

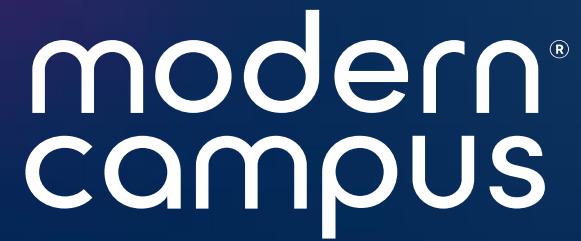


Message 101 for Counselors

Get to know the platform structure and start texting today!

Kelsey Seale

Introduce
yourself in the
chat! Which
institution are
you representing?



Message 101 for Counselors

Your data opens up the platform to create customized segments!

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 boss ☺
- 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. Intro to Message
2. Platform Tour
3. Personal Settings
4. Messaging
5. Programs Tab
6. Knowledge Base & Support
7. Q&A

What is Message?

Modern Campus Message

The screenshot displays the Modern Campus Message application interface. The top navigation bar includes links for Messages, Contacts, Programs, and Analytics, along with implementation and alumni links. The main area shows an inbox with messages from various users, sorted by newest. A detailed message view is open for Felix Saunders, an alumni relations representative from 2008. The message content discusses a game and a donation, with a response from Alia Degen. Another message from Jacob Bebar invites Felix to an alumni social. A final message from Kelsey Seale greets the user. The left sidebar provides search, folder, flag type, and program filters.

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

Inbox Exports

New Message

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

Communication is Key

- More than one way to Message!
 - One to one messages
 - Sending out group blasts
 - Automated message campaigns
- Blending Model
 - All of these can be used at once
 - To your contact, it's one continuous conversation!



Blending Messaging in Practice

Scheduled Automated Message:

to unregistered students

Hi [FIRST NAME], it's [ADVISOR]. Do you need help registering for spring classes?

Hi [NAME], just wanted to check in again. Did you need help registering for spring classes?



Nope.

Automated Nudge:

sent to unresponsive students

Automated Response:

to unregistered students



Actually, what is the deadline to register for classes?



The deadline to register for spring classes is January 10.

Virtual Advisor:

automated reply for FAQs

Event Triggered Messaging

Virtual Advisor

Web App

Either <https://app.signalvine.com/> or your custom url

modern campus message

Messages Contacts Programs Analytics

Implementation College Access/Workforce

Inbox

Sort by Newest

Ruby Ross 9/16/20

Raymond Davis 9/16/20

Victor Simmons 9/16/20

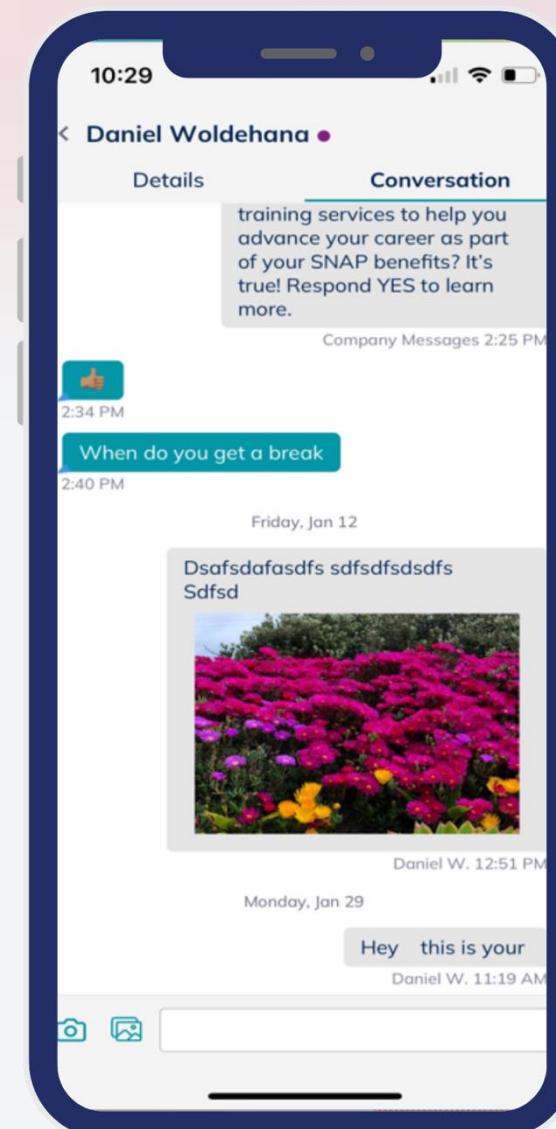
Hi Ruby, have you applied for the scholarship due next week? Let me know if you have any questions!

Hi Ruby, congratulations on your gpa of !

Hey Ruby! How are you feeling about the deadline? 😊 www.cu.edu/deadline

Hey Ruby, thanks for your reply. I will note that on your file! 😊

Mobile App
Search "Modern Campus Message"



Your Role in Message

Account Admin

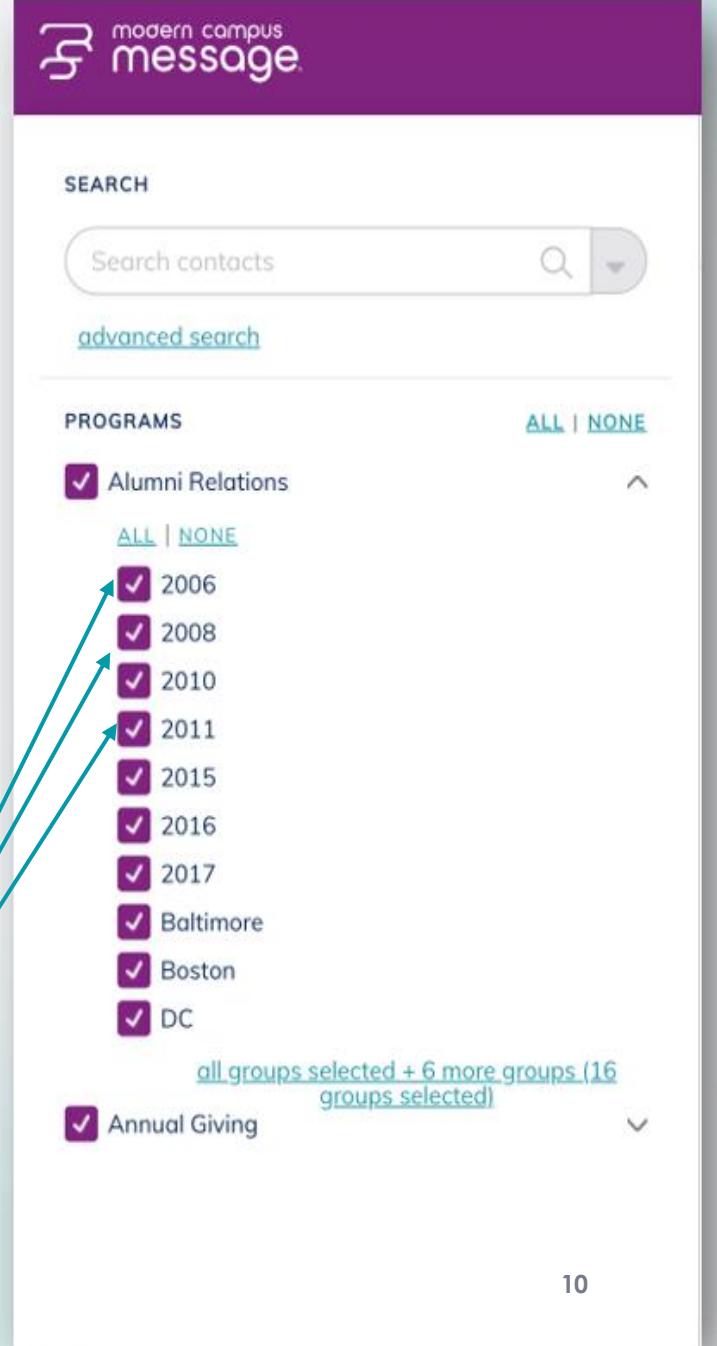
- All student access
- Invite users
- Update settings
- Import data

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 YOUR caseload



The screenshot shows the 'modern campus message' software interface. At the top, there's a purple header bar with the logo and the word 'message'. 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' button. A purple checkmark is next to 'Alumni Relations'. Below this is another 'ALL | NONE' button. A list of items with checkboxes follows, all of which are checked: 2006, 2008, 2010, 2011, 2015, 2016, 2017, Baltimore, Boston, and DC. At the bottom of this list is a link 'all groups selected + 6 more groups (16 groups selected)'. Another purple checkmark is next to 'Annual Giving'. The interface has a clean, modern design with a white background and light gray accents.

Counselors CAN

Counselors CANNOT

View and message YOUR caseload

Update personal settings

Send messages to custom segments of your contact group

Send links, emojis

Export Contacts into a spreadsheet

View analytics

Send individual and group messages

View personal message calendar

View and message all program contacts

Update program-wide settings

Upload contacts in bulk

Program By Program Basis

Send images

Update contact data

Add a single contact

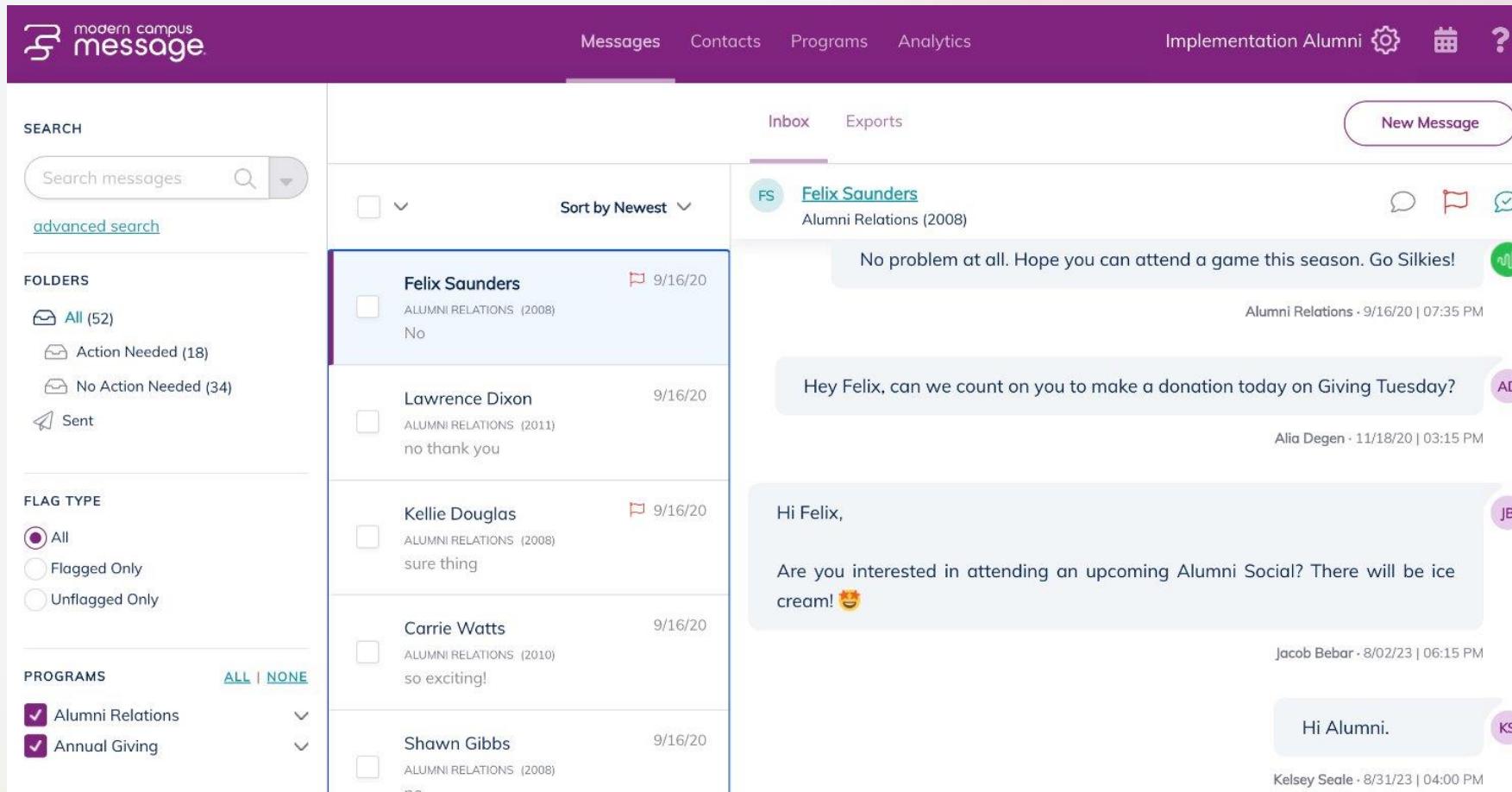
Select program messages

Activate contacts

Platform Tour

Quick look at messages, contacts, programs, and analytics

Platform Tour



The screenshot shows the modern campus message platform's inbox interface. The top navigation bar includes links for Messages, Contacts, Programs, and Analytics, along with Implementation, Alumni, and a help icon. The inbox is sorted by newest messages, with a list of messages from various contacts. Each message is shown in a card format with the sender's name, date, program, and a snippet of the message content. The interface includes a search bar, a sidebar for filtering by folder (All, Action Needed, No Action Needed, Sent), flag type (All, Flagged Only, Unflagged Only), and program (Alumni Relations, Annual Giving). A 'New Message' button is located in the top right corner.

