

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

Message 101 for Counselors

Get to know the platform structure and start texting today!

Kelsey Seale



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



Messages | Contacts | Programs | Analytics


Implementation Alumni   


SEARCH





[advanced search](#)

FOLDERS

 All (52)

 Action Needed (18)

 No Action Needed (34)

 Sent

FLAG TYPE


☒ All


☐ Flagged Only

☐ Unflagged Only

PROGRAMS

ALL | NONE

☒ Alumni Relations 

☒ Annual Giving 

Inbox | Exports

☐

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

FS

Felix Saunders

Alumni Relations (2008)

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

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

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

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?



Automated Nudge:
sent to unresponsive students



Nope.

Great! Let us know if you think of any questions.



Automated Response:
to unregistered students




Actually, what is the deadline to register for classes?

Virtual Advisor:
automated reply for FAQs

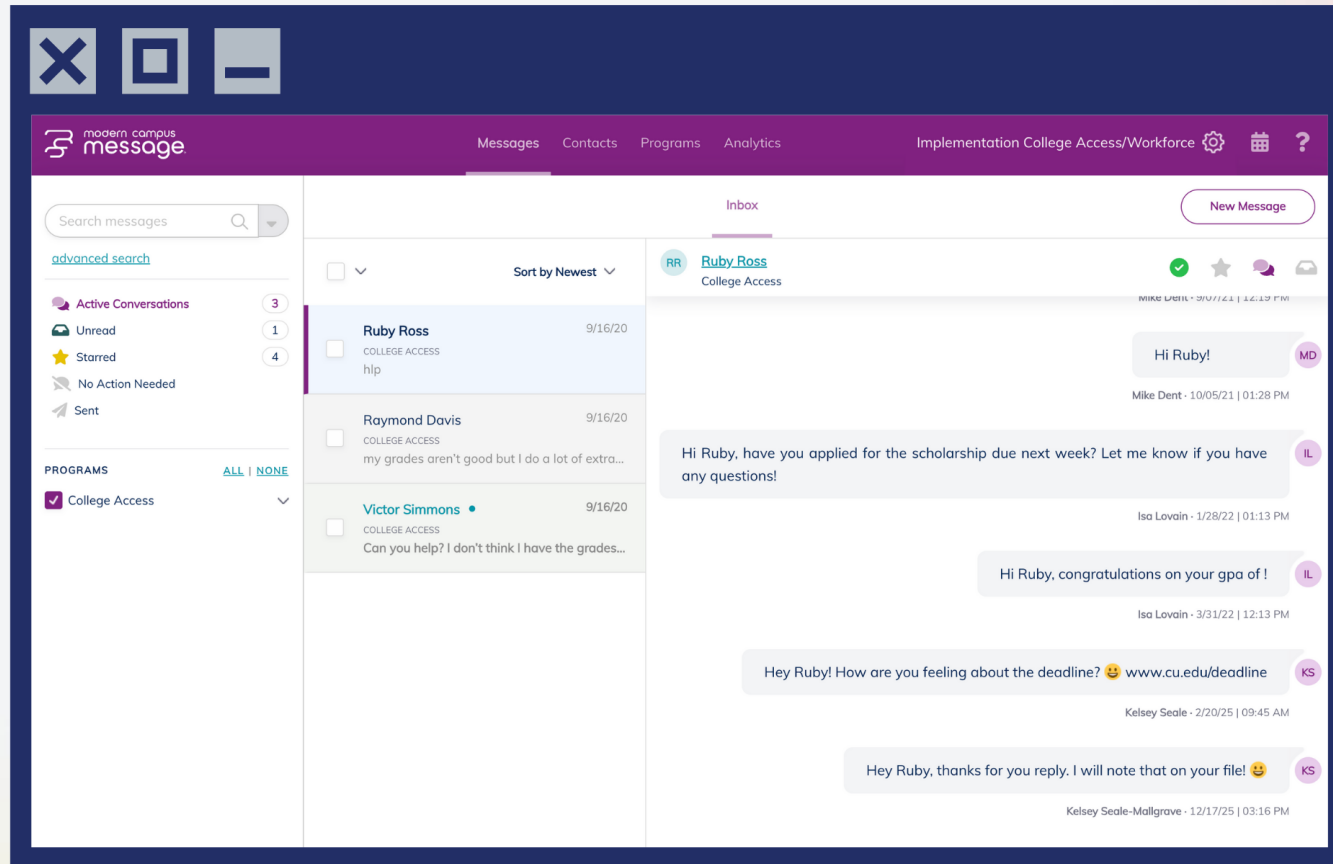
The deadline to register for spring classes is January 10.



