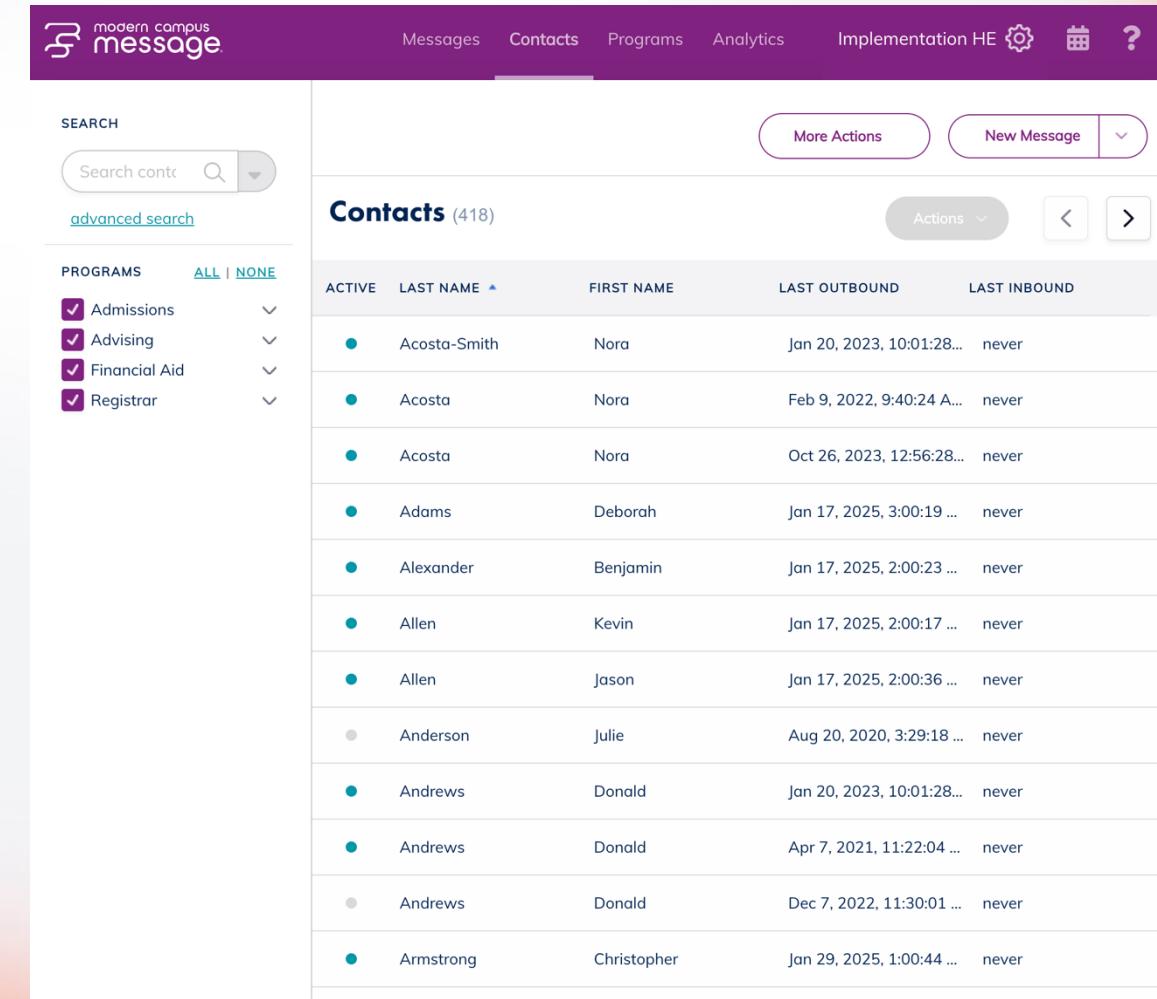
1. Advanced Search
2. Copy and Paste
3. Program Messages

Messages Tab



The screenshot shows the 'Messages' tab interface. At the top, there are tabs for 'Messages', 'Contacts', 'Programs', 'Analytics', and 'Implementation HE'. Below the tabs is a search bar and a sidebar with filters for 'Active Conversations' (3), 'Unread' (2), 'Starred' (26), 'No Action Needed', and 'Sent'. The main area is the 'Inbox', showing a list of messages. A message from 'Celia Gardner' is selected, showing a reply from 'Robert Omelchenko'. Other messages are from 'Amaris Cardenas', 'Keon Davenport', 'Seamus Ramos', 'Cohen Ho', and 'Angie Ryan'. The interface includes a 'New Message' button and a message input field at the bottom.

Contacts Tab



The screenshot shows the 'Contacts' tab interface. At the top, there are tabs for 'Messages', 'Contacts', 'Programs', 'Analytics', and 'Implementation HE'. Below the tabs is a search bar and a sidebar with filters for 'PROGRAMS' (Admissions, Advising, Financial Aid, Registrar). The main area is the 'Contacts' list, showing 418 entries. The columns are 'ACTIVE', 'LAST NAME', 'FIRST NAME', 'LAST OUTBOUND', and 'LAST INBOUND'. The list includes contacts like 'Acosta-Smith', 'Acosta', 'Adams', 'Alexander', 'Allen', 'Anderson', 'Andrews', and 'Armstrong'.

Contacts Tab

SEARCH

Search contacts

[advanced search](#)

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

Admissions

Advising

Financial Aid

Registrar

Messages **Contacts** Programs Analytics Implementation HE

More Actions

New Message

Contacts (418)