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

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

Lawrence Dixon
Alumni Relations (2011)

no thank you

Kellie Douglas
Alumni Relations (2008)

sure thing

Carrie Watts
Alumni Relations (2010)

so exciting!

Shawn Gibbs
Alumni Relations (2008)

no

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! 😊

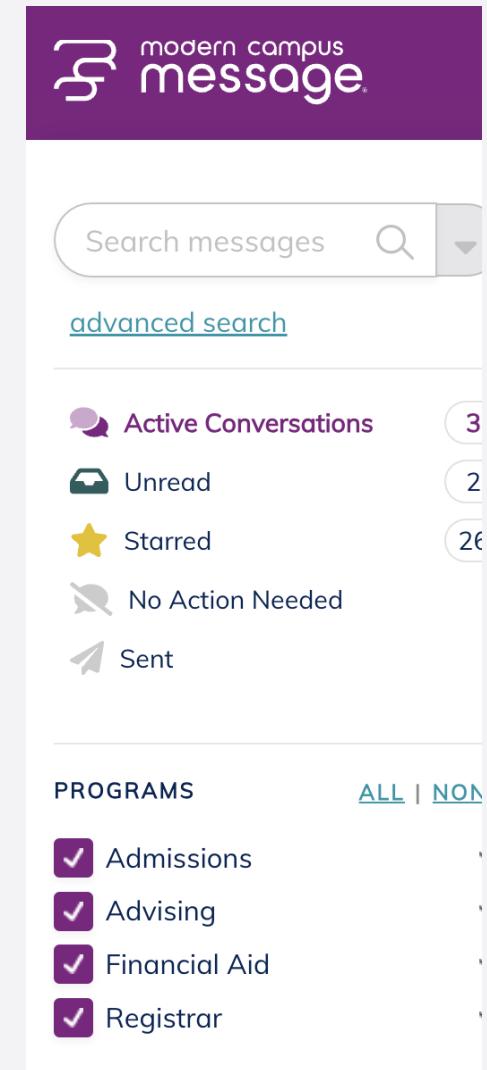
Jacob Bebar - 8/02/23 | 06:15 PM

Hi Alumni.

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

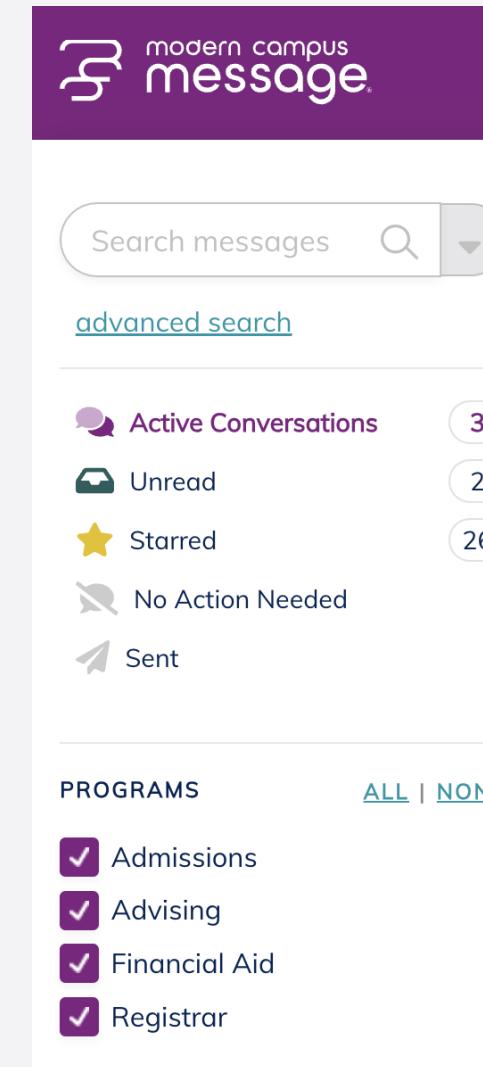
Message Type Filters

- **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

Inbox Exports [New Message](#)

1 selected Actions

- Celia Gardner
- Amanda
- Keon

Mark as read

Mark as unread

Mark as "No Action Needed"

Mark as "Active"

Starred

Not Starred

Celia Gardner
Registrar

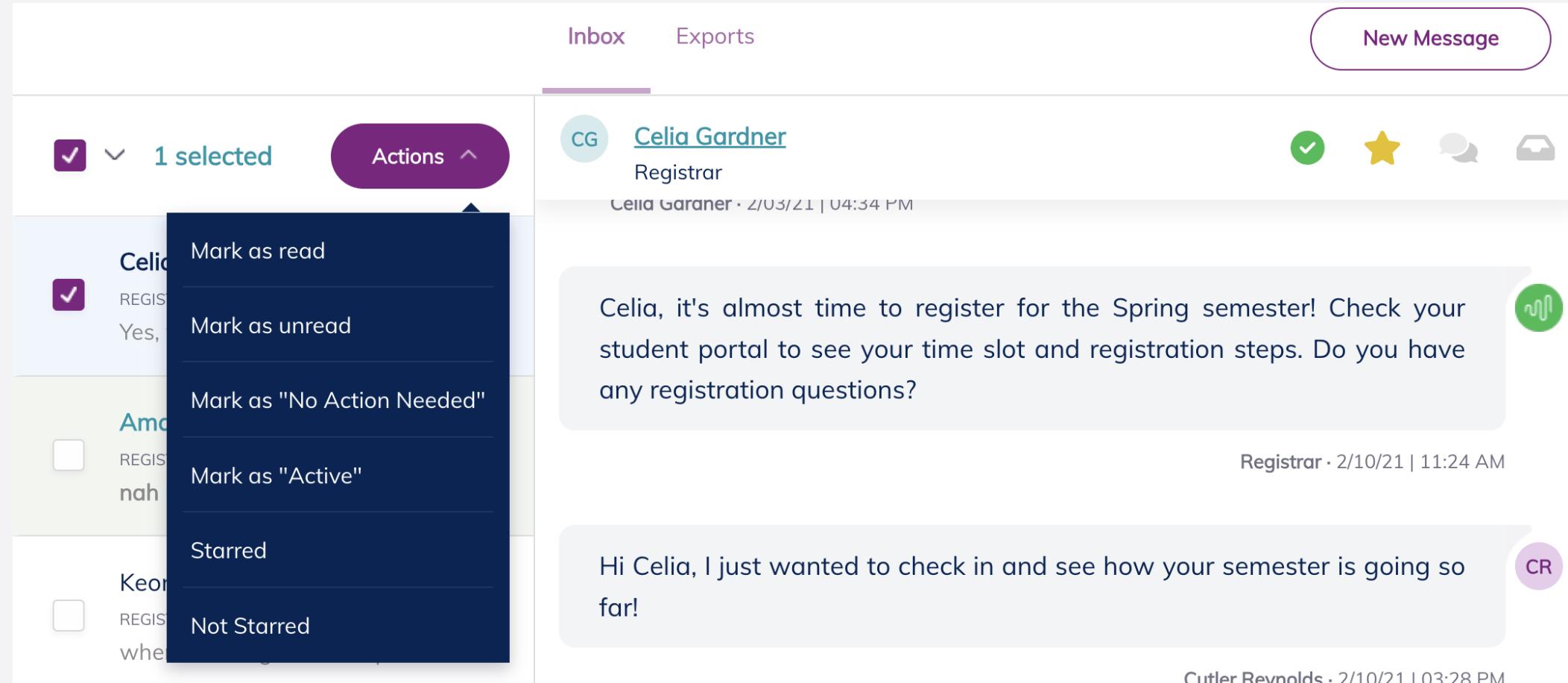
Celia Gardner · 2/03/21 | 04:34 PM

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?