-  Event Triggered Messaging
-  Virtual Advisor

Web App

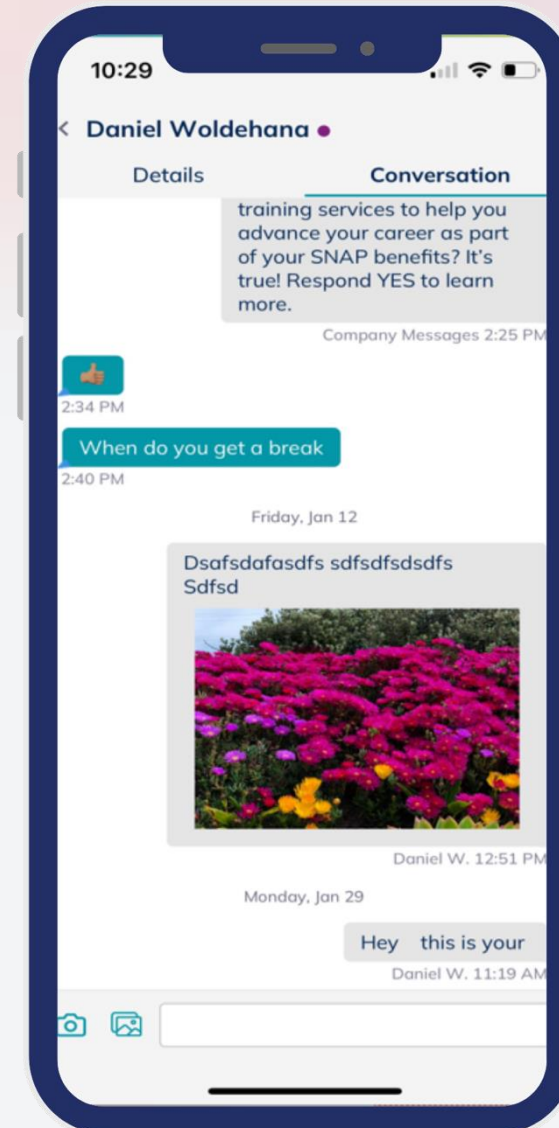
Either <https://app.signalvine.com/> or your custom url



Mobile App

Search "Modern Campus Message"

modern campus



Your Role in Message

Account Admin

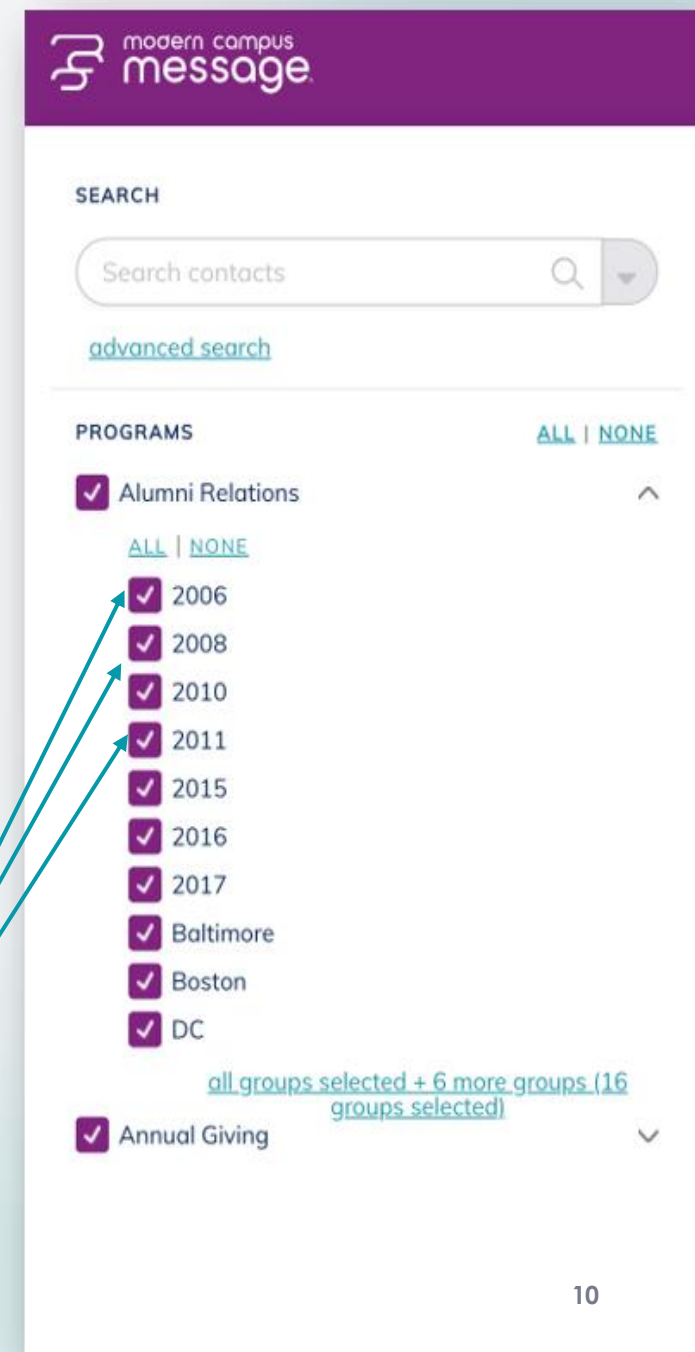
- All student access
- Invite users
- Update settings
- Import data

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



Counselors CAN

Counselors CANNOT

View and message YOUR caseload

View and message all program contacts

Update personal settings

Update program-wide settings

Send messages to custom segments of your contact group

Upload contacts in bulk

Send links, emojis

Export Contacts into a spreadsheet

View analytics

Send individual and group messages

View personal message calendar

Program By Program Basis

Send images

Update contact data

Add a single contact

Delect program messages

Activate contacts

Platform Tour

Quick look at messages, contacts, programs, and analytics

Platform Tour

The screenshot displays 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 contains a search bar, folders (All (52), Action Needed (18), No Action Needed (34), Sent), flag type filters (All, Flagged Only, Unflagged Only), and program filters (Alumni Relations, Annual Giving). The main content area shows a list of messages with columns for checkboxes, names, dates, and content. The selected message is from Felix Saunders, dated 9/16/20, with the subject 'Alumni Relations (2008)' and the content 'No'. The right pane shows a detailed view of this message, including the sender's name and email, and the message body. The message body contains three paragraphs: 'No problem at all. Hope you can attend a game this season. Go Silkies!', 'Hey Felix, can we count on you to make a donation today on Giving Tuesday?', and 'Hi Felix, Are you interested in attending an upcoming Alumni Social? There will be ice cream! 🍦'. The interface also shows a 'New Message' button and a 'Sort by Newest' dropdown.

modern campus
message

Messages Contacts Programs Analytics Implementation Alumni ?