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

Inbox Exports New Message

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

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

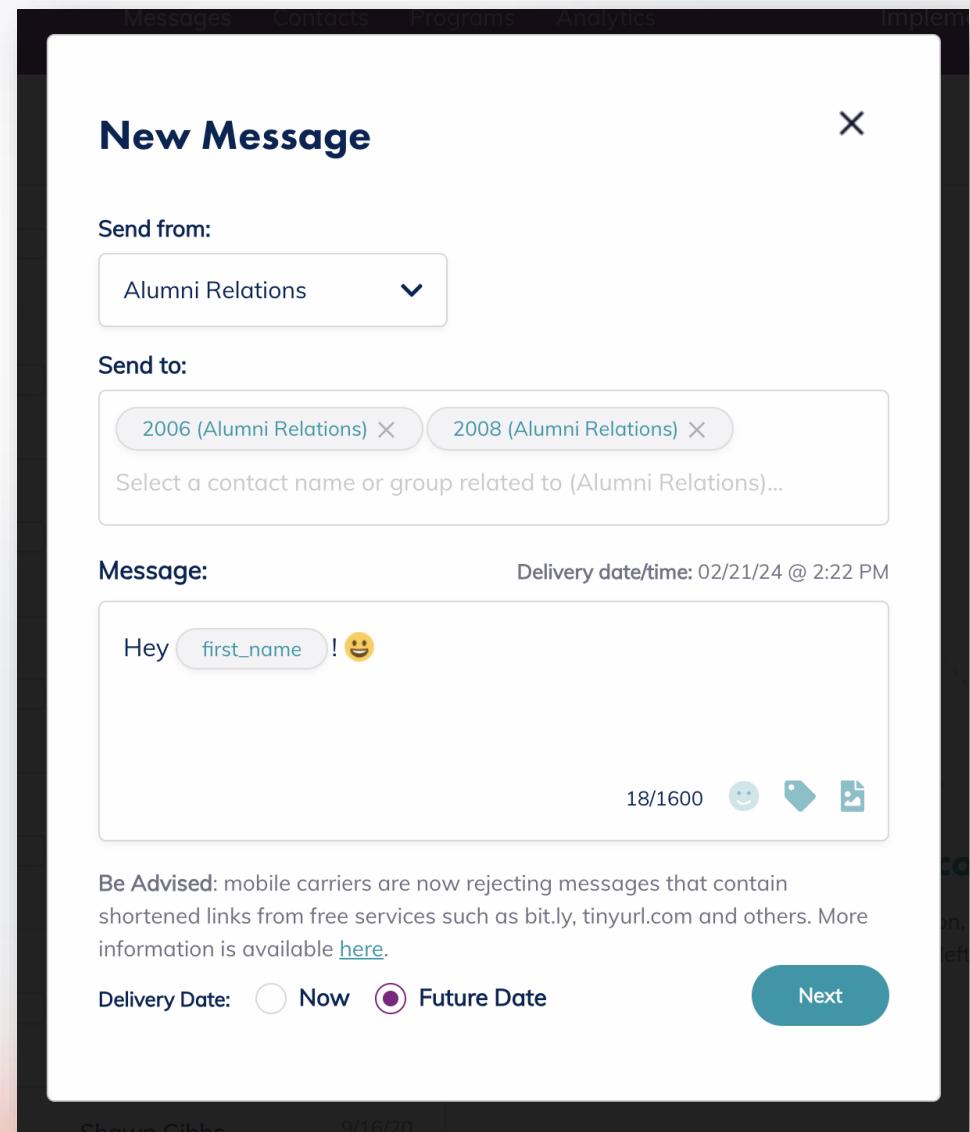
CH Chris Hyman - 12/15/21 | 12:14 PM

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

Program or Group Wide

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

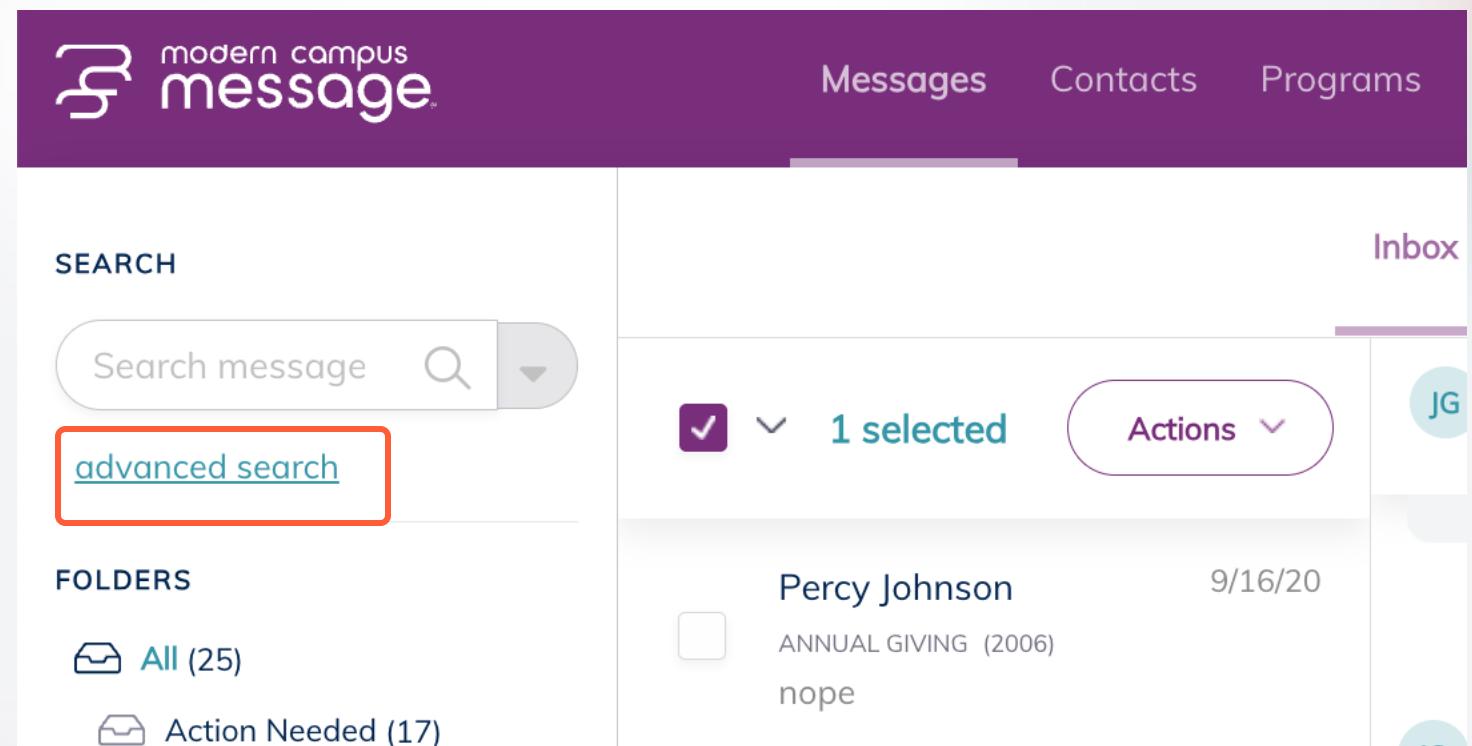
21



Advanced Search

- Narrow down contacts
- Use niche criteria

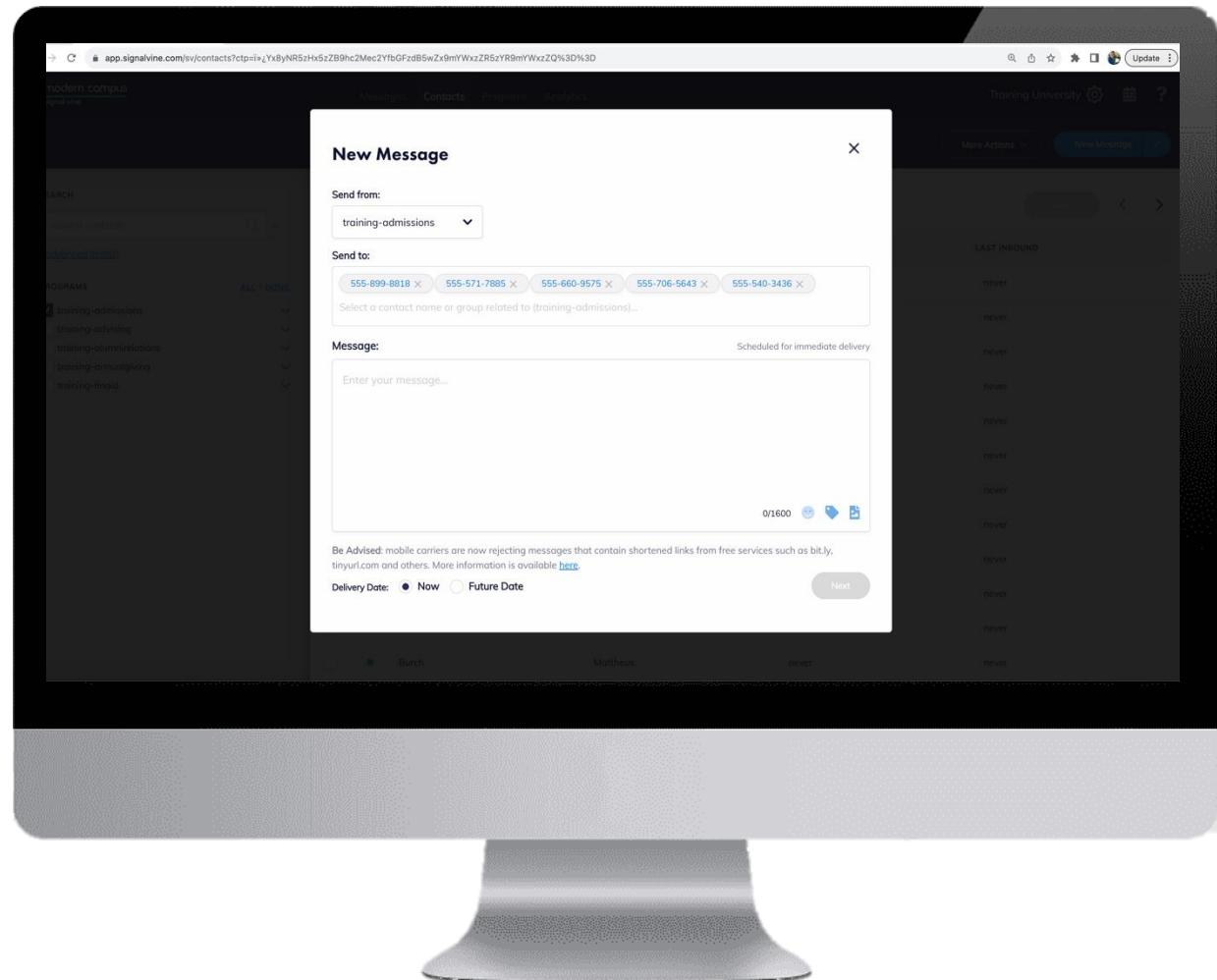
22



Copy and Paste a List

23

- 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



Comma Separated List