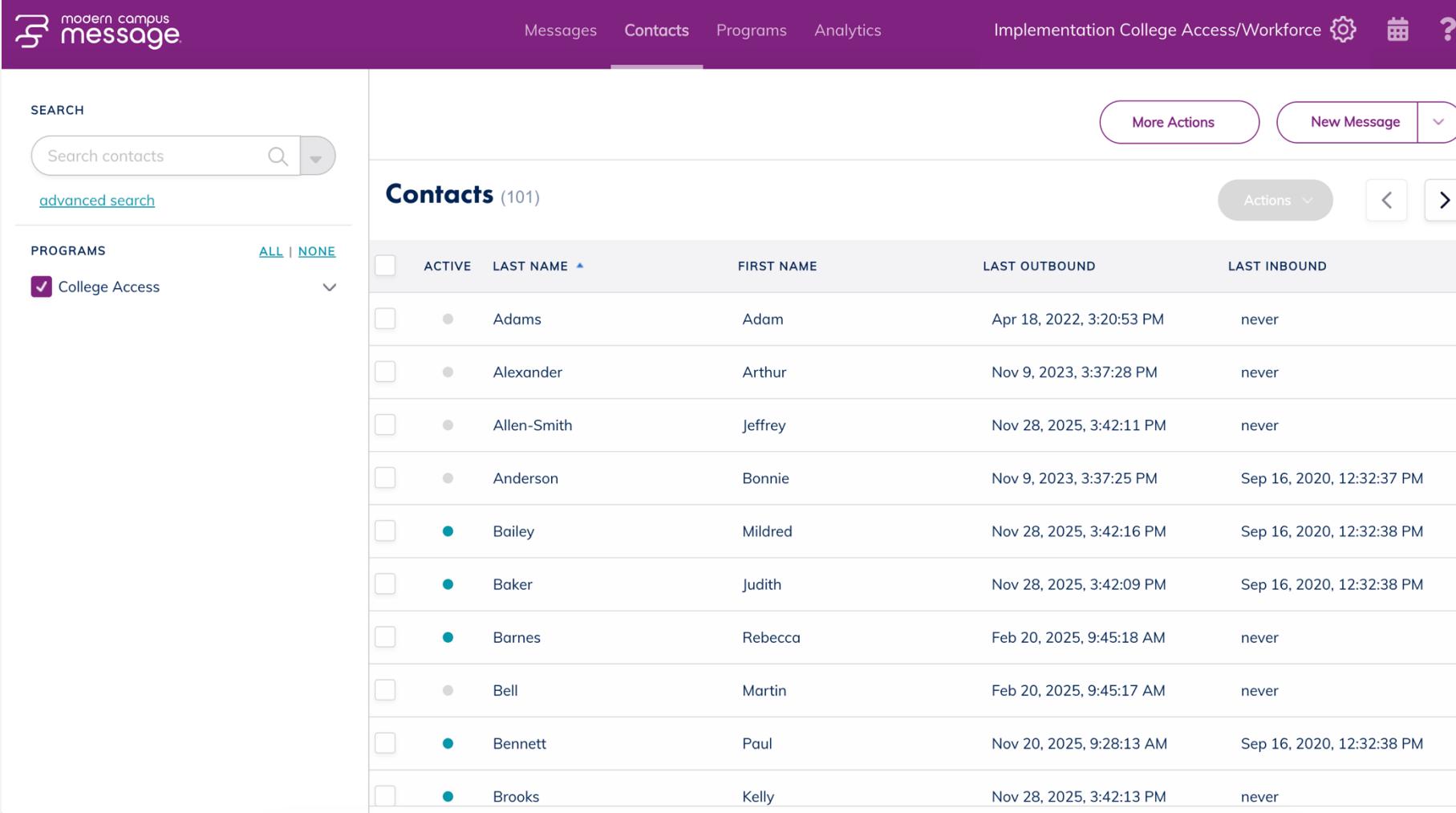
Registrar · 2/10/21 | 11:24 AM

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



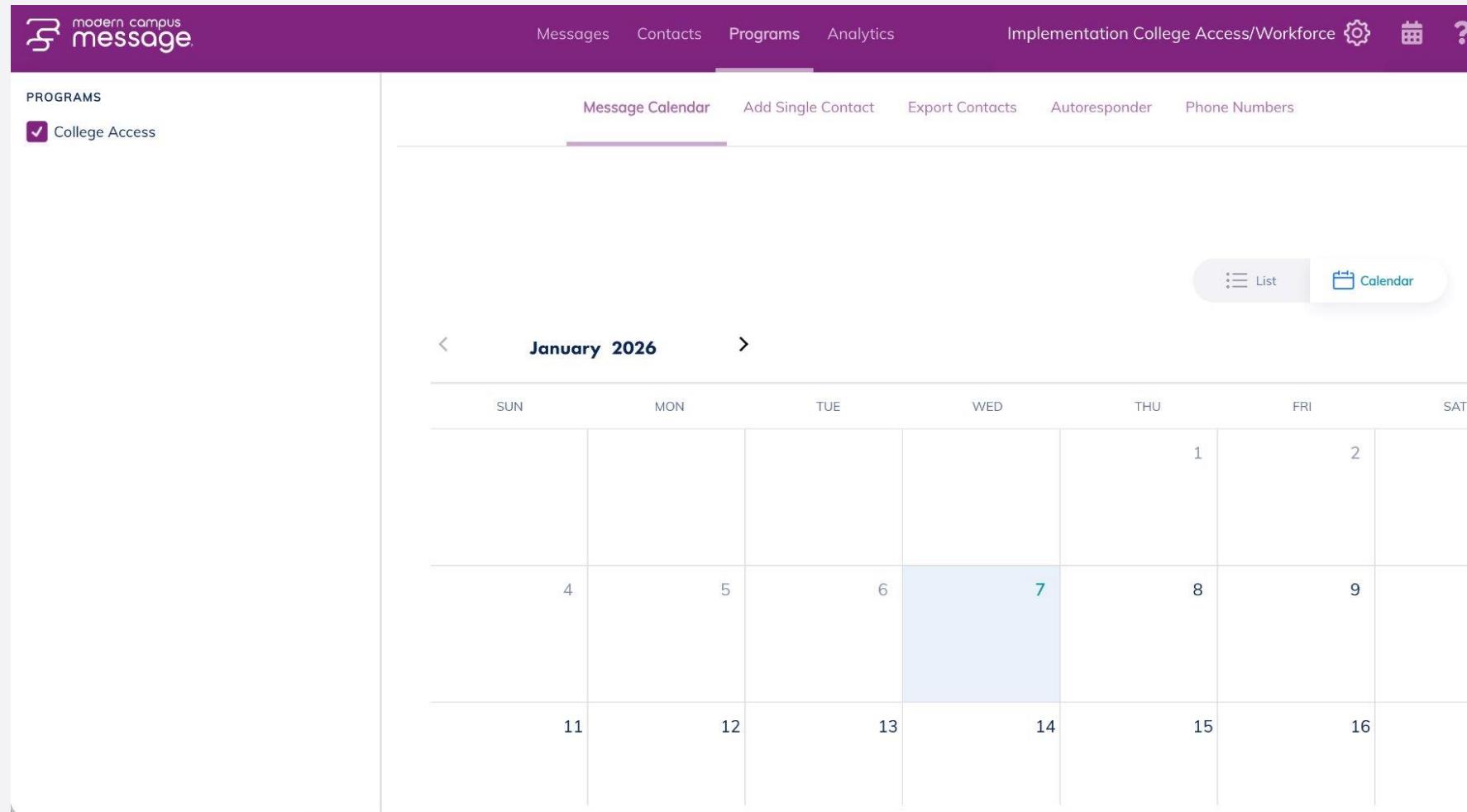
Contacts Tab



The screenshot shows the modern campus message software interface with the 'Contacts' tab selected. The top navigation bar includes links for 'Messages', 'Contacts', 'Programs', and 'Analytics', along with 'Implementation College Access/Workforce' and various settings icons. The left sidebar features a search bar, an 'advanced search' link, and a 'PROGRAMS' section with a 'College Access' filter selected. The main content area displays a table titled 'Contacts (101)' with columns for 'ACTIVE', 'LAST NAME', 'FIRST NAME', 'LAST OUTBOUND', and 'LAST INBOUND'. The table lists 10 contacts, each with a checkbox and a small circular icon indicating status (grey for active, teal for inactive).

ACTIVE	LAST NAME	FIRST NAME	LAST OUTBOUND	LAST INBOUND
<input type="checkbox"/>	Adams	Adam	Apr 18, 2022, 3:20:53 PM	never
<input type="checkbox"/>	Alexander	Arthur	Nov 9, 2023, 3:37:28 PM	never
<input type="checkbox"/>	Allen-Smith	Jeffrey	Nov 28, 2025, 3:42:11 PM	never
<input type="checkbox"/>	Anderson	Bonnie	Nov 9, 2023, 3:37:25 PM	Sep 16, 2020, 12:32:37 PM
<input type="checkbox"/>	Bailey	Mildred	Nov 28, 2025, 3:42:16 PM	Sep 16, 2020, 12:32:38 PM
<input type="checkbox"/>	Baker	Judith	Nov 28, 2025, 3:42:09 PM	Sep 16, 2020, 12:32:38 PM
<input type="checkbox"/>	Barnes	Rebecca	Feb 20, 2025, 9:45:18 AM	never
<input type="checkbox"/>	Bell	Martin	Feb 20, 2025, 9:45:17 AM	never
<input type="checkbox"/>	Bennett	Paul	Nov 20, 2025, 9:28:13 AM	Sep 16, 2020, 12:32:38 PM
<input type="checkbox"/>	Brooks	Kelly	Nov 28, 2025, 3:42:13 PM	never

Programs Tab



The screenshot shows the modern campus message software interface. The top navigation bar includes tabs for Messages, Contacts, Programs (which is the active tab), and Analytics. To the right of the tabs are links for Implementation, College Access/Workforce, a gear icon, a calendar icon, and a question mark icon. The main content area is titled "PROGRAMS" and shows a list with a checked checkbox next to "College Access". Below this is a "Message Calendar" section with links for "Message Calendar", "Add Single Contact", "Export Contacts", "Autoresponder", and "Phone Numbers". At the bottom of this section are "List" and "Calendar" buttons, with "Calendar" being the active view. The calendar displays the month of January 2026. The days of the week are labeled SUN, MON, TUE, WED, THU, FRI, and SAT. The dates are arranged in a grid: Row 1 (Sunday to Saturday) has 1 and 2; Row 2 (Sunday to Saturday) has 4, 5, 6, 7 (which is highlighted in light blue), 8, 9; Row 3 (Sunday to Saturday) has 11, 12, 13, 14, 15, 16. Navigation arrows are present on the left and right sides of the calendar.

Analytics Tab

modern campus message

Messages Contacts Programs Analytics Implementation College Access/Workforce

College Access

Contacts (all time)

Updates weekly, last update on 1/07/2026

24.2% Overall Engagement Rate

95 Contacts

High Engagement
1 contacts

Medium Engagement
6 contacts

Low Engagement
16 contacts

No Engagement
72 contacts

Opted Out
6 contacts

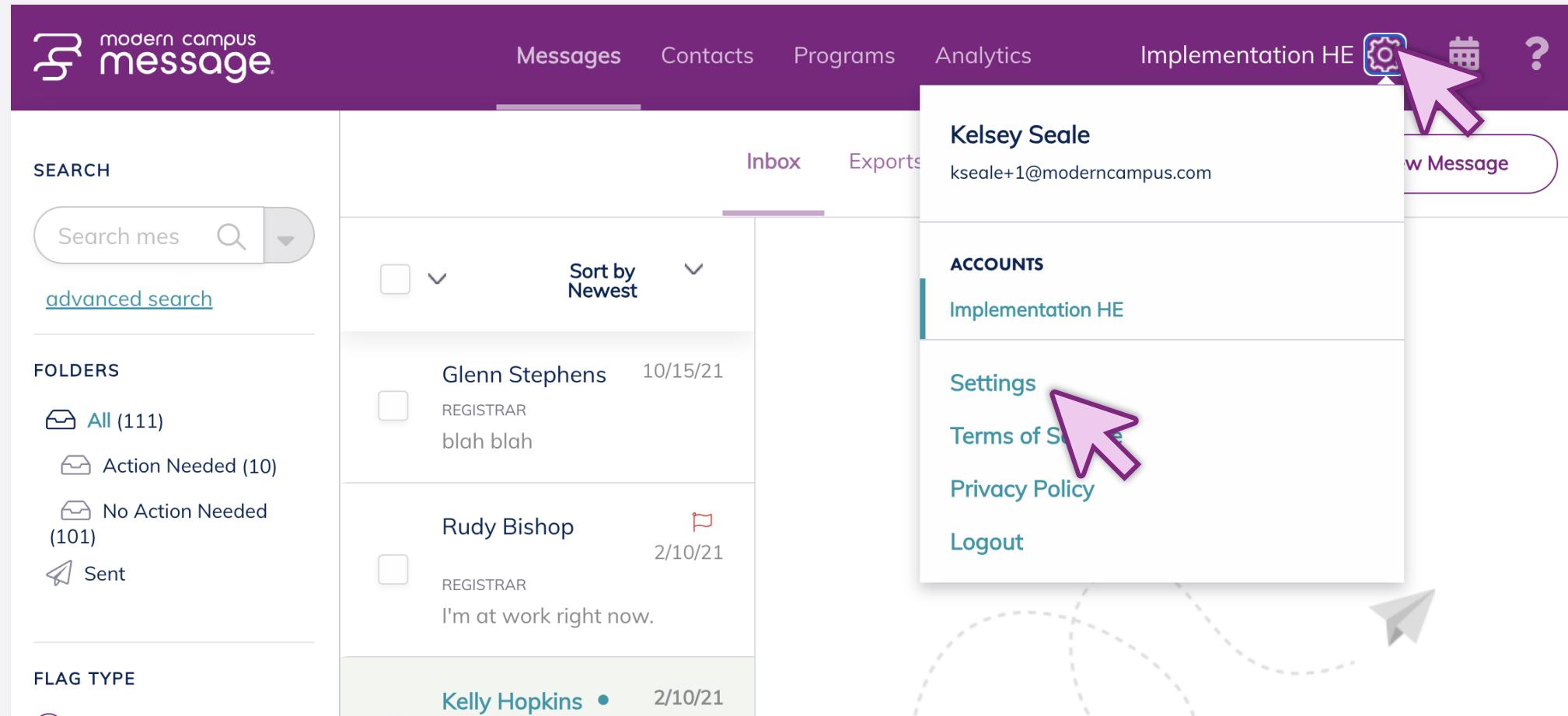
[view statistics](https://app.signalvine.com/cv/analytics)

Counselors

Personal Settings

Inbox preferences and notification settings

Locate Your Personal Settings



The screenshot shows the modern campus message interface. The top navigation bar includes links for Messages, Contacts, Programs, Analytics, Implementation HE (which is highlighted with a purple arrow), and a question mark icon. The main content area shows an inbox with messages from Glenn Stephens, Rudy Bishop, and Kelly Hopkins. On the left, there are sections for SEARCH, FOLDERS (All 111, Action Needed 10, No Action Needed 101, Sent), and FLAG TYPE. A context menu is open over the Implementation HE link, listing Kelsey Seale's information, ACCOUNTS (Implementation HE), and various settings and legal links (Settings, Terms of Service, Privacy Policy, Logout). A purple arrow points to the 'Settings' link in the menu.

SEARCH

Search mes

[advanced search](#)

FOLDERS

- (111)
- (10)
- (101)
-

FLAG TYPE

Messages Contacts Programs Analytics Implementation HE   ?

Inbox Exports

Sort by Newest

Glenn Stephens 10/15/21
REGISTRAR
blah blah

Rudy Bishop 2/10/21
REGISTRAR
I'm at work right now.