SEARCH

Search messages

advanced search

FOLDERS

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

FLAG TYPE

- All
- Flagged Only
- Unflagged Only

PROGRAMS

- Alumni Relations
- Annual Giving

Inbox Exports

New Message

Sort by Newest

Felix Saunders
Alumni Relations (2008)
No

9/16/20

Lawrence Dixon
Alumni Relations (2011)
no thank you

9/16/20

Kellie Douglas
Alumni Relations (2008)
sure thing

9/16/20

Carrie Watts
Alumni Relations (2010)
so exciting!

9/16/20

Shawn Gibbs
Alumni Relations (2008)
no

9/16/20

FS Felix Saunders
Alumni Relations (2008)

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

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

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

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

Hi Felix,

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

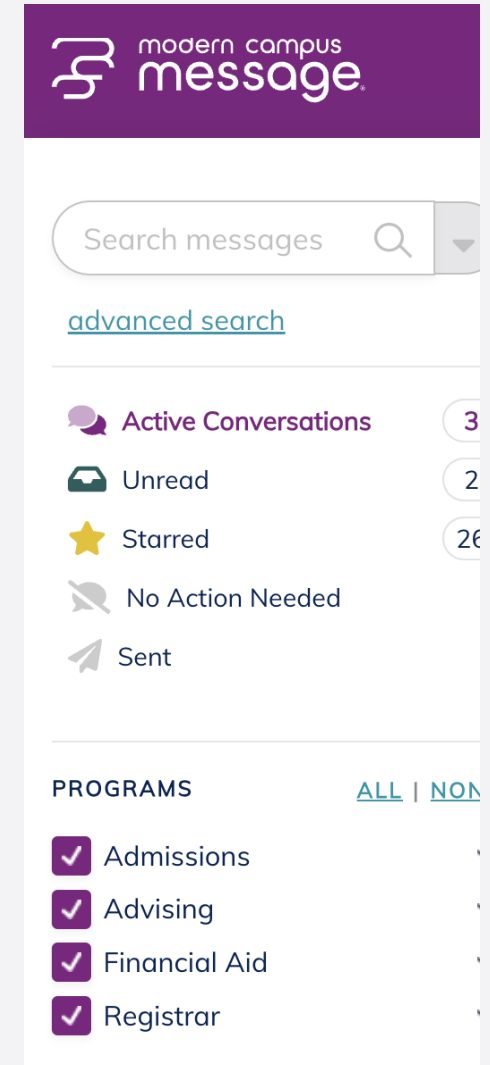
Jacob Bebar - 8/02/23 | 06:15 PM

Hi Alumni.

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

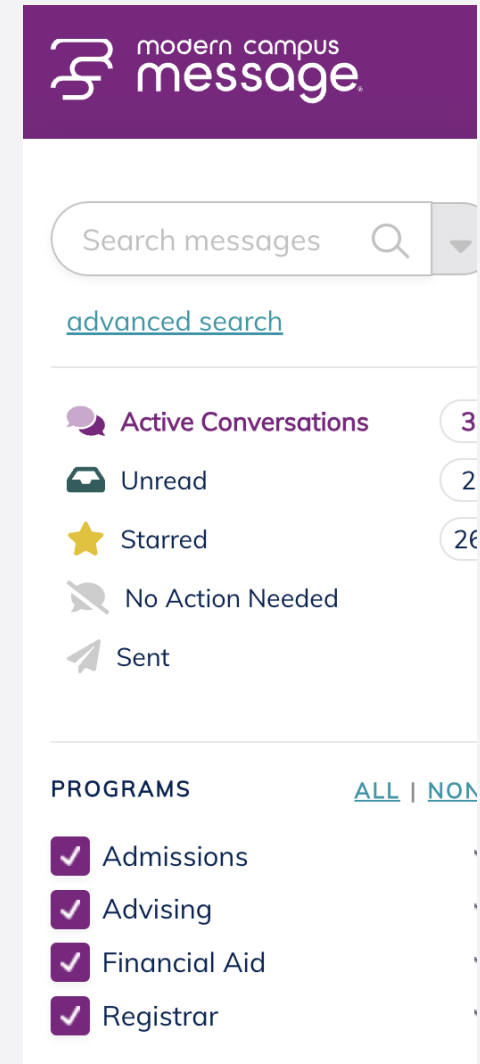
Message Type Filters

- **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

REGIS

Yes,

Amo

REGIS

nah

Keor

REGIS

wher

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!