NOT 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

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,

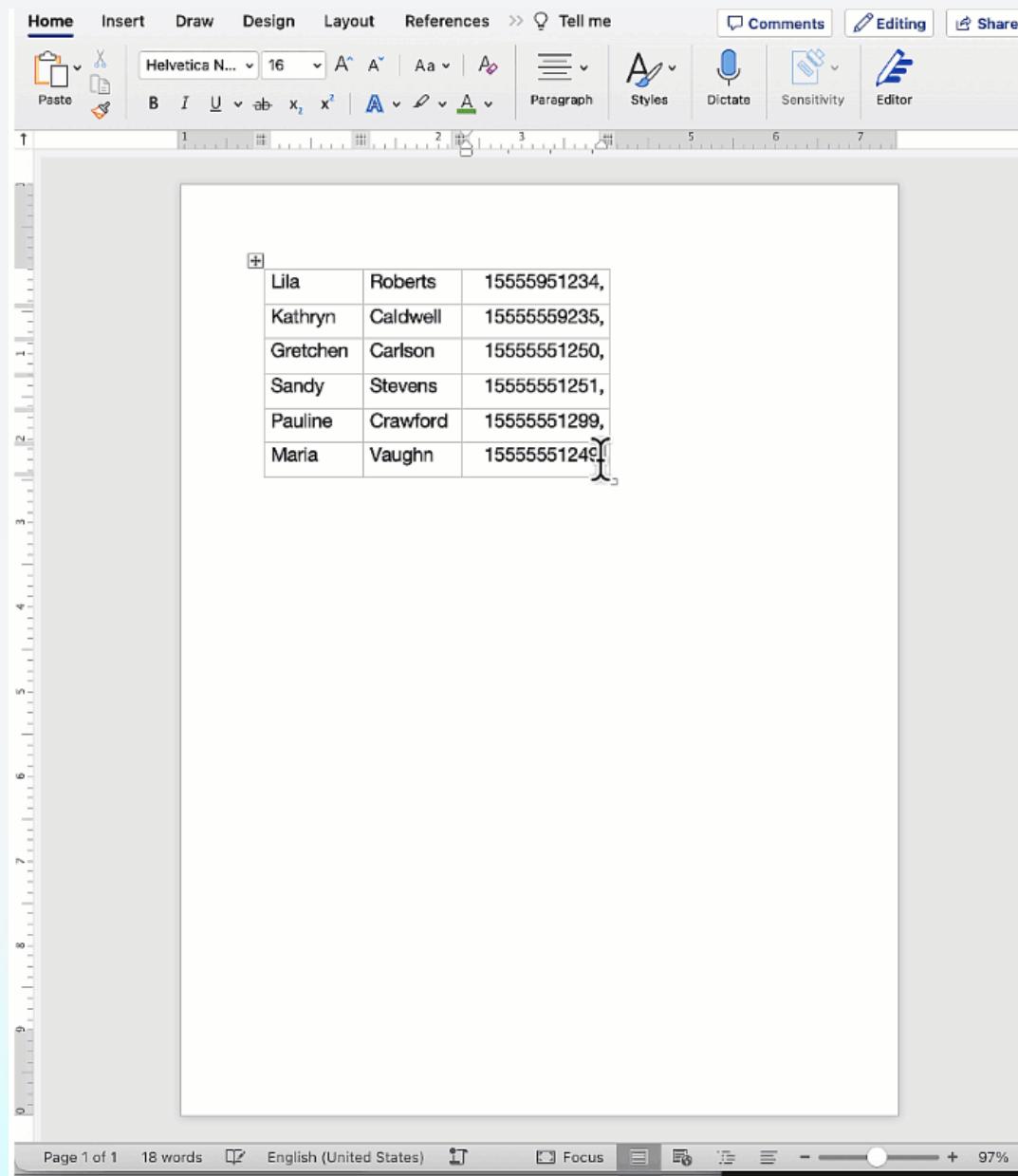
NOT Comma Separated

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

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,

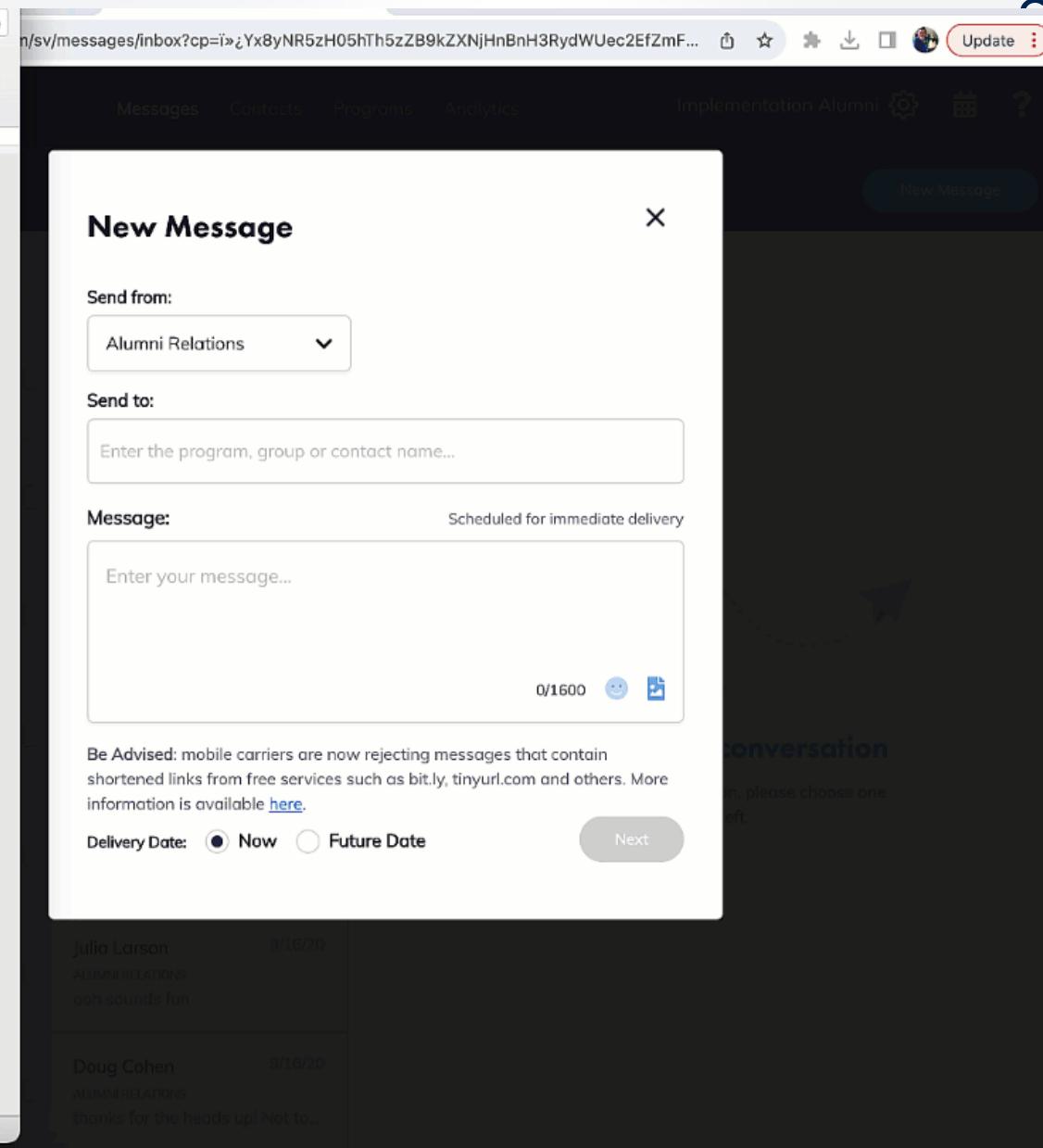


A screenshot of a Microsoft Word document. The ribbon menu is visible at the top with tabs like Home, Insert, Draw, Design, Layout, References, Tell me, Comments, Editing, and Share. The Home tab is selected. The table in the document contains the following data:

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

The Word ribbon and status bar are visible at the bottom.