Kelly Hopkins • 2/10/21

Kelsey Seale
kseale+1@moderncampus.com

ACCOUNTS

Implementation HE

Settings

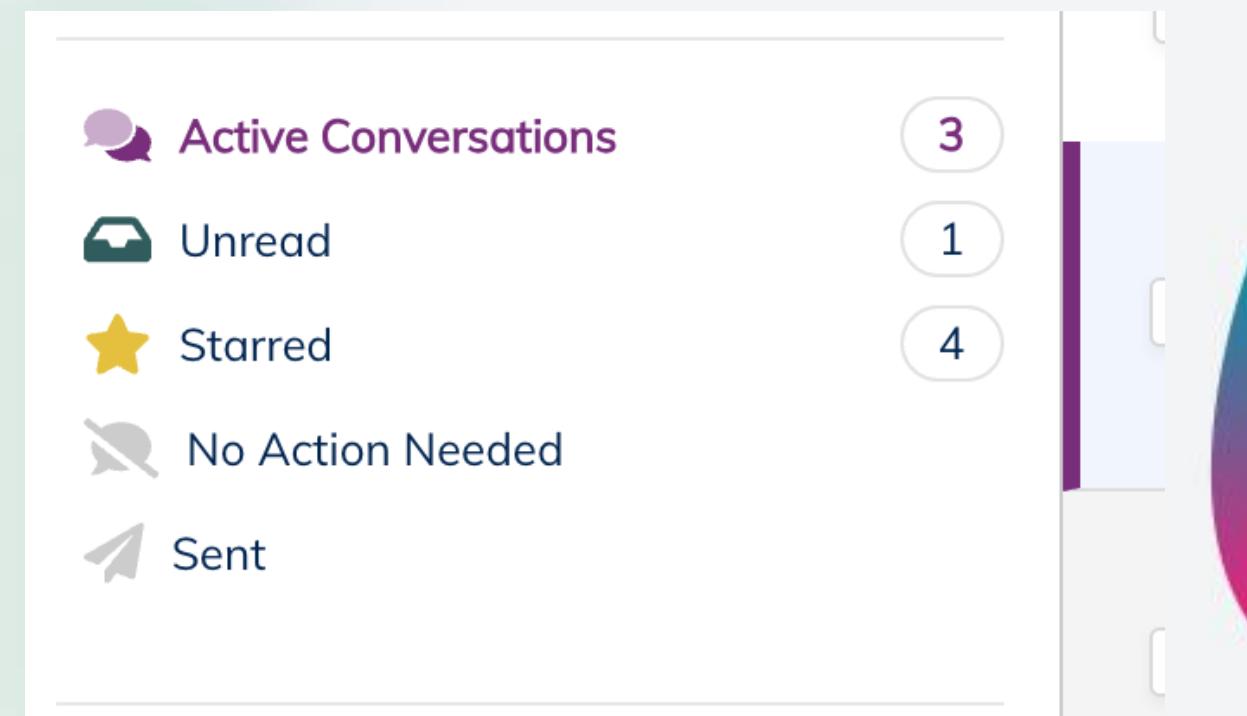
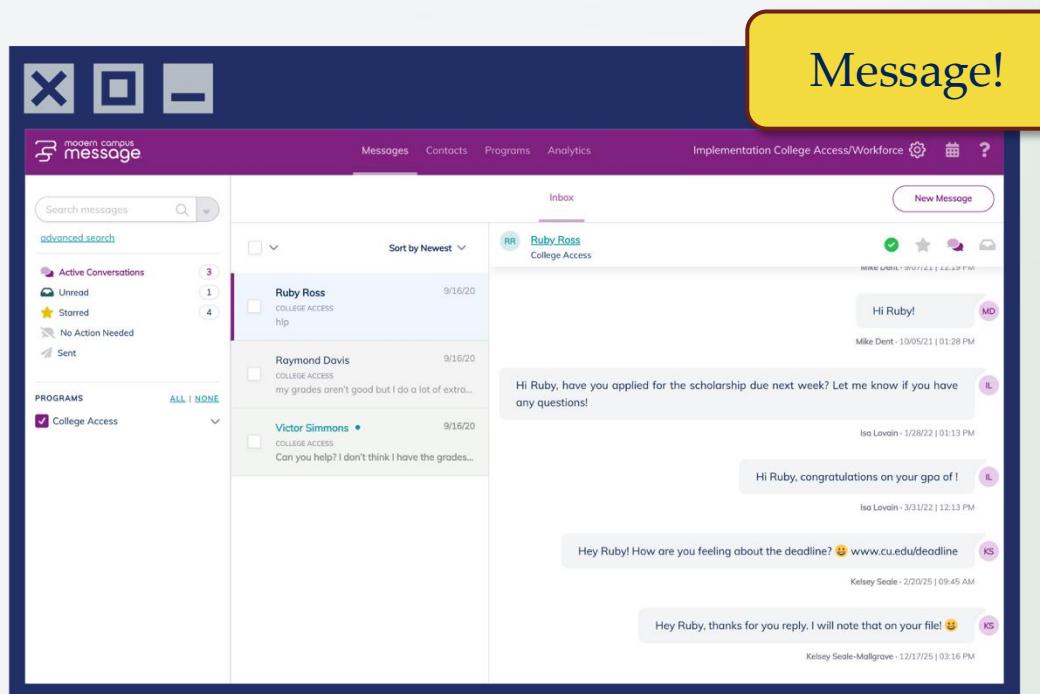
Terms of Service

Privacy Policy

Logout

Personal Settings Highlight

- Enable Desktop Notifications
 - Increase message response rate
 - Stay on top of messages while working in other windows.
- Automatically mark conversations as "No Action Needed" when I respond.
 - Keeps inbox clear
 - Simplifies work flow



Notification Options

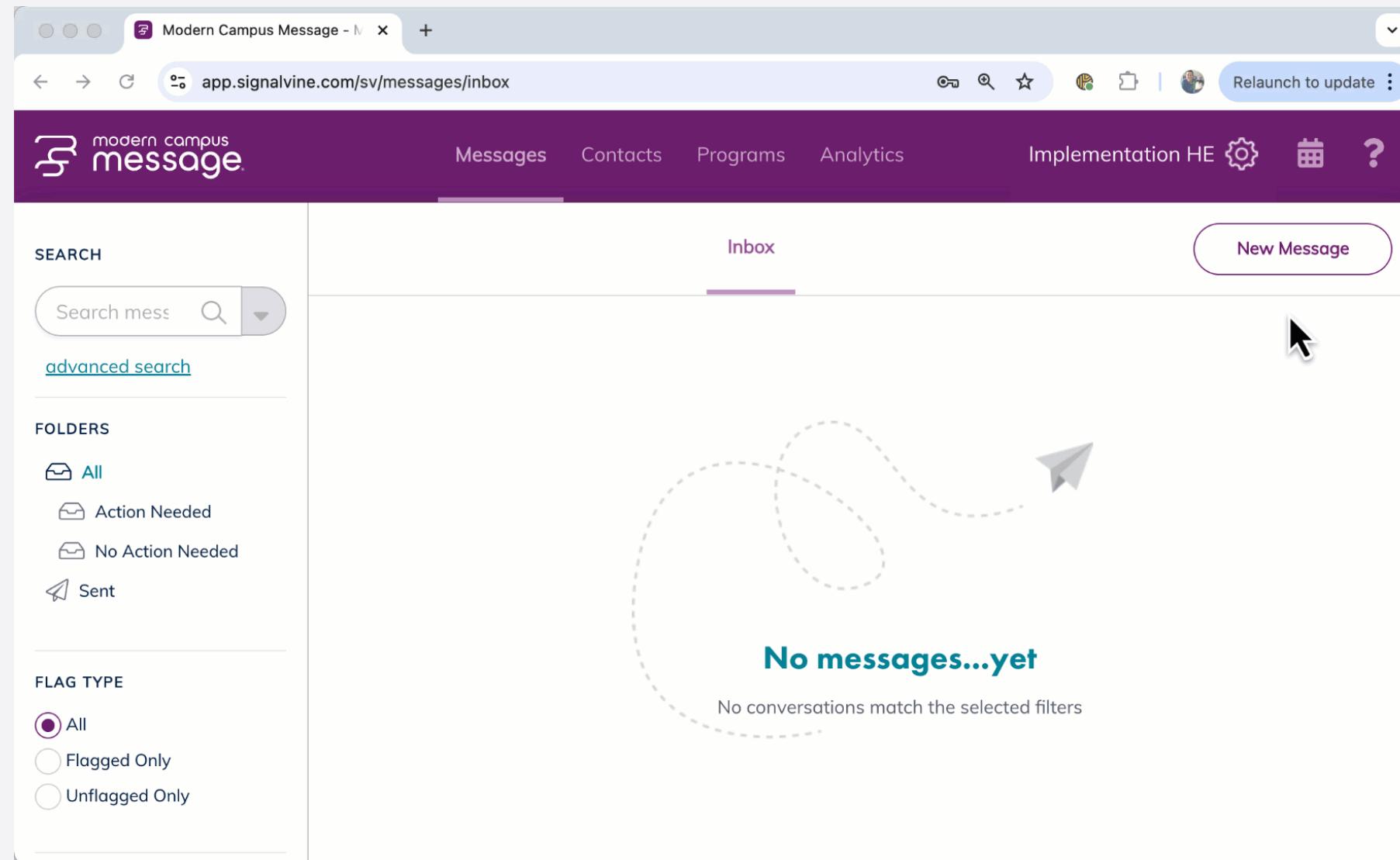
1. Desktop

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**

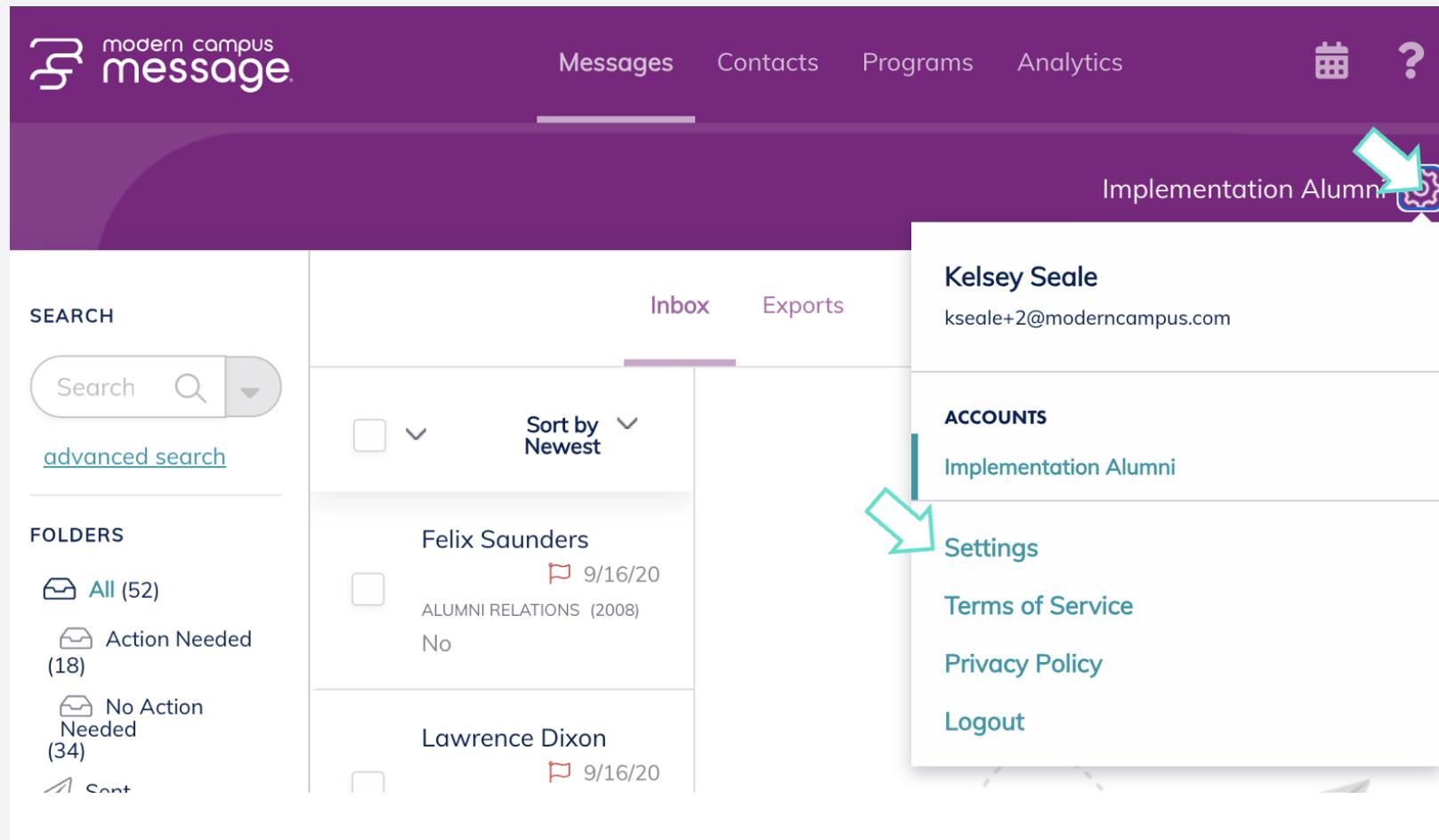
2. Email / Text Message:

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

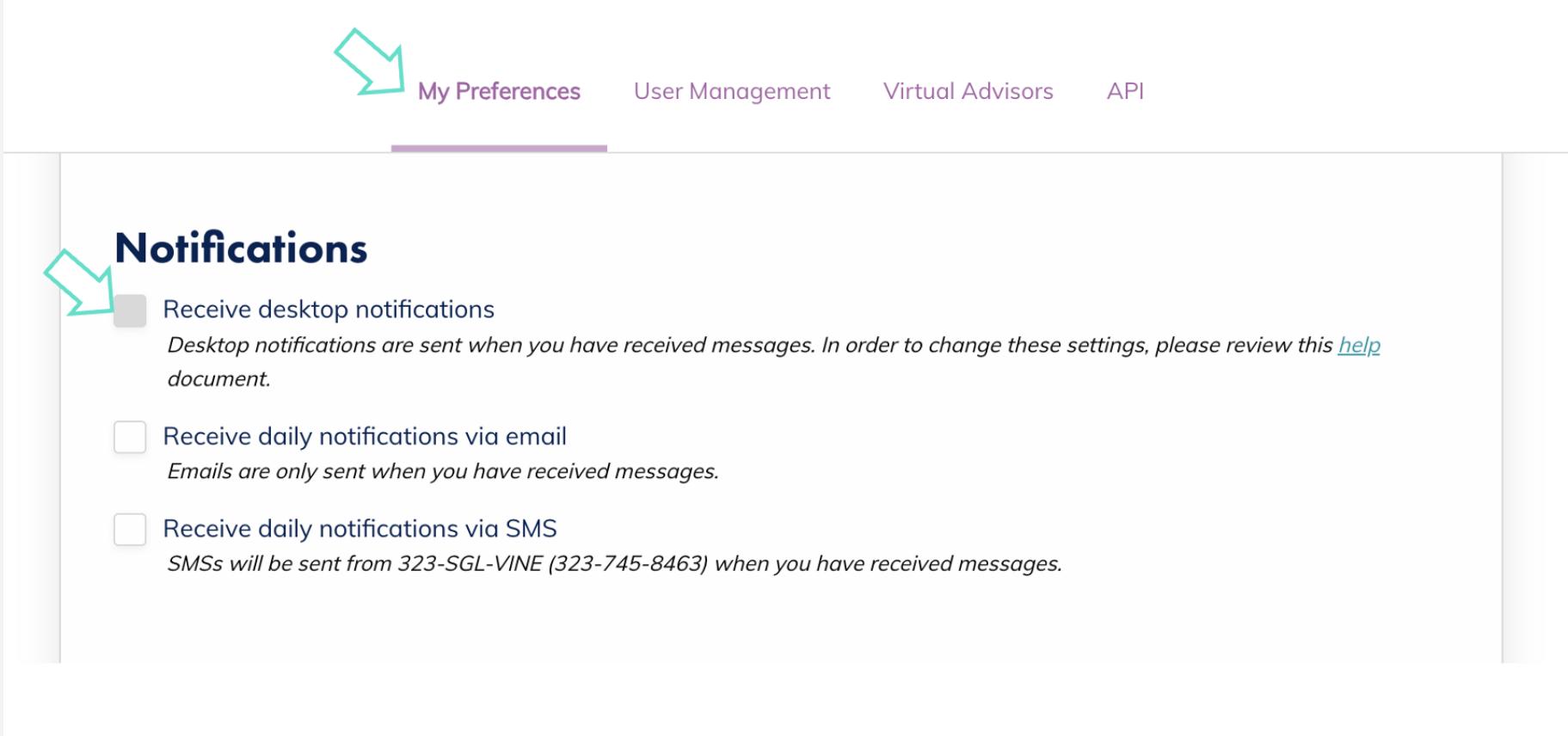
Enable Desktop Notifications



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



2. Under the **My Preferences** tab scroll to **Notifications**.
3. Check the box next to **Receive desktop notifications**.