Curtler Reynolds • 2/10/21 | 03:28 PM

Contacts Tab

modern campus

message

Messages

Contacts

Programs

Analytics

Implementation College Access/Workforce

SEARCH

Search contacts

[advanced search](#)

PROGRAMS

ALL

NONE

✓

College Access

More Actions

New Message

Contacts (101)

Actions

<

>

| <input type="checkbox"/> | 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

Messages Contacts **Programs** Analytics Implementation College Access/Workforce

PROGRAMS

☒ College Access

Message Calendar Add Single Contact Export Contacts Autoresponder Phone Numbers

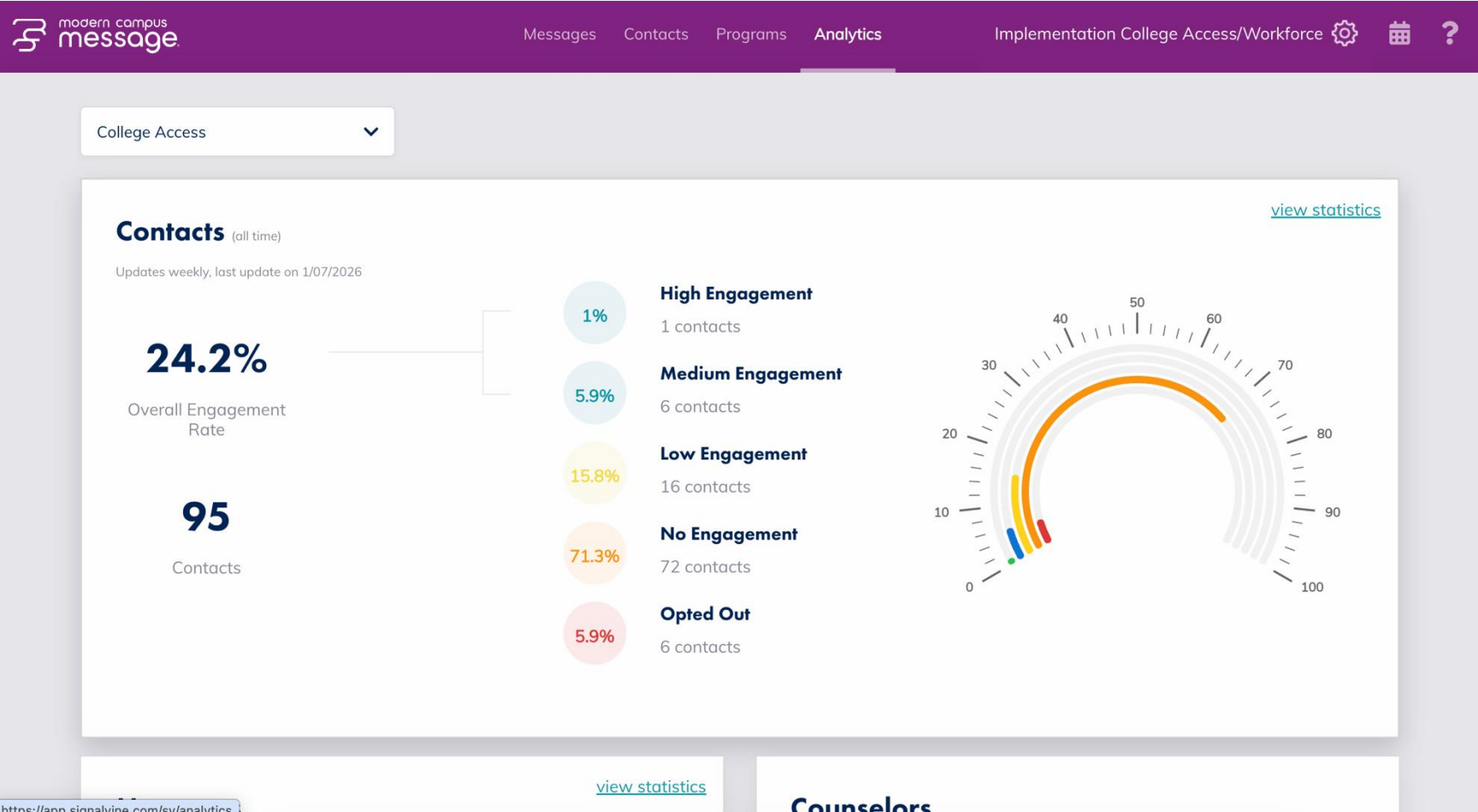
List

Calendar

< **January 2026** >

| SUN | MON | TUE | WED | THU | FRI | SAT |
|-----|-----|-----|-----|-----|-----|-----|
| | | | | 1 | 2 | |
| 4 | 5 | 6 | 7 | 8 | 9 | |
| 11 | 12 | 13 | 14 | 15 | 16 | |

Analytics Tab



Personal Settings

Inbox preferences and notification settings

Locate Your Personal Settings

The screenshot displays the Modern Campus Message web application. The top navigation bar is purple and contains the 'modern campus message' logo, tabs for 'Messages', 'Contacts', 'Programs', and 'Analytics', and a section for 'Implementation HE' with a gear icon, a calendar icon, and a help icon. A pink arrow points to the gear icon. Below the navigation bar, the main content area is divided into three columns. The left column contains a search bar, a link to 'advanced search', and a list of folders: 'All (111)', 'Action Needed (10)', 'No Action Needed (101)', and 'Sent'. The middle column shows a list of messages with checkboxes, sender names, and dates. The right column is partially obscured by a user profile dropdown menu. This menu shows the user's name 'Kelsey Seale', email 'kseale+1@moderncampus.com', and a list of options: 'ACCOUNTS', 'Implementation HE', 'Settings', 'Terms of Service', 'Privacy Policy', and 'Logout'. A pink arrow points to the 'Settings' option. A dashed line with an arrow points from the 'Settings' option to the bottom right corner of the interface.