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A screenshot of a messaging application interface. The top navigation bar includes links for Messages, Contacts, Programs, and Analytics. A red box highlights the 'Update' button in the top right corner. A 'New Message' dialog box is open in the center:

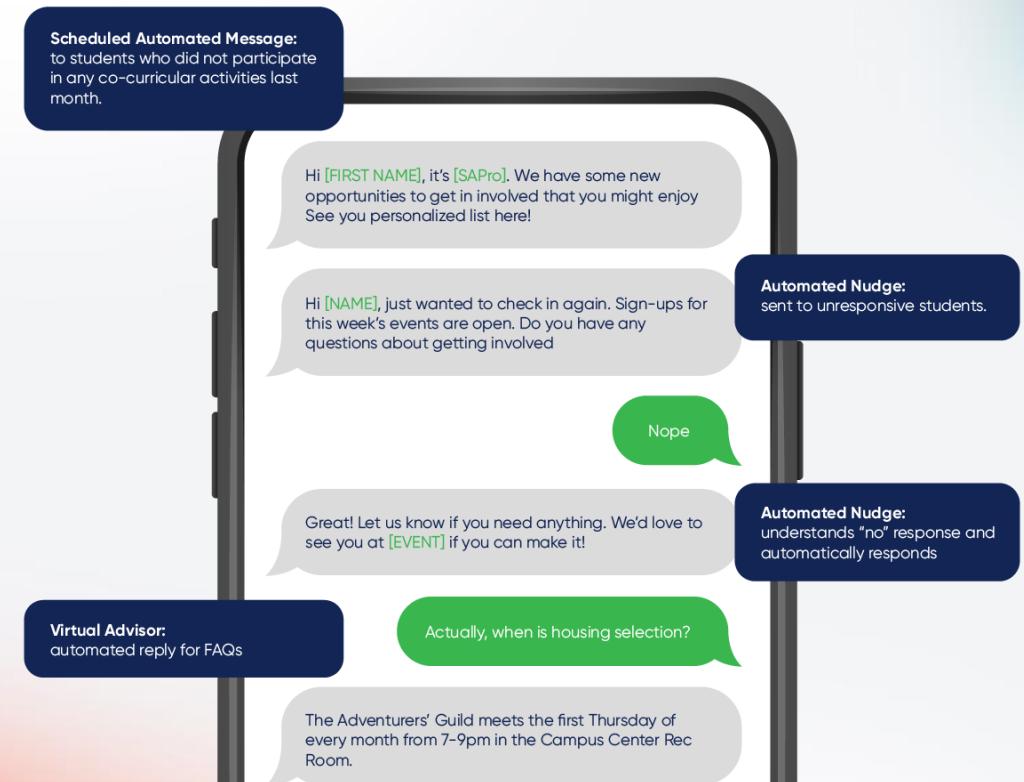
- Send from:** Alumni Relations
- Send to:** Enter the program, group or contact name...
- Message:** Scheduled for immediate delivery
- Enter your message...** (Text area with character count 0/1600 and icons for smiley face and file attachment)
- Be Advised:** mobile carriers are now rejecting messages 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** (button)

Below the dialog box, a conversation list shows messages from Julia Larson and Doug Cohen.

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

29

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

Setting Up Your Program Message

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

30

Signal Vine Program Message Template

Account: Program: Advising

Synonyms

```
yes = "yes" "yes" "y" "yes" "yeah" "yep" "ye" "yea" "yes!" "yeal" "yup" "yes" "⚠️" "⚠️" "⚠️" "⚠️" "⚠️" "⚠️"  
No = "no" "no" "no." "n" "hope" "nah" "not" "nope" "⚠️" "⚠️" "⚠️" "⚠️" "⚠️" "⚠️"  
Help = "help" "help" "help"
```

stop, stop., <u>stop</u> , cancel, cancell, cancell., unsubscribe, unsubscribe., unsubscribel, quit, quit., quitt, 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., <u>start</u> , join, join., join!	Welcome back! We missed you.

#	Date/Time	Condition	Content	Save Response to Data Field
INTRO	<u>created_at</u> + 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

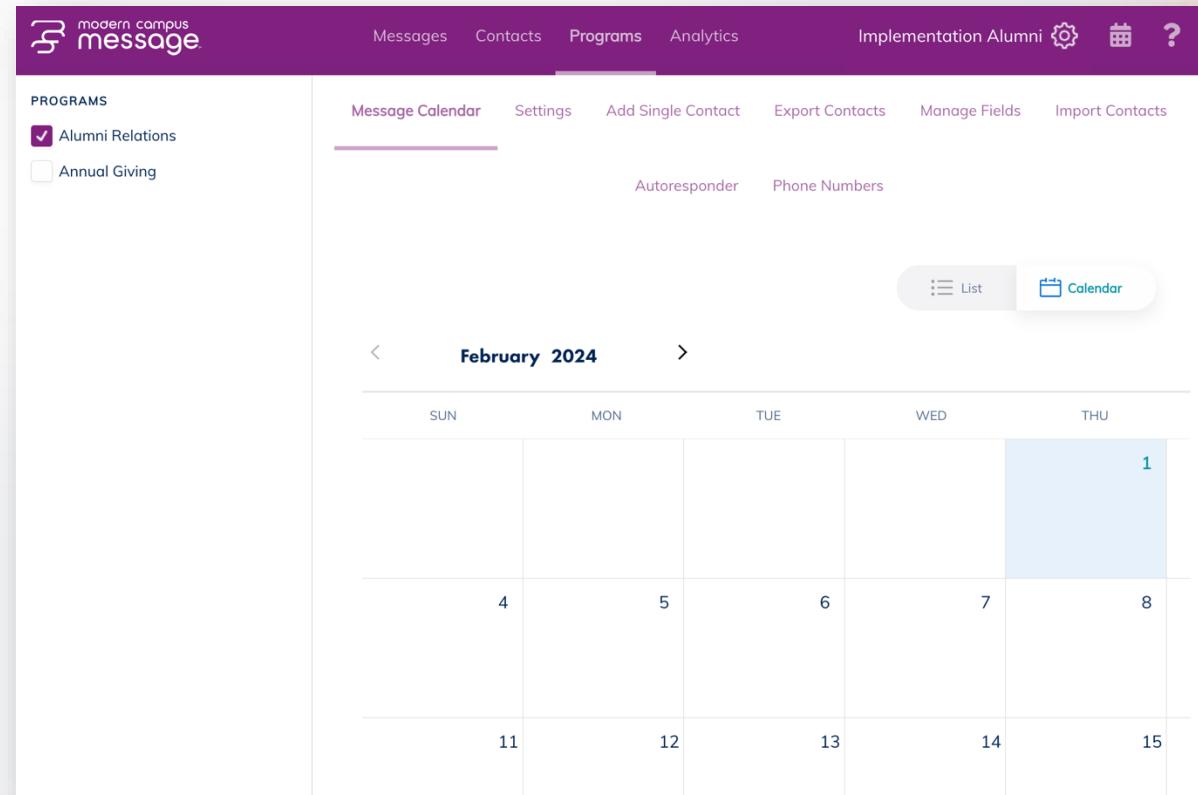
What type of messages do you plan on sending?
How are you feeling so far about Message?