The screenshot shows a web interface with a navigation bar at the top. The 'My Preferences' tab is highlighted with a purple underline and a teal arrow pointing to it. Other tabs include 'User Management', 'Virtual Advisors', and 'API'. Below the navigation bar, the word 'Notifications' is displayed in bold blue text. To the left of this text is a teal arrow pointing to the first checkbox. The first checkbox is checked and labeled 'Receive desktop notifications'. A descriptive text follows: 'Desktop notifications are sent when you have received messages. In order to change these settings, please review this [help](#) document.' Below this, there are two more checkboxes: one for 'Receive daily notifications via email' (unchecked) and one for 'Receive daily notifications via SMS' (unchecked). Both have descriptive text below them: 'Emails are only sent when you have received messages.' and 'SMSs will be sent from 323-SGL-VINE (323-745-8463) when you have received messages.'

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

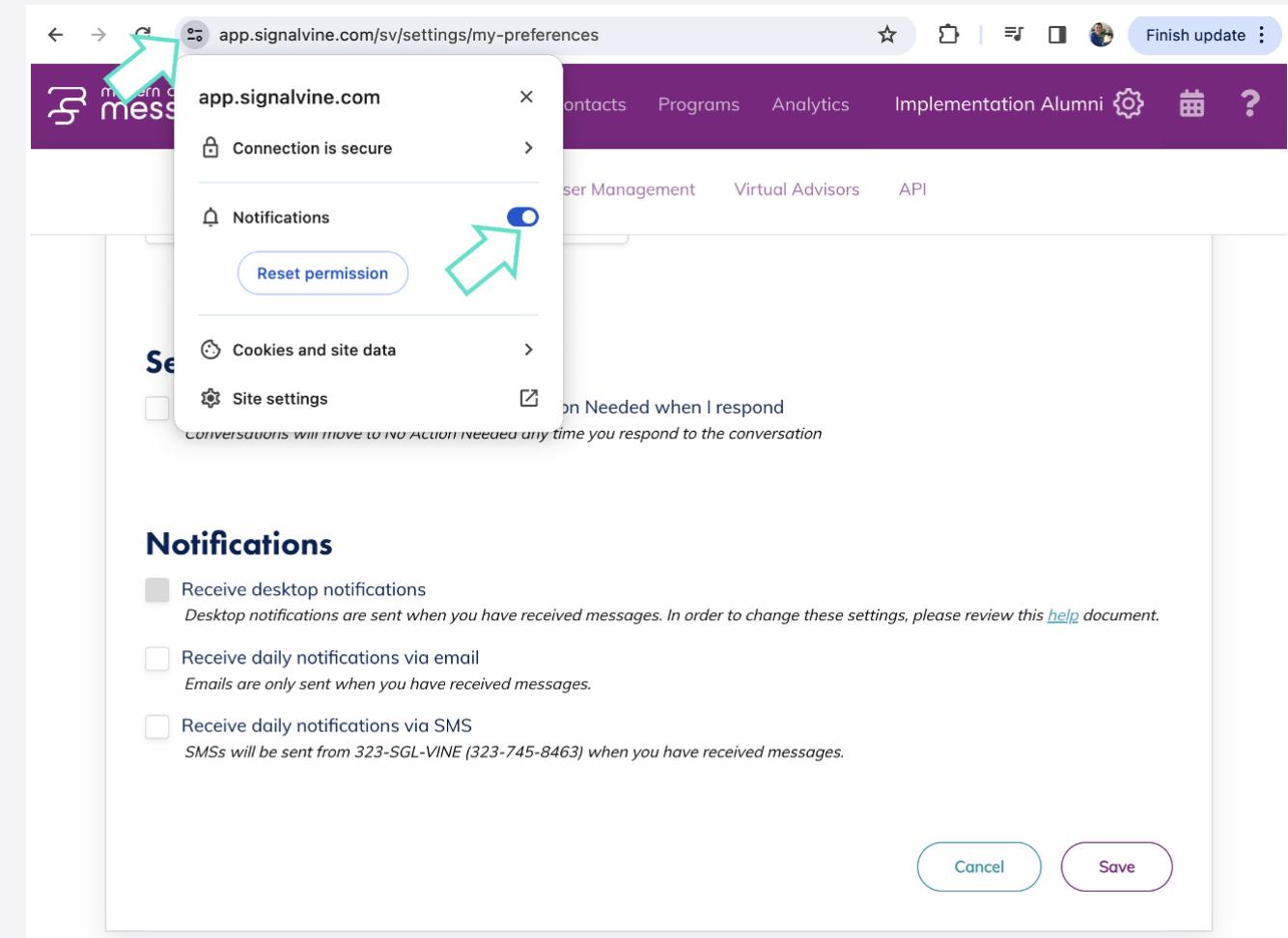
Emails are only sent when you have received messages.

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.

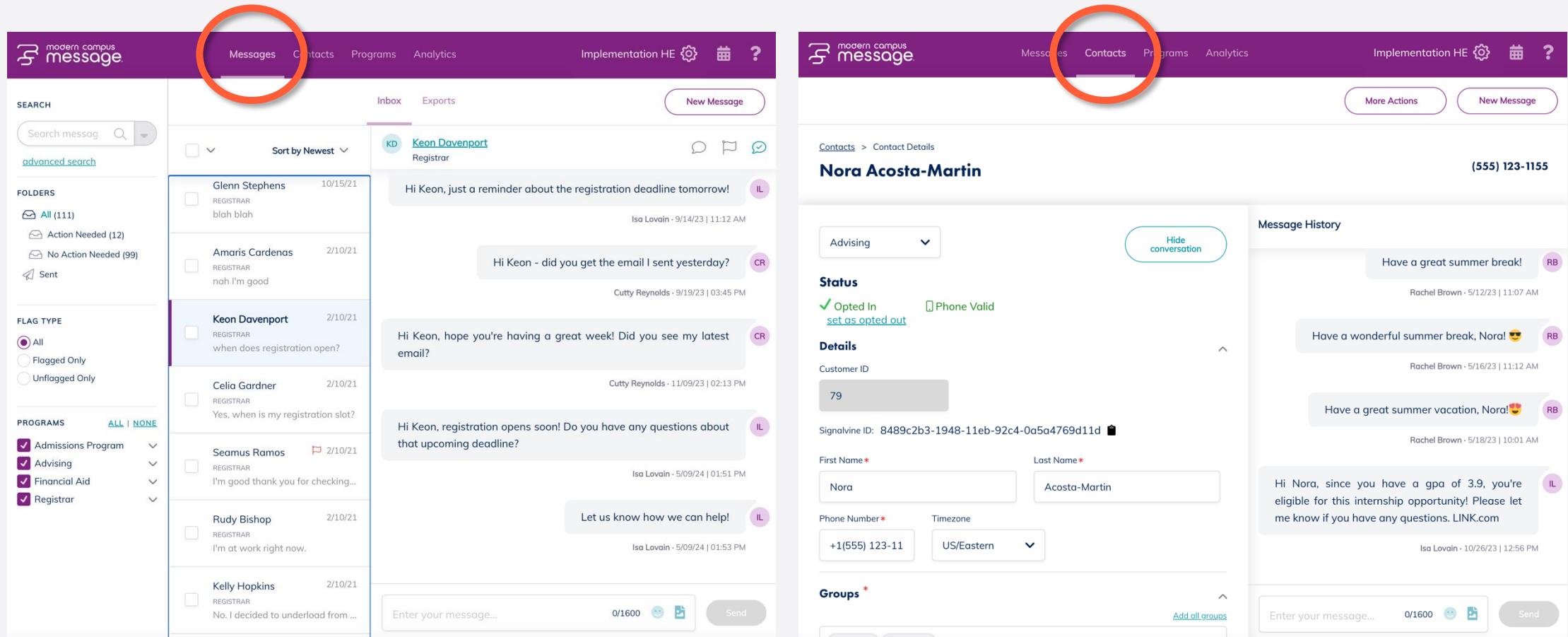
Cancel Save

Message Demo

- Go to settings
- Demo turning on automatic no action needed
- Demo turning on and off desktop notifications

One-to-one Messaging

Texting One-on-one



The screenshots demonstrate the modern campus message interface, showing the 'Messages' tab and a contact's details page.

Left Screenshot: Messages Tab

- Header:** modern campus message, Messages, Contacts, Programs, Analytics, Implementation HE, Help.
- Left Sidebar:**
 - SEARCH: Search message, advanced search.
 - FOLDERS: All (111), Action Needed (12), No Action Needed (99), Sent.
 - FLAG TYPE: All, Flagged Only, Unflagged Only.
 - PROGRAMS: ALL | NONE
 - Checkboxes for: Admissions Program, Advising, Financial Aid, Registrar.
- Main Area:**
 - Inbox, Sort by Newest.
 - Recent conversations (messages) with Glenn Stephens, Amaris Cardenas, Keon Davenport, Celia Gardner, Seamus Ramos, Rudy Bishop, and Kelly Hopkins.
 - Message from Keon Davenport: "Hi Keon, just a reminder about the registration deadline tomorrow!" (Isa Lovain - 9/14/23 | 11:12 AM).
 - Message from Cutty Reynolds: "Hi Keon - did you get the email I sent yesterday?" (Cutty Reynolds - 9/19/23 | 03:45 PM).
 - Message from Cutty Reynolds: "Hi Keon, hope you're having a great week! Did you see my latest email?" (Cutty Reynolds - 11/09/23 | 02:13 PM).
 - Message from Isa Lovain: "Hi Keon, registration opens soon! Do you have any questions about that upcoming deadline?" (Isa Lovain - 5/09/24 | 01:51 PM).
 - Message from Isa Lovain: "Let us know how we can help!" (Isa Lovain - 5/09/24 | 01:53 PM).
 - Message input field: "Enter your message... 0/1600" with a file icon and a 'Send' button.

Right Screenshot: Contact Details

- Header:** modern campus message, Messages, Contacts, Programs, Analytics, Implementation HE, Help.
- Left Sidebar:** Contacts > Contact Details for **Nora Acosta-Martin**.
- Right Sidebar:** (555) 123-1155, More Actions, New Message.
- Main Area:**
 - Advising dropdown.
 - Status:** Opted In (green checkmark), Phone Valid (green checkmark).
 - Details:**
 - Customer ID: 79
 - Signalvine ID: 8489c2b3-1948-11eb-92c4-0a5a4769d11d
 - First Name: * Nora
 - Last Name: * Acosta-Martin
 - Phone Number: * +1(555) 123-11
 - Timezone: US/Eastern
 - Groups:** * Add all groups.
 - Message History:**
 - Have a great summer break! (Rachel Brown - 5/12/23 | 11:07 AM)
 - Have a wonderful summer break, Nora! 😊 (Rachel Brown - 5/16/23 | 11:12 AM)
 - Have a great summer vacation, Nora! 😊 (Rachel Brown - 5/18/23 | 10:01 AM)
 - Hi Nora, since you have a gpa of 3.9, you're eligible for this internship opportunity! Please let me know if you have any questions. LINK.com (Isa Lovain - 10/26/23 | 12:56 PM)
 - Message input field: "Enter your message... 0/1600" with a file icon and a 'Send' button.