modern campus
message

Messages Contacts Programs Analytics Implementation HE

SEARCH

Search mes

[advanced search](#)

FOLDERS

- All (111)
- Action Needed (10)
- No Action Needed (101)
- Sent

FLAG TYPE

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

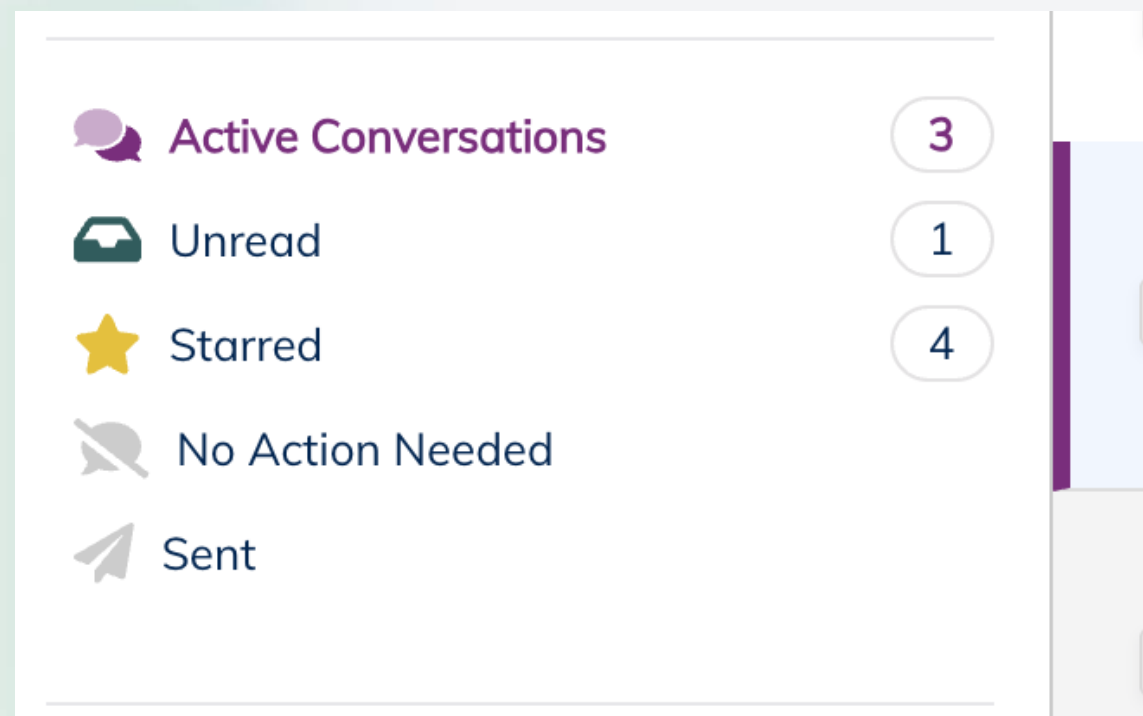
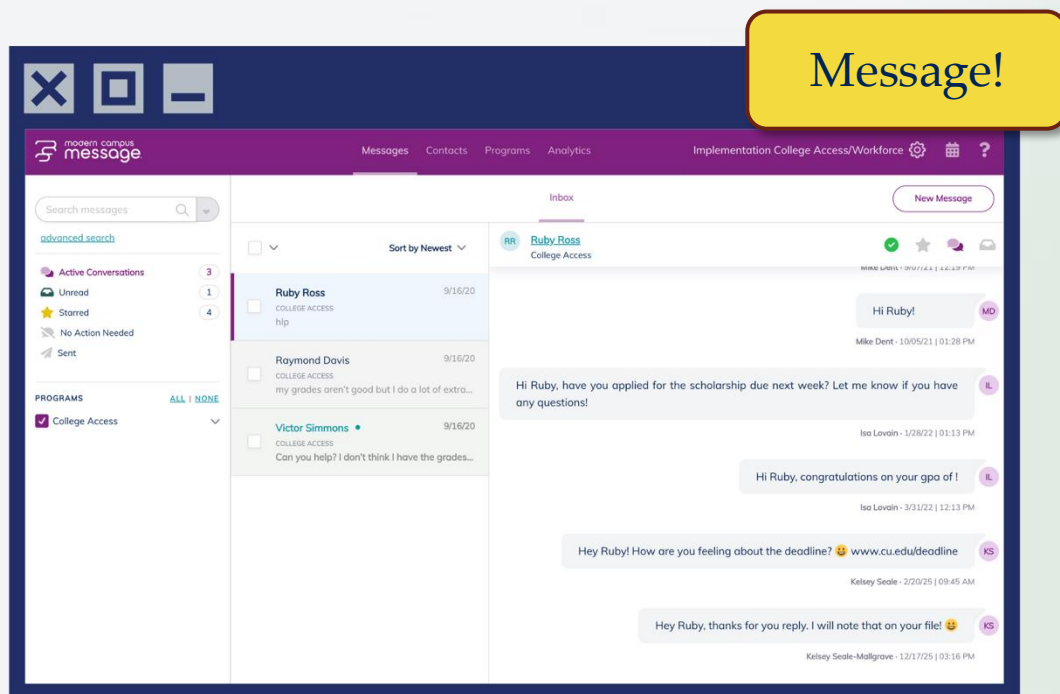
ACCOUNTS