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)

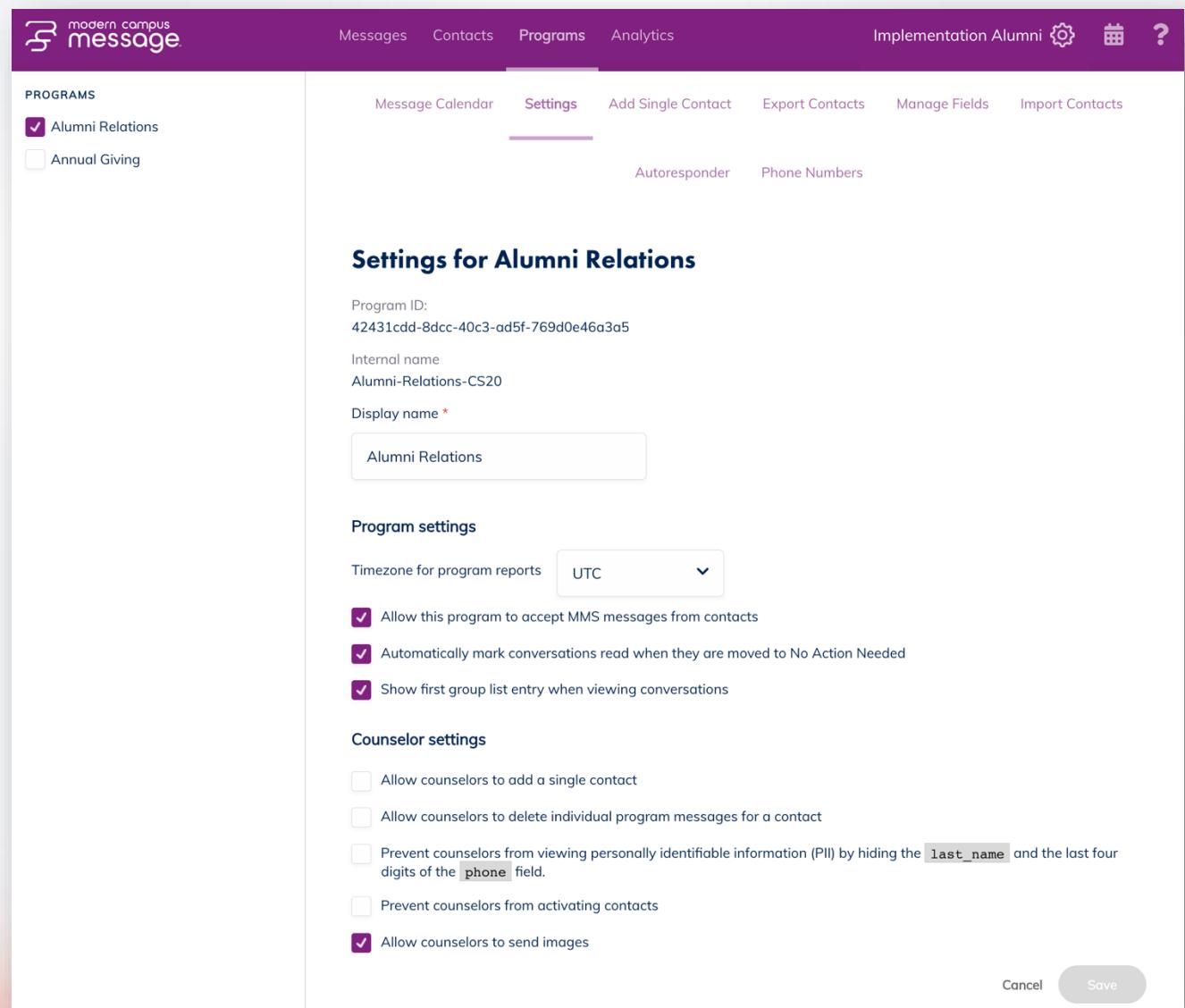
33



Program Settings

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

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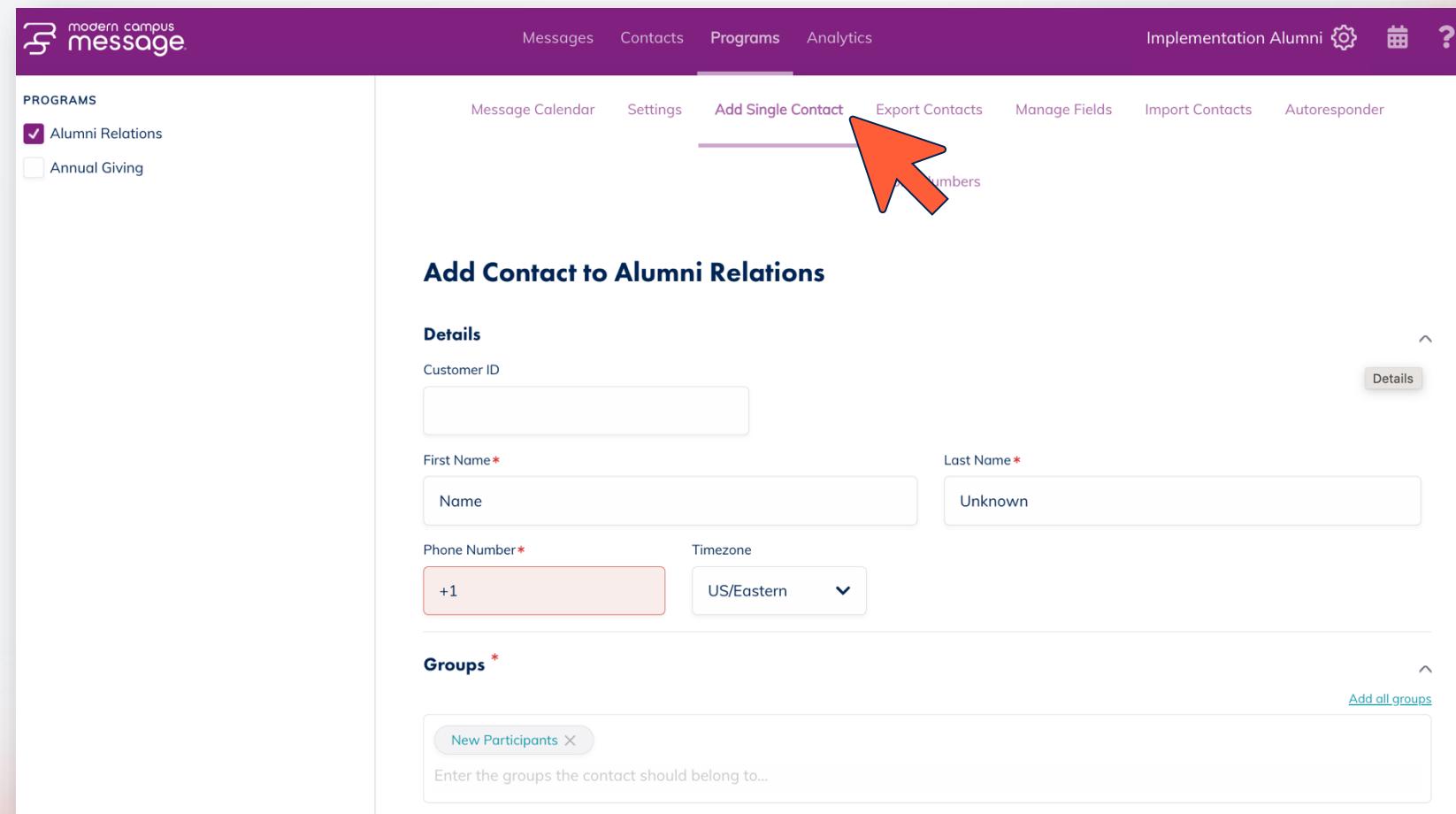


The screenshot shows the modern campus message software interface. At the top, there is a purple navigation bar with the modern campus logo, the word "message", and tabs for "Messages", "Contacts", "Programs", and "Analytics". On the far right of the navigation bar are links for "Implementation", "Alumni", and icons for gear, calendar, and help. Below the navigation bar, there is a secondary navigation bar with links for "Message Calendar", "Settings" (which is highlighted in purple), "Add Single Contact", "Export Contacts", "Manage Fields", and "Import Contacts". There are also links for "Autoresponder" and "Phone Numbers". The main content area is titled "Settings for Alumni Relations". It displays the "Program ID" as 42431cdd-8dcc-40c3-ad5f-769d0e46a3a5 and the "Internal name" as Alumni-Relations-CS20. The "Display name" is set to "Alumni Relations". Under "Program settings", the "Timezone for program reports" is set to "UTC". There are 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". Under "Counselor settings", there are five unchecked checkboxes: "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", and "Allow counselors to send images". At the bottom right of the settings area are "Cancel" and "Save" buttons.