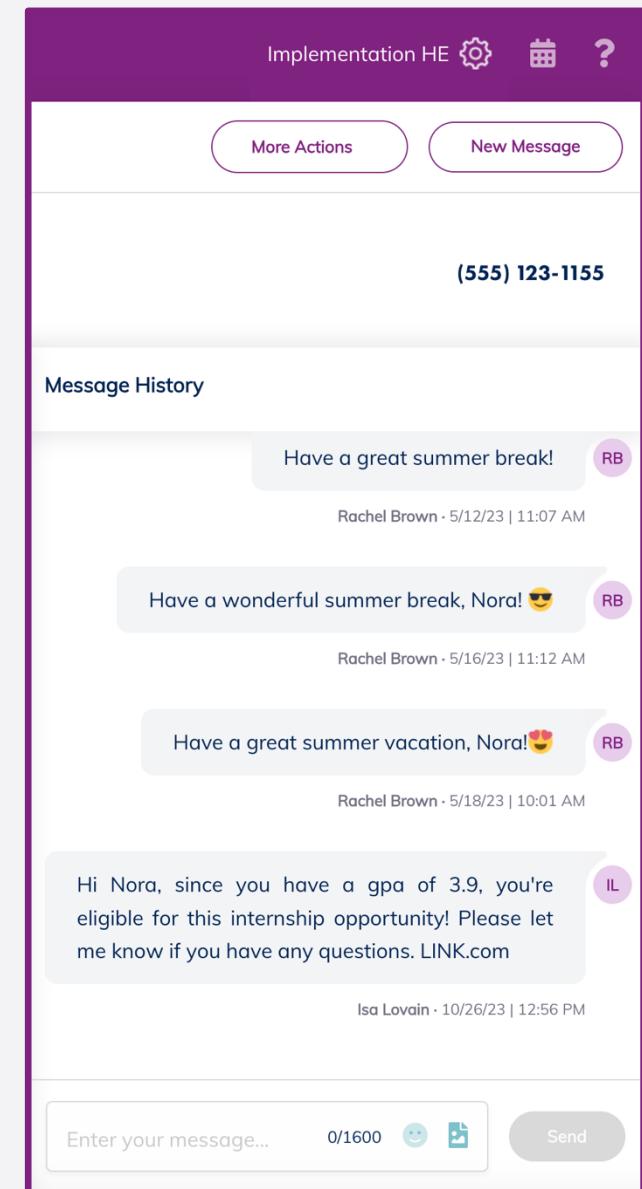
One-on-one Messages

- Method 1

- Select contact from the **Messages** inbox
- Text from the bottom right corner

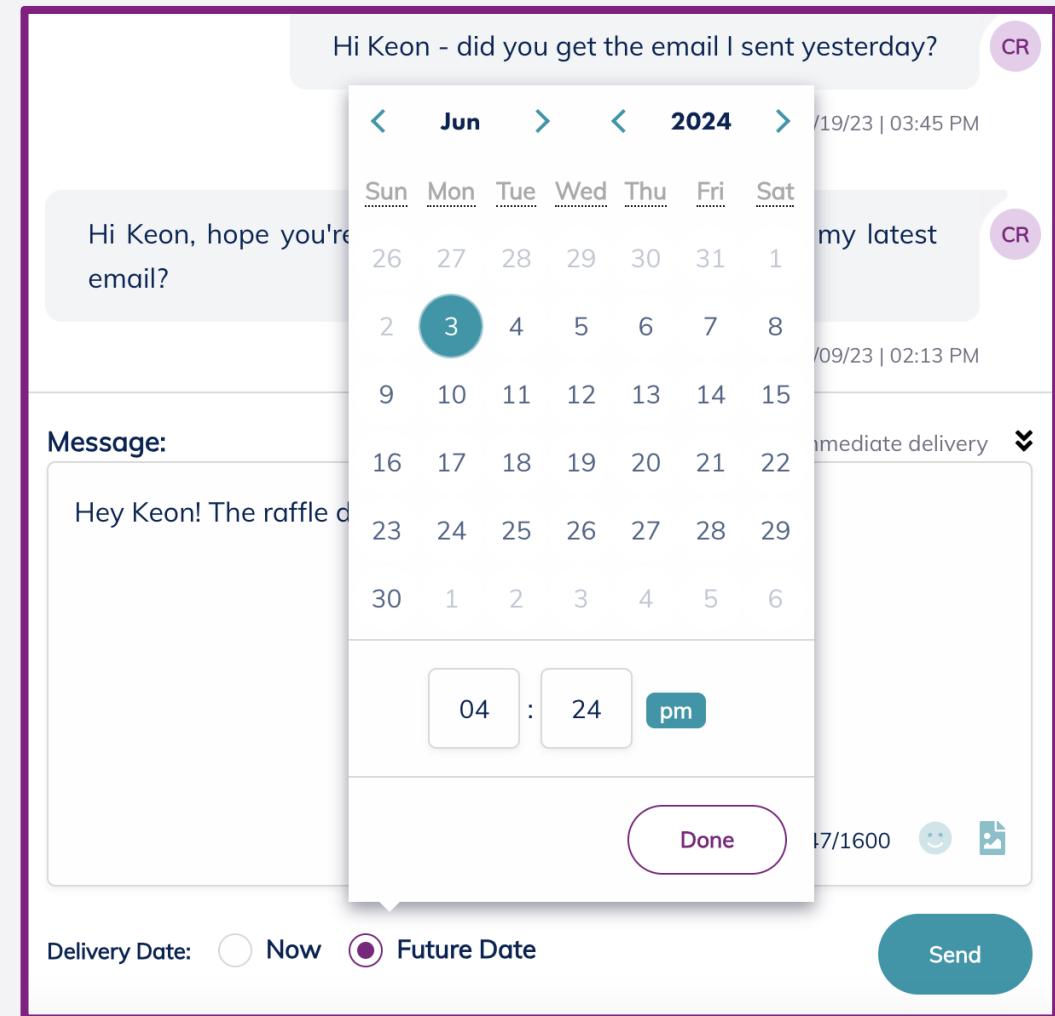
- Method 2

- 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 one person
2. Info that's sensitive
3. Personal question
4. Message response

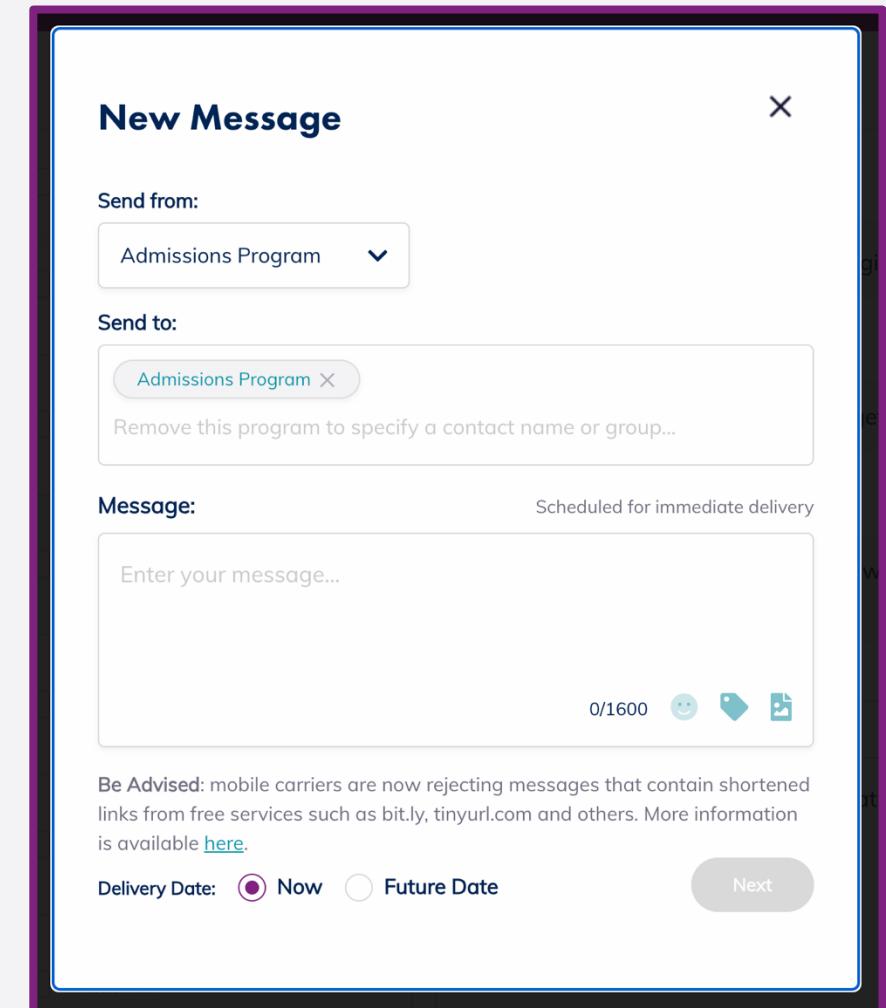


Quick Group Bulk Messaging

*always sent as individual texts to each contact!

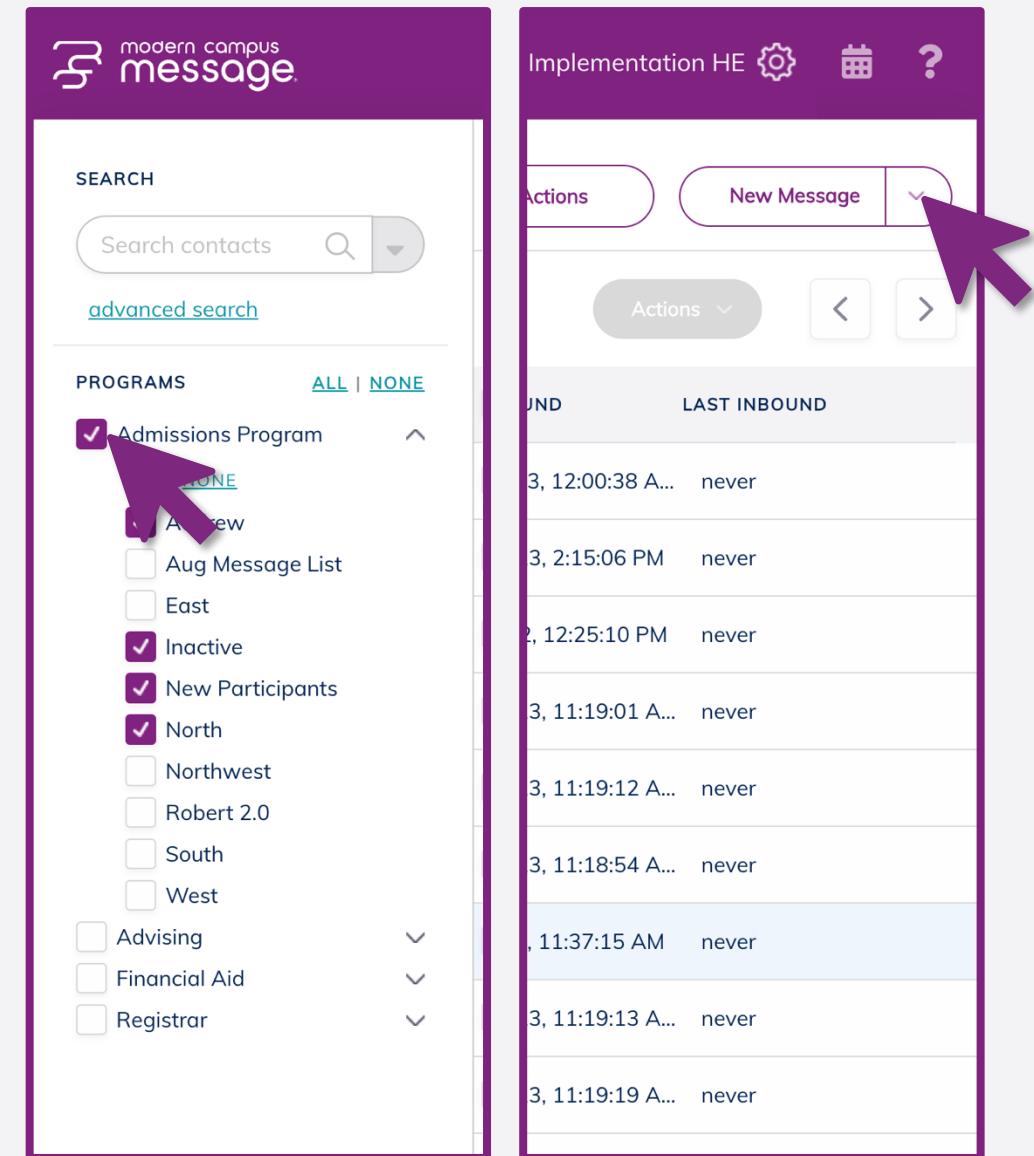
Quick Bulk

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



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 Messages

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

Make use of...