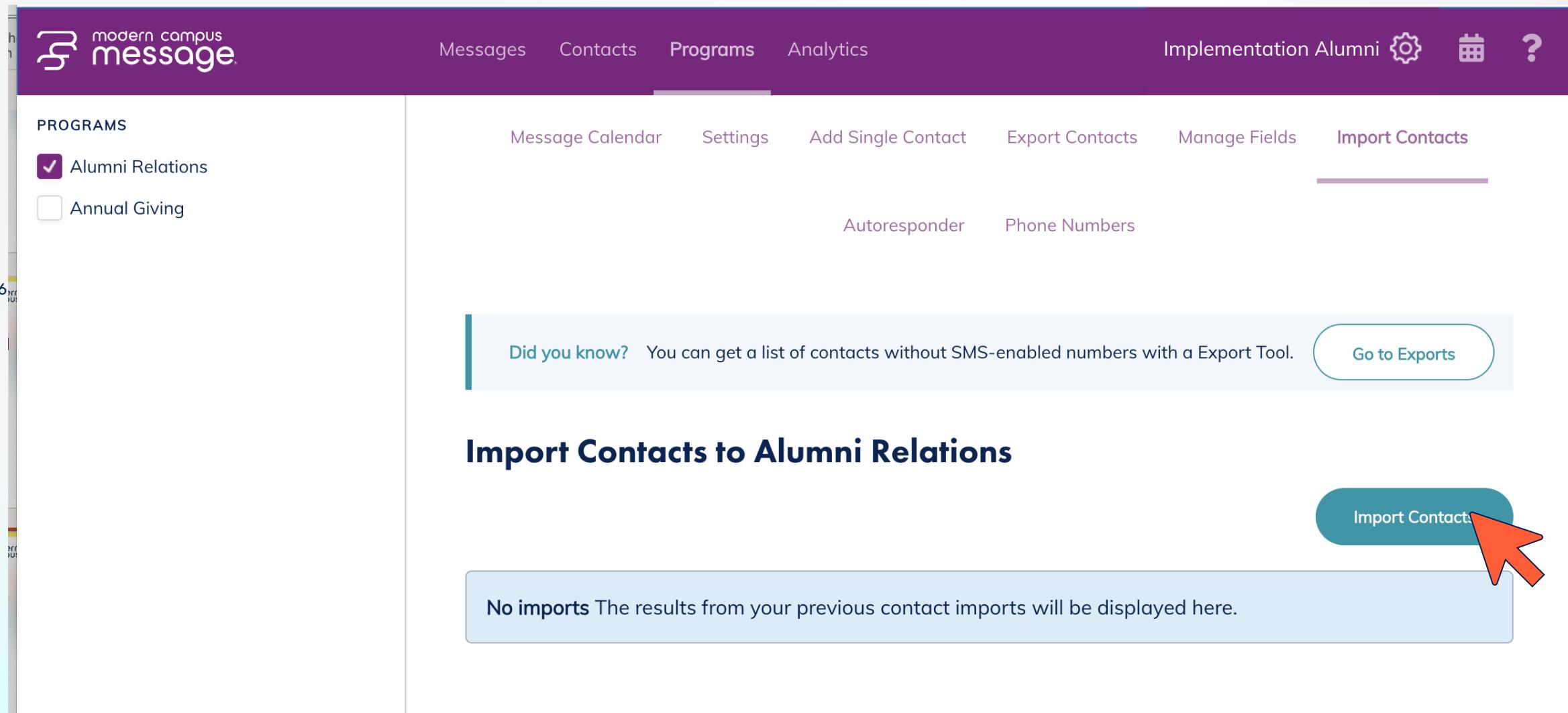
Add a Single Contact

- Required fields
 - Name
 - Phone Number
 - Group(s)

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Manually Uploading Contacts



The screenshot shows the modern campus message software interface. The top navigation bar includes links for Messages, Contacts, Programs (which is the active tab), and Analytics. On the right, there are links for Implementation, Alumni, a gear icon, a calendar icon, and a question mark icon. The left sidebar shows a 'PROGRAMS' section with 'Alumni Relations' selected (indicated by a checked checkbox) and 'Annual Giving' unselected (indicated by an empty checkbox). The main content area has tabs for Message Calendar, Settings, Add Single Contact, Export Contacts (which is the active tab), Manage Fields, and Import Contacts. Below these tabs are links for Autoresponder and Phone Numbers. A 'Did you know?' box contains the text: 'Did you know? You can get a list of contacts without SMS-enabled numbers with a Export Tool.' with a 'Go to Exports' button. The main title 'Import Contacts to Alumni Relations' is displayed, with a large teal 'Import Contacts' button below it. A red arrow points to this button. A message box below states: 'No imports' followed by the subtext: 'The results from your previous contact imports will be displayed here.'

modern campus message

Messages Contacts Programs Analytics

Implementation Alumni   ?

PROGRAMS

Alumni Relations

Annual Giving

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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...

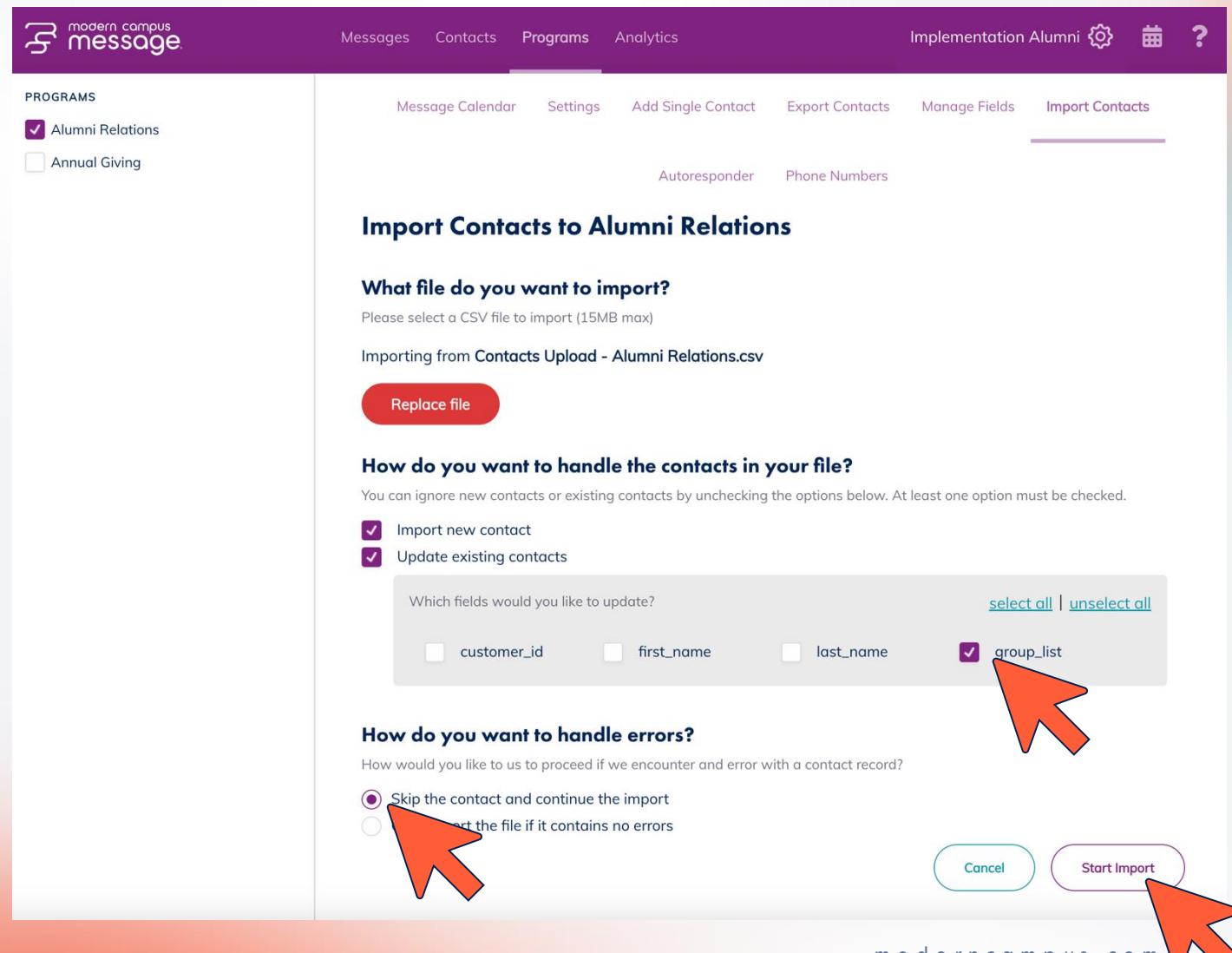
- `customer_id`
- `first_name`
- `last_name`
- `group_list`
- `phone`