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



Demo quick groups

- Show starting from scratch
- Show using “Send to current results”

Advanced Search

Use your data to create custom groups

Advanced Search

- Hyper-segment your contacts using data
- And/or search functions
- Get the right message to the right person

Match if **All** rules are met

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

If **All** of the following conditions are met

active	equals	True	X
--------	--------	------	-------------------

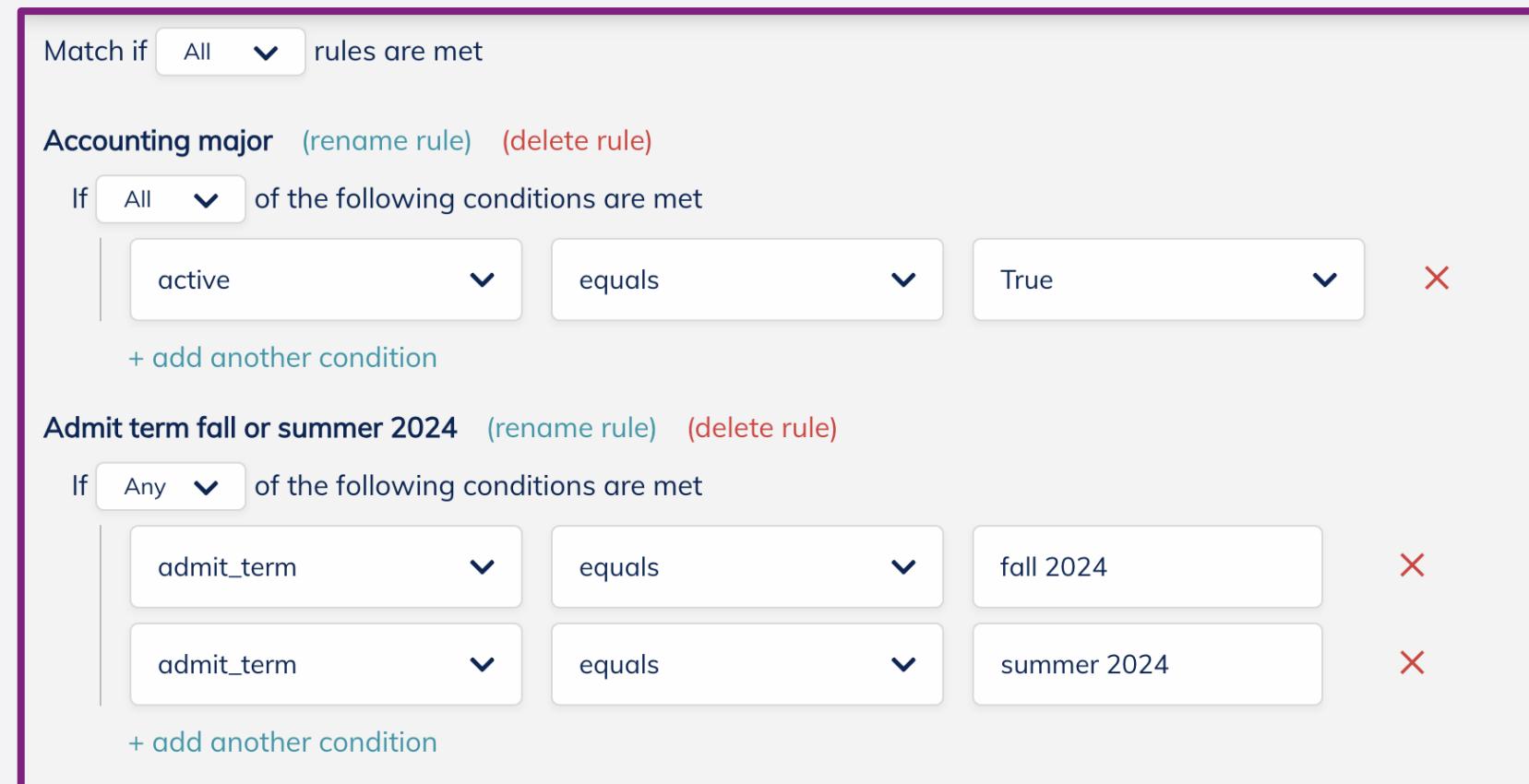
[+ add another condition](#)

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

If **Any** of the following conditions are met

admit_term	equals	fall 2024	X
admit_term	equals	summer 2024	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

Advanced Search

X

Match if **Any** rules are met

In State above 3.0 (rename rule) (delete rule)

If **All** of the following conditions are met

HS GPA

is greater than or equal to

3.0

Clear

X

State Resident

equals

True

▼

X

+ add another condition

Out of State above 3.8 (rename rule) (delete rule)

If **All** of the following conditions are met

HS GPA

is greater than or equal to

3.8

Clear

X

State Resident

equals

False

▼

X

+ add another condition

+ add another rule

Cancel

Search

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



Platform Demo

- Prior_donor = True

"Because of donors like you, our high school outreach event was possible! Thank you for your generosity, [First Name]. We're grateful for your continued support!"

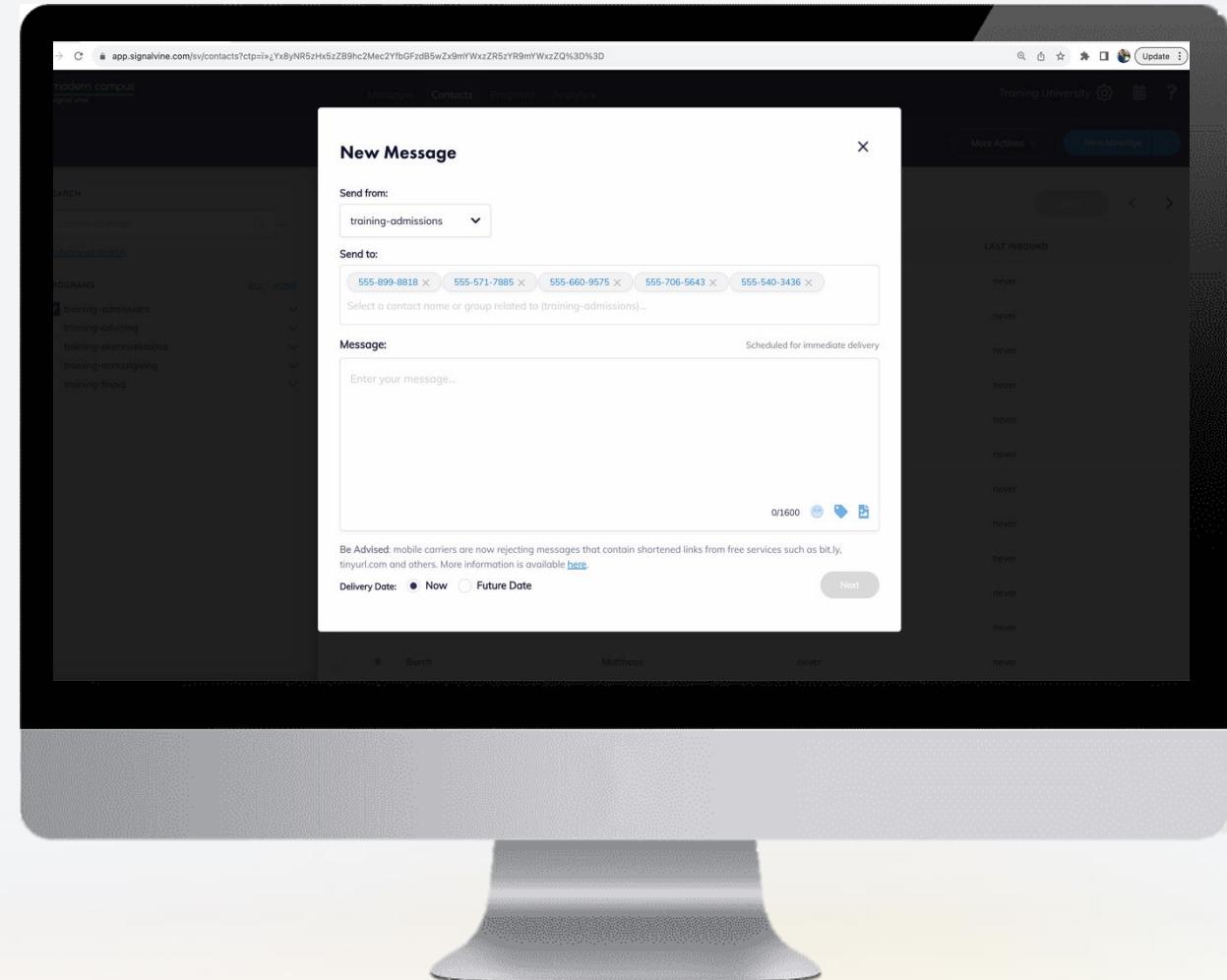
- Prior_donor = False
- Prior_donor = blank
- "Hi [First Name], did you know that even a small gift can make a big impact for bringing scholarships to students in need? Join your fellow alumni in making a difference today: www.cu.edu/donate

Bulk Copy + Paste

Create a new message from an outside list of numbers

Copy and Paste a List

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



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

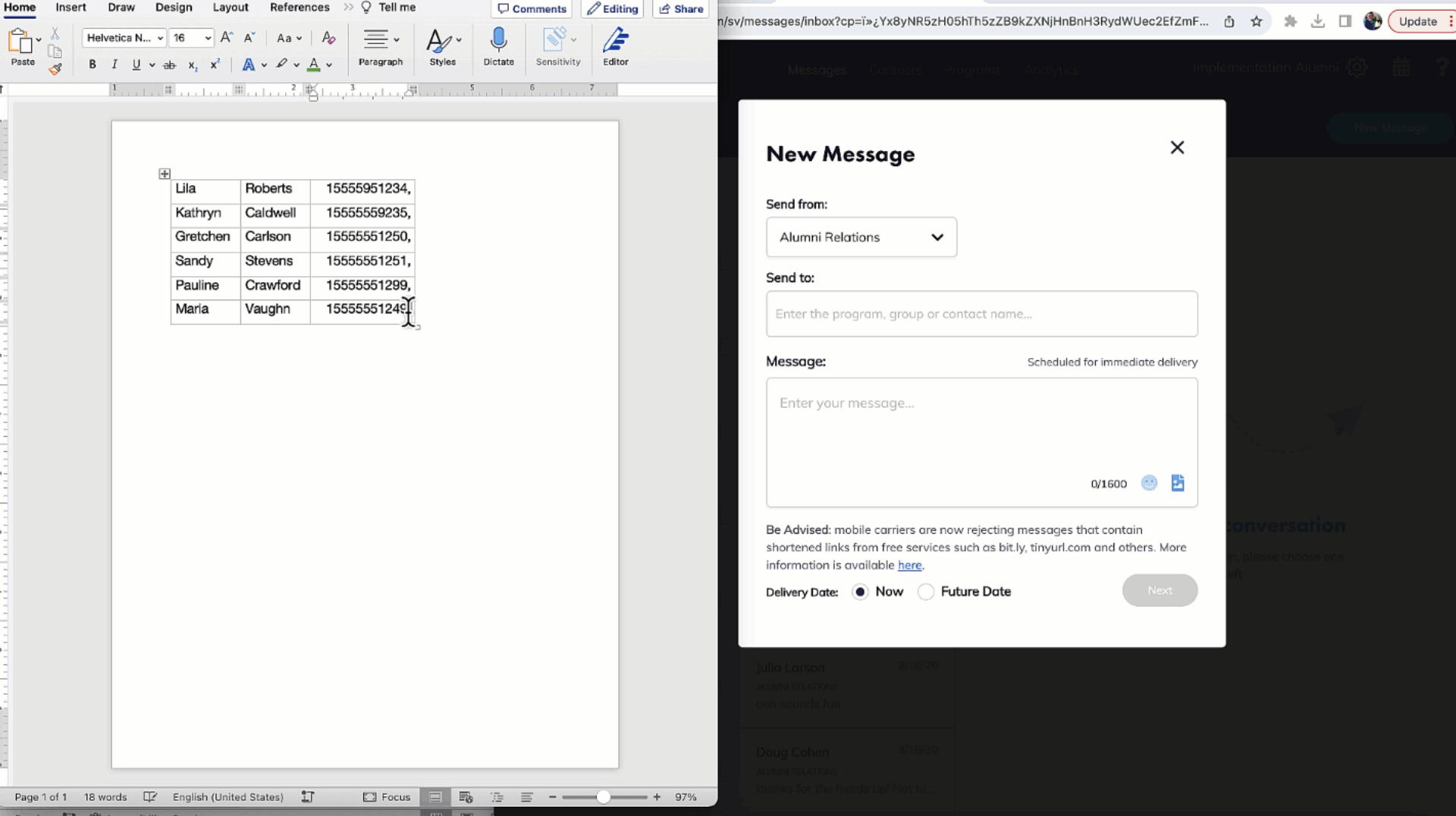
Germain	Duplock	555-899-8818
Morten	Crumbie	555-571-7885
Neala	Dabney	555-660-9575
Sterne	Measham	555-706-5643
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Comma Separated



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

Copy and Paste!



The image displays two screenshots illustrating the use of copy and paste.

Left Screenshot (Microsoft Word): A table is open in Microsoft Word, showing the following data:

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

Right Screenshot (Messaging Interface): A 'New Message' window is open in a web-based messaging application. The 'Send from:' field is set to 'Alumni Relations'. The 'Send to:' field contains the placeholder 'Enter the program, group or contact name...'. The 'Message:' field is empty with the placeholder 'Enter your message...'. Below the message field, it says '0/1600' and shows icons for smiley face and a link. A note at the bottom left reads: '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](#)'. Below that, 'Delivery Date:' has 'Now' selected. A 'Next' button is visible at the bottom right of the message window.