<code>customer_id</code>	<code>first_name</code>	<code>last_name</code>	<code>group_list</code>	<code>phone</code>
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

Autoresponder 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?
 customer_id first_name last_name group_list

[select all](#) | [unselect all](#)

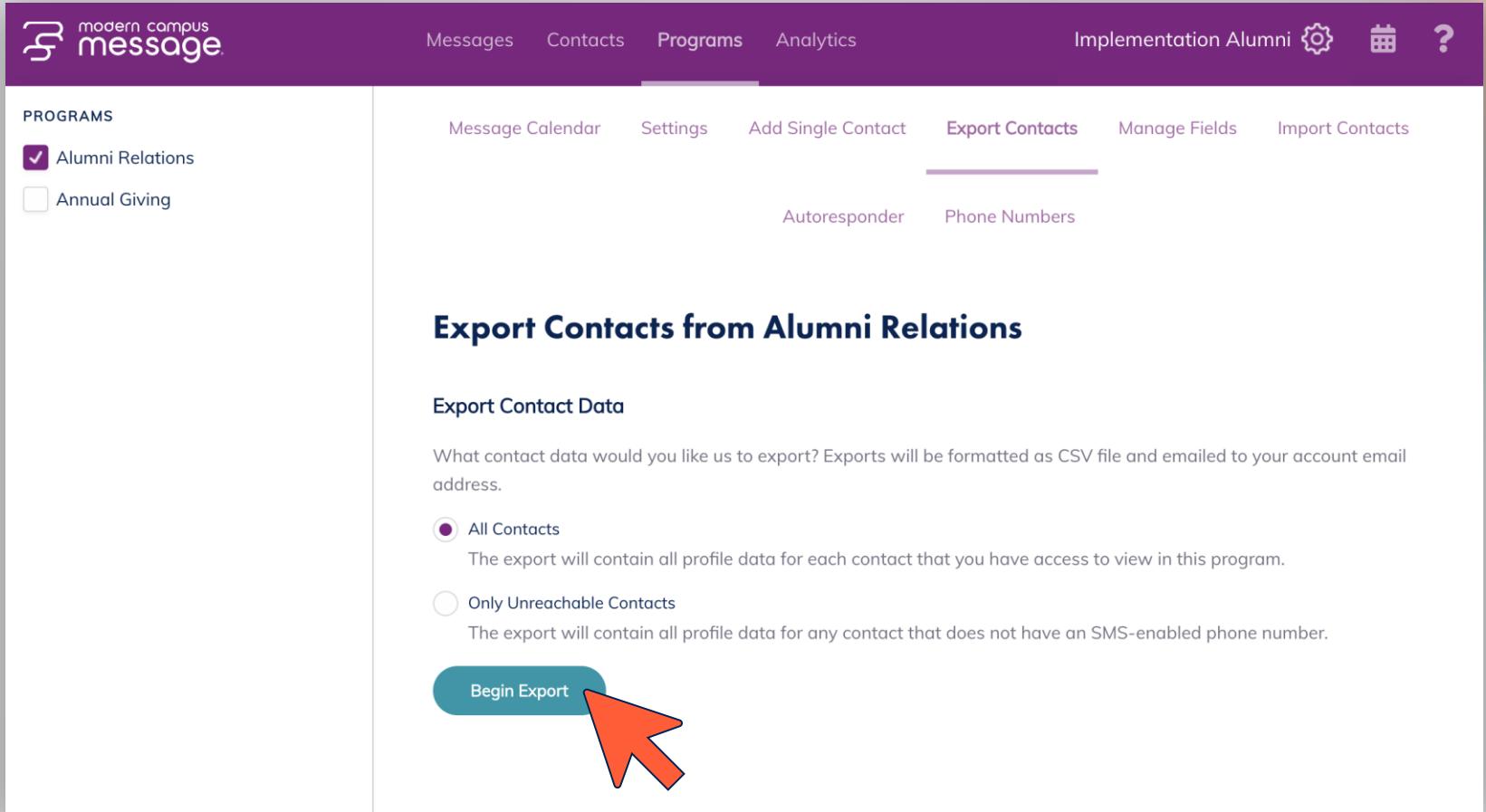
How do you want to handle errors?
How would you like to proceed if we encounter an error with a contact record?

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!



The screenshot shows the modern campus message interface. The top navigation bar includes 'Messages', 'Contacts', 'Programs' (which is the active tab), 'Analytics', and 'Implementation' with sub-links for 'Alumni' (with a gear icon), 'Calendars' (with a calendar icon), and a question mark icon. The left sidebar shows 'PROGRAMS' with 'Alumni Relations' checked and 'Annual Giving' unchecked. The main content area is titled 'Export Contacts from Alumni Relations' and contains a sub-section 'Export Contact Data' with a note about exporting CSV files to the account email. It offers two options: 'All Contacts' (selected) and 'Only Unreachable Contacts'. A large red arrow points to the 'Begin Export' button at the bottom of the export section.

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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 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

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[Modern Campus Message] Your requested export is ready!

 **Signal Vine <support@signalvine.com>**
To: kseale+2@moderncampus.com

 To protect your privacy, some external images in this... [Download external images](#) [Go to Settings](#)

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 into 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 05 at 15:27 UTC.

The Modern Campus Message Team
svsupport@moderncampus.com

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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	e	first_name	last_name	group_list	phone	timezone	current_city	prior_donor	maj
2	Lila	Roberts	2015;Boston		15555551234	US/Eastern	Boston	TRUE	Con
3	Kathryn	Caldwell	2017;NYC		15555551235	US/Eastern	Boston	TRUE	Anth
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	Anth
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>
To: kseale+2@moderncampus.com

To protect your privacy, some external images in this...

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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.

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

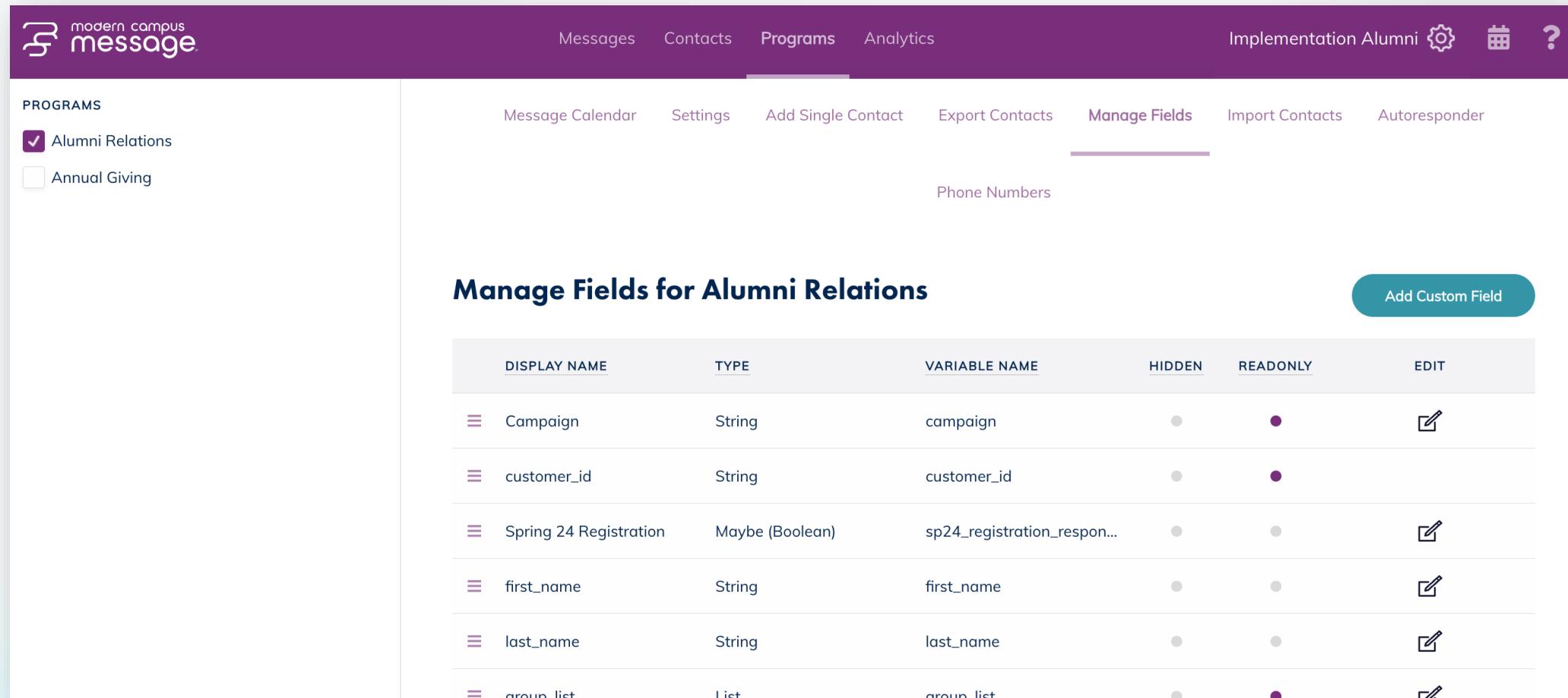
If the link above does not work, please copy and paste this URL in your web browser.

<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, 2016 15:27 UTC.

The Modern Campus Message Team
svsupport@moderncampus.com

Other Program Tabs



The screenshot shows the modern campus message software interface. The top navigation bar includes links for Messages, Contacts, Programs (which is the active tab), and Analytics. On the right side of the top bar are links for Implementation, Alumni, and various settings and help icons. The left sidebar shows a 'PROGRAMS' section with 'Alumni Relations' selected (indicated by a checked checkbox) and 'Annual Giving' unselected (indicated by an empty checkbox). The main content area is titled 'Manage Fields for Alumni Relations'. It features a table with columns for DISPLAY NAME, TYPE, VARIABLE NAME, HIDDEN, READONLY, and EDIT. The table lists the following fields:

DISPLAY NAME	TYPE	VARIABLE NAME	HIDDEN	READONLY	EDIT
Campaign	String	campaign	●	●	
customer_id	String	customer_id	●	●	
Spring 24 Registration	Maybe (Boolean)	sp24_registration_respon...	●	●	
first_name	String	first_name	●	●	
last_name	String	last_name	●	●	
group_list	List	group_list	●	●	

[Add Custom Field](#)

Personal Settings

Personal Settings

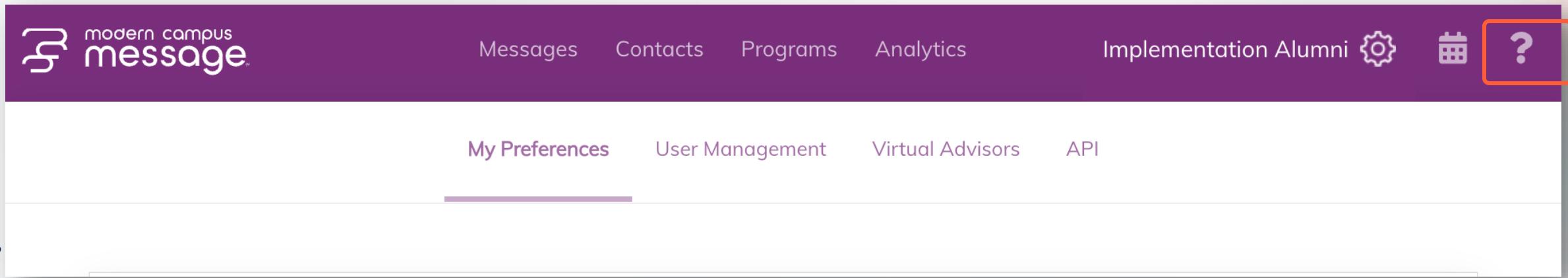
- Click the gear icon
- Click “settings”
- Manage notification preferences
- Manage users

The screenshot shows the modern campus software interface. At the top, there is a purple navigation bar with tabs: Messages, Contacts, Programs (which is the active tab), and Analytics. To the right of the tabs, there is a user profile section with the text "Implementation Alumni" and a gear icon. Below the navigation bar, there are several buttons: "Message Calendar", "Settings" (which is highlighted in blue), "Add Single Contact", and "Export Contacts". To the right of these buttons, there is a "Phone Numbers" section. The main content area is titled "Manage Fields for Alumni Relations" and contains a table with two rows. The table has columns for "DISPLAY NAME", "TYPE", and "VARIABLE NAME". The first row has values "campaign", "String", and "campaign". The second row has values "customer_id", "String", and "customer_id". On the right side of the interface, a white sidebar is open, showing a list of options: "Kelsey Seale" (with the email "kseale+2@moderncampus.com"), "ACCOUNTS", "Implementation Alumni", "Settings" (which is highlighted in blue), "Terms of Service", "Privacy Policy", and "Logout". A teal button labeled "Edit Field" is visible at the bottom of the sidebar.

DISPLAY NAME	TYPE	VARIABLE NAME
campaign	String	campaign
customer_id	String	customer_id

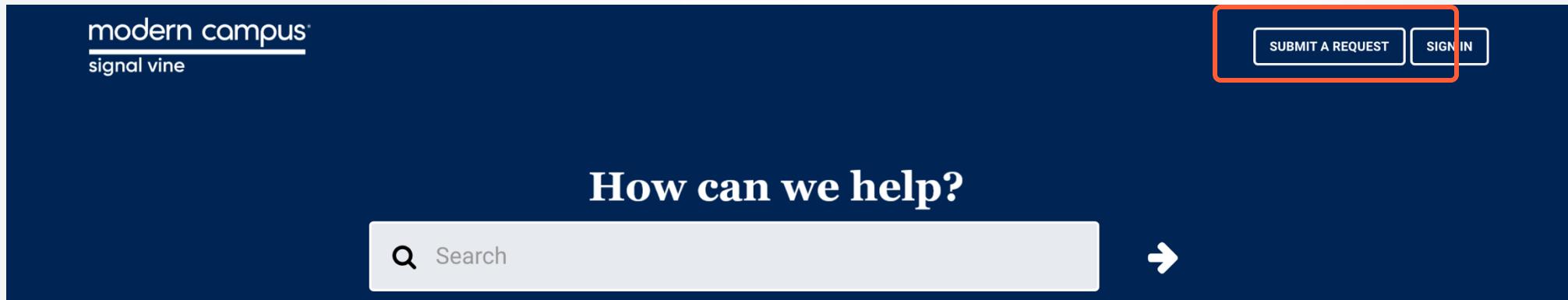
Knowledge Base and Community Forum

Knowledge Base



The screenshot shows a dark purple header bar with the 'modern campus message' logo on the left. To the right of the logo are five navigation links: 'Messages', 'Contacts', 'Programs', 'Analytics', and 'Implementation Alumni'. Following these are three icons: a gear, a calendar, and a question mark, with the question mark icon highlighted by a red box. Below the header, a white content area features four tabs: 'My Preferences' (which is underlined in purple), 'User Management', 'Virtual Advisors', and 'API'. The 'My Preferences' tab is the active one.

Submit a Help Ticket!



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SUBMIT A REQUEST SIGN IN

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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!