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

Poll #2

What type of messages do you plan on sending?

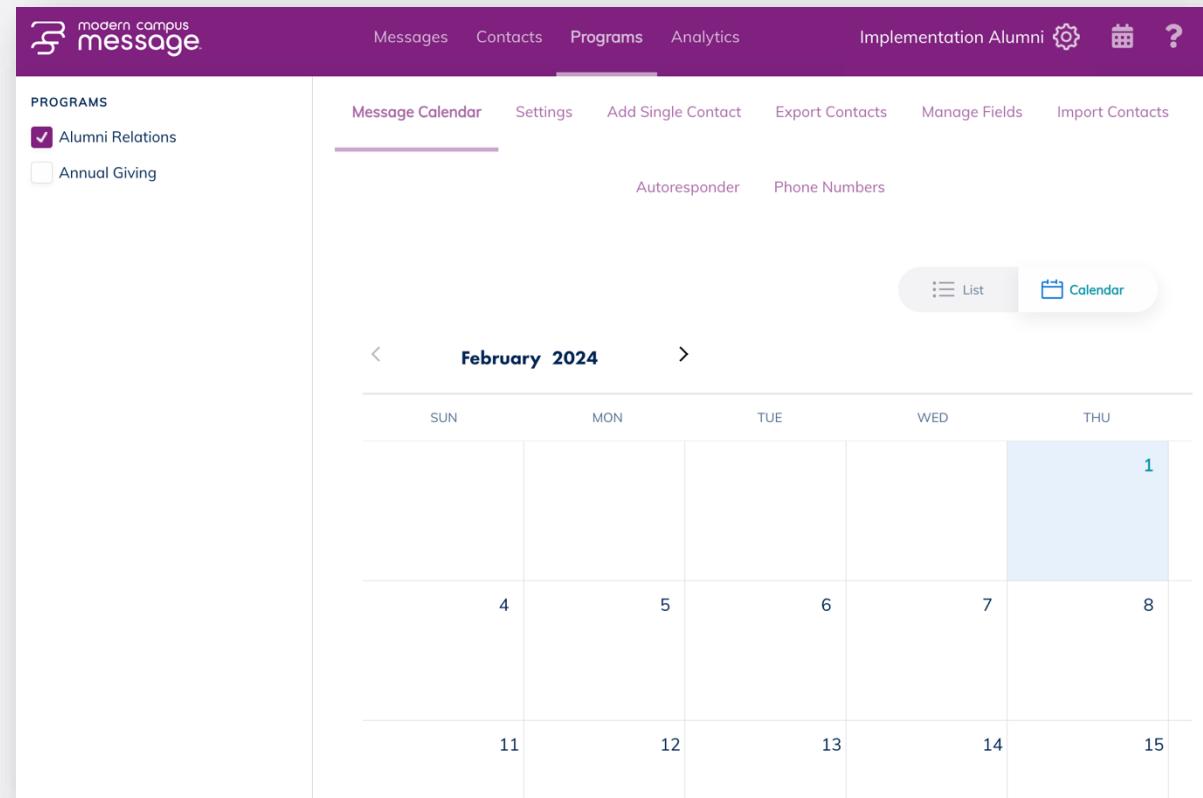
How are you feeling so far about Message?

Programs Tab

Manage your contacts and message calendar

Message Calendar

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



The screenshot shows the modern campus message software interface. The top navigation bar includes links for Messages, Contacts, Programs, Analytics, Implementation, Alumni, and various settings. The 'Programs' section is active, showing 'Alumni Relations' with a checked checkbox and 'Annual Giving' with an unchecked checkbox. The main content area is the 'Message Calendar' for February 2024. The calendar grid shows days from Sunday to Saturday. A light blue box highlights the Thursday, February 8th, cell, which contains the number '1'. Other dates in the grid are numbered 4, 5, 6, 7, 11, 12, 13, 14, and 15. Navigation arrows are available to move between months. Below the calendar are buttons for 'List' and 'Calendar' views.

Add a Single Contact

- Required fields
 - Name
 - Phone Number
 - Group(s)
- Include a Customer ID!

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 * Name Last Name * Unknown

Phone Number * +1 Timezone

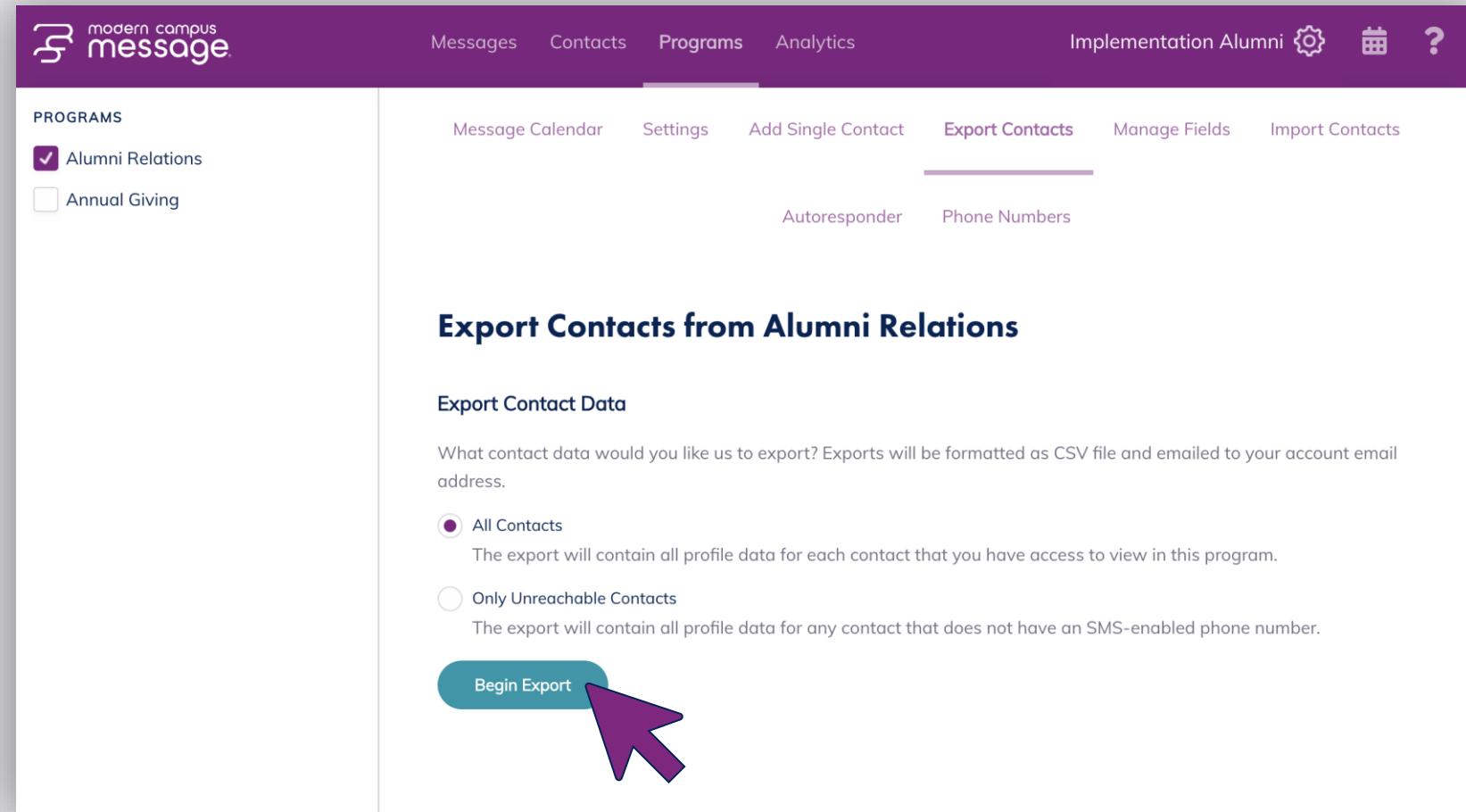
Groups *

New Participants

Enter the groups the contact should belong to...

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 software interface. The top navigation bar includes 'Messages', 'Contacts', 'Programs' (which is the active tab), 'Analytics', and 'Implementation' with sub-options 'Alumni' (selected), 'Settings', and a question mark icon. The 'Programs' section on the left has 'Alumni Relations' checked and 'Annual Giving' unchecked. The main content area is titled 'Export Contacts from Alumni Relations'. It contains a sub-section 'Export Contact Data' with a note about exporting CSV files to the account email. Two radio buttons are shown: 'All Contacts' (selected) and 'Only Unreachable Contacts'. A large teal button at the bottom right is labeled 'Begin Export', with a large purple cursor arrow pointing directly at it.

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

modern campus message

[Modern Campus Message] Your requested export is ready!

SV ○ Signal Vine <support@signalvine.com>

To: kseale+2@moderncampus.com

Today at 10:27 AM

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

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
2		Lila	Roberts	2015;Boston	15555551234	US/Eastern	Boston	TRUE
3		Kathryn	Caldwell	2017;NYC	15555551235	US/Eastern	Boston	TRUE
4		Gretchen	Carlson	2016;Philadelphia	15555551250	US/Eastern	Boston	FALSE
5		Sandy	Stevens	2006;Baltimore	15555551251	US/Eastern	Boston	FALSE
6		Pauline	Crawford	2016;Philadelphia	15555551299	US/Eastern	Philadelphia	FALSE
7		Maria	Vaughn	2017;NYC	15555551249	US/Eastern	Boston	FALSE
8		Willie	Boyd	2015;Boston	15555551269	US/Eastern	Boston	FALSE
9		Winifred	Lloyd	2016;Philadelphia	15555551285	US/Eastern	Philadelphia	FALSE
10		Yolanda	Curry	2006;Baltimore	15555551328	US/Eastern	Baltimore	FALSE
11		Darin	Abbott	2006;Baltimore;test;Group A 23	15555551244	US/Eastern	Boston	FALSE
12		Tony	Rogers	2006;Baltimore	15555551272	US/Eastern	Baltimore	FALSE
13		Vincent	Lee	2015;Boston	15555551248	US/Eastern	Boston	FALSE
14		Sylvia	Ford	2006;Baltimore	15555551265	US/Eastern	Baltimore	TRUE
15		Israel	Perez	2006;Baltimore	15555551314	US/Eastern	Baltimore	FALSE

[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...](#)

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.

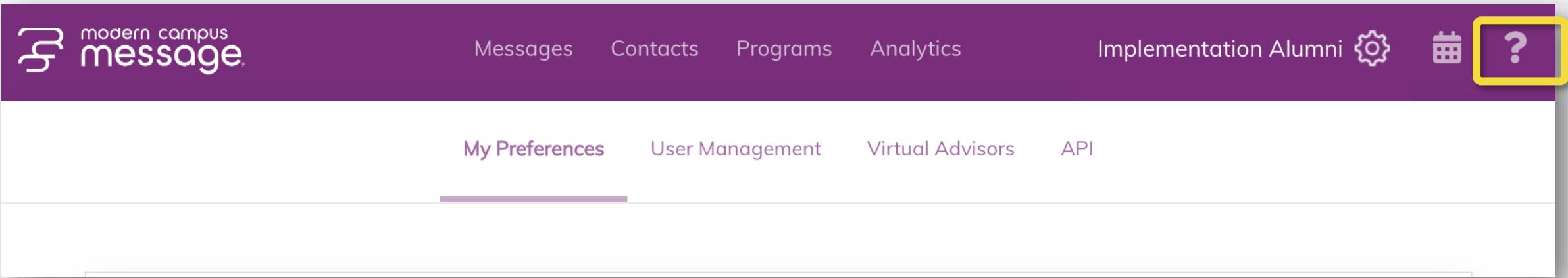
<https://app.signalvine.com/data/cec72be2-69c2-43ac-abc6-609c74d6f569/report-5e36a5c5d8c441a389159b314c881315.csv>

Exports remain available to download for 24 hours. This link will expire at Tuesday March 15, 2017 15:27 UTC.

The Modern Campus Message Team
svsupport@moderncampus.com

Knowledge Base + Support

Knowledge Base



The screenshot shows the modern campus message interface. At the top, there is a purple navigation bar with the following elements from left to right: the modern campus message logo, a navigation menu with 'Messages', 'Contacts', 'Programs', 'Analytics', and 'Implementation Alumni' followed by a gear icon; a search bar with a calendar icon; and a help icon (a question mark inside a yellow box). Below the purple bar, the main content area has a white background. It features a horizontal navigation bar with four items: 'My Preferences' (which is underlined in purple, indicating it is the active page), 'User Management', 'Virtual Advisors', and 'API'. The rest of the page is currently empty.

modern campus message

Messages Contacts Programs Analytics Implementation Alumni 

My Preferences User Management Virtual Advisors API

Submit a Help Ticket!

modern campus[®]
signal vine

SUBMIT A REQUEST **SIGN IN**

How can we help?

Search  



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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 into
the Zoom Q&A feature!

Thank You

See you next month!