- Implementation HE
- Settings
- Terms of Service
- Privacy Policy
- Logout

New Message

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

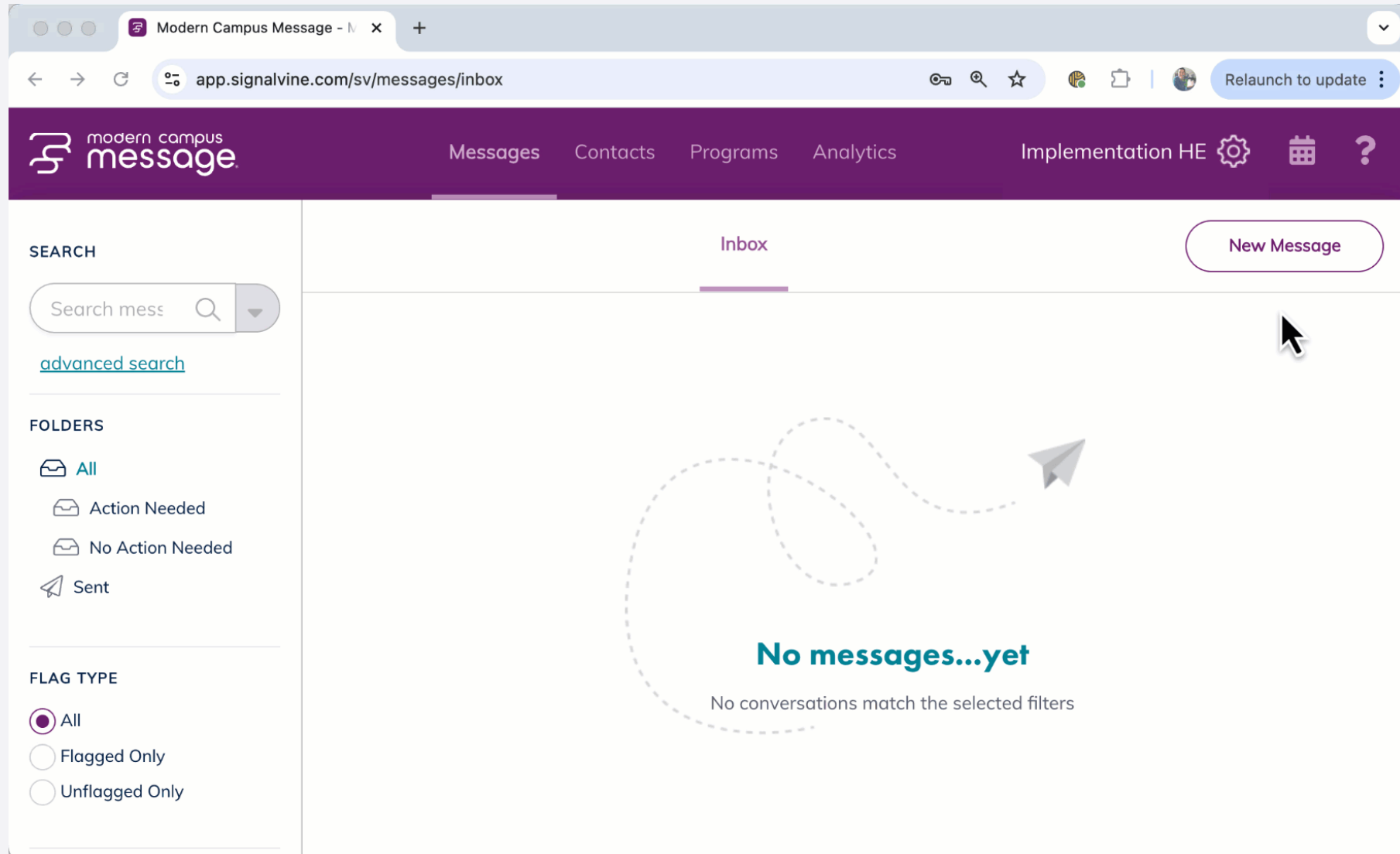
1. Desktop

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**

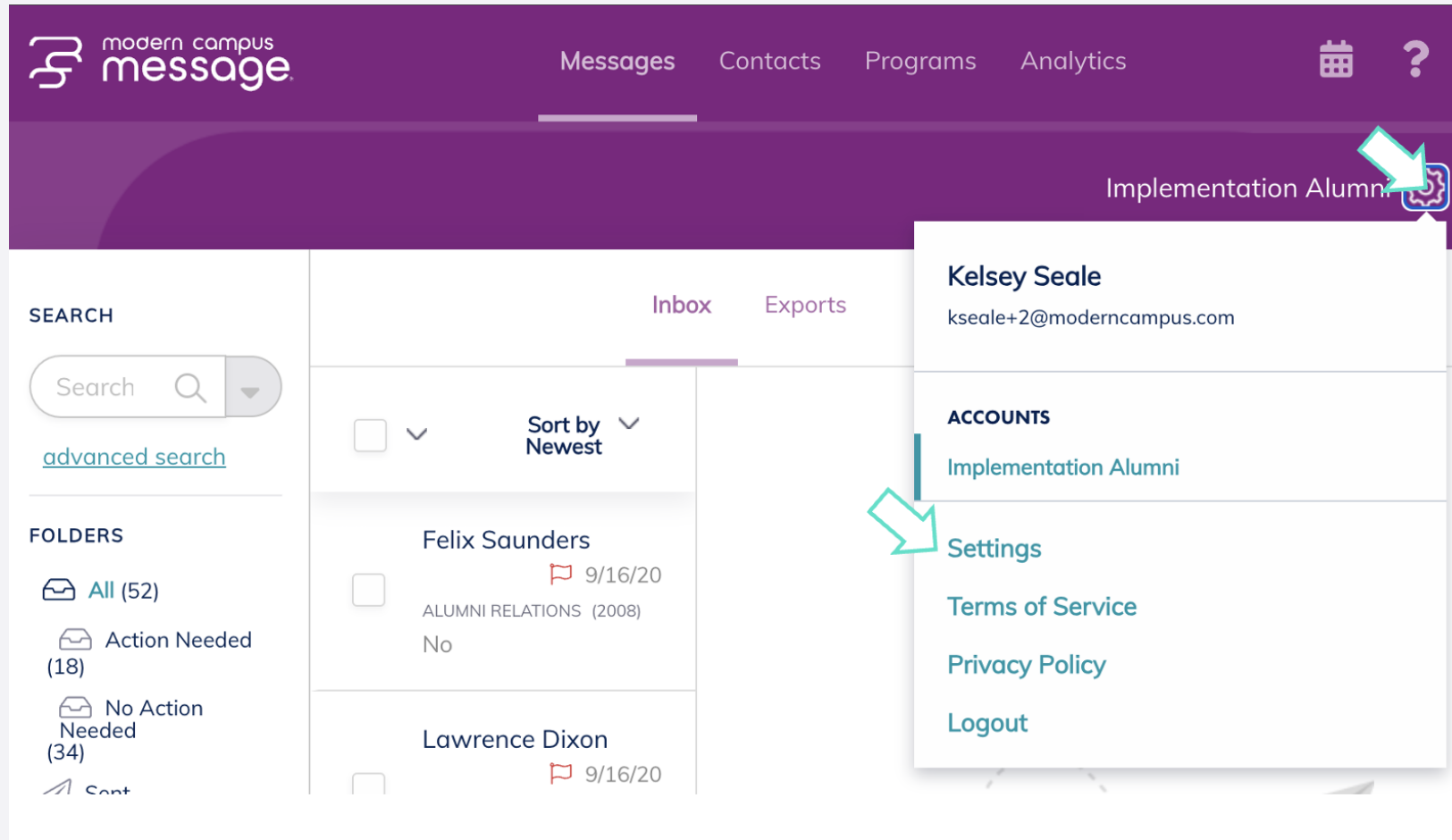
2. Email / Text Message:

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

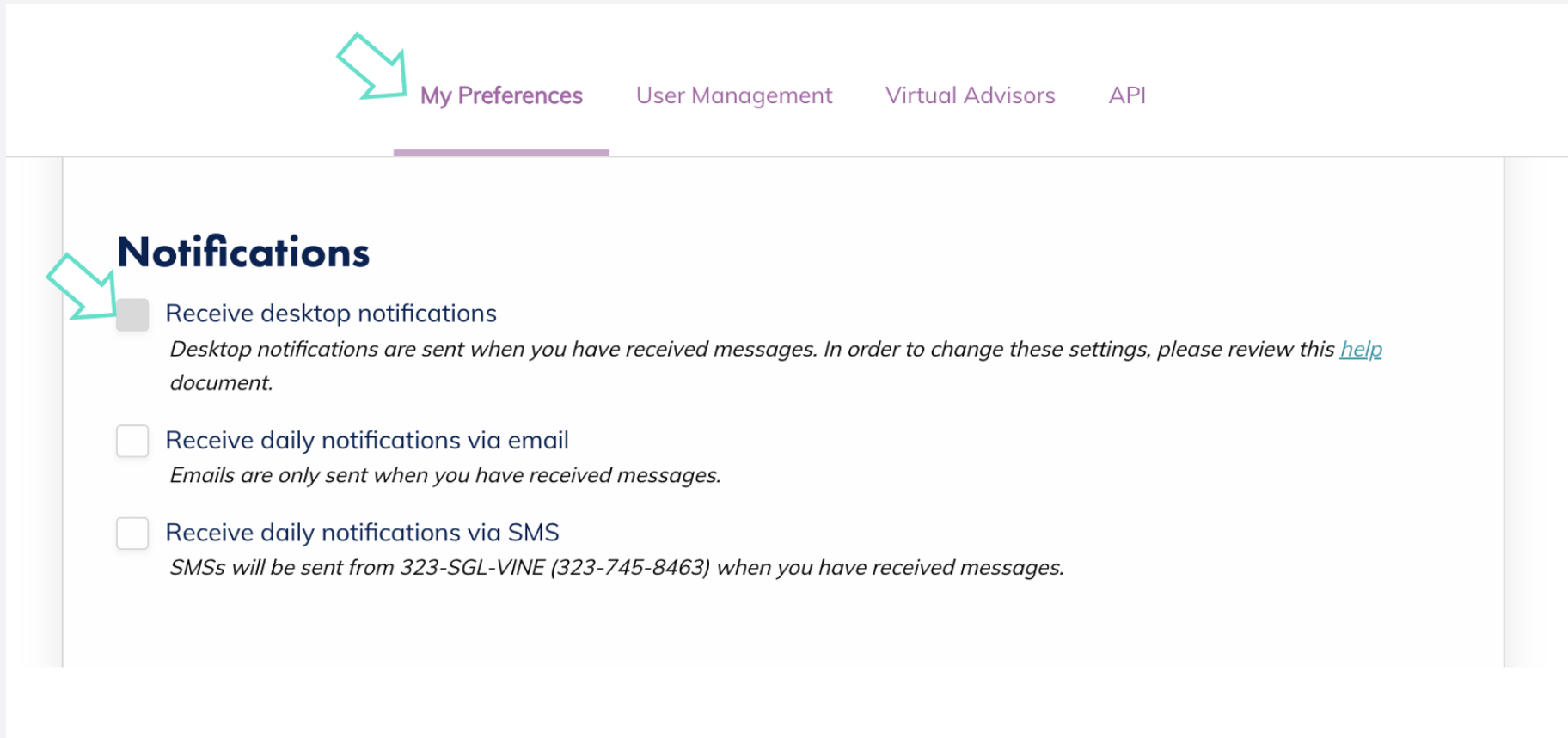
Enable Desktop Notifications



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**.



My Preferences User Management Virtual Advisors API

Notifications

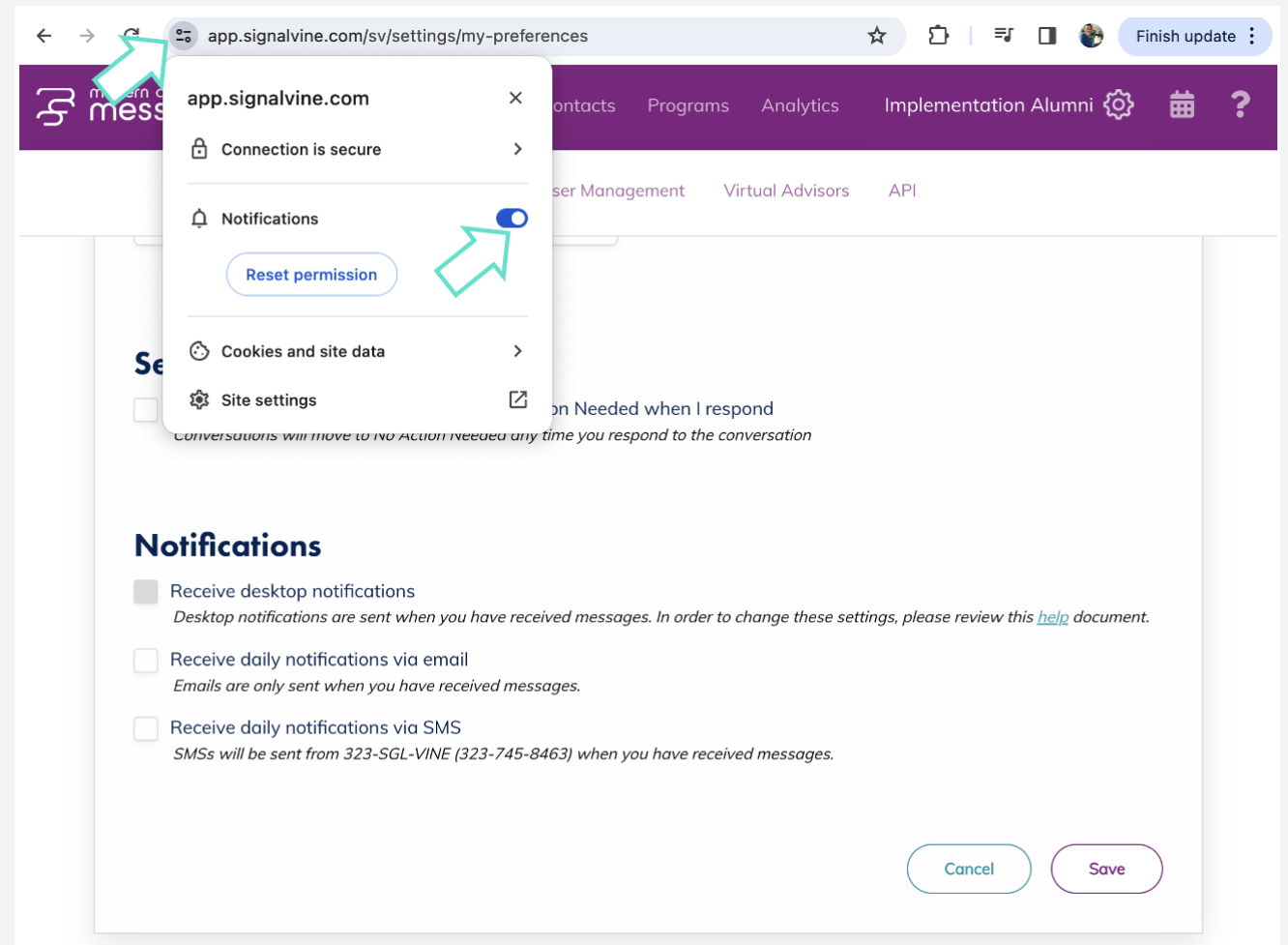
☒ Receive desktop notifications
Desktop notifications are sent when you have received messages. In order to change these settings, please review this [help document](#).

☐ 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 image displays two screenshots of the Modern Campus messaging interface, highlighting the 'Messages' and 'Contacts' tabs.

Left Screenshot (Messages Tab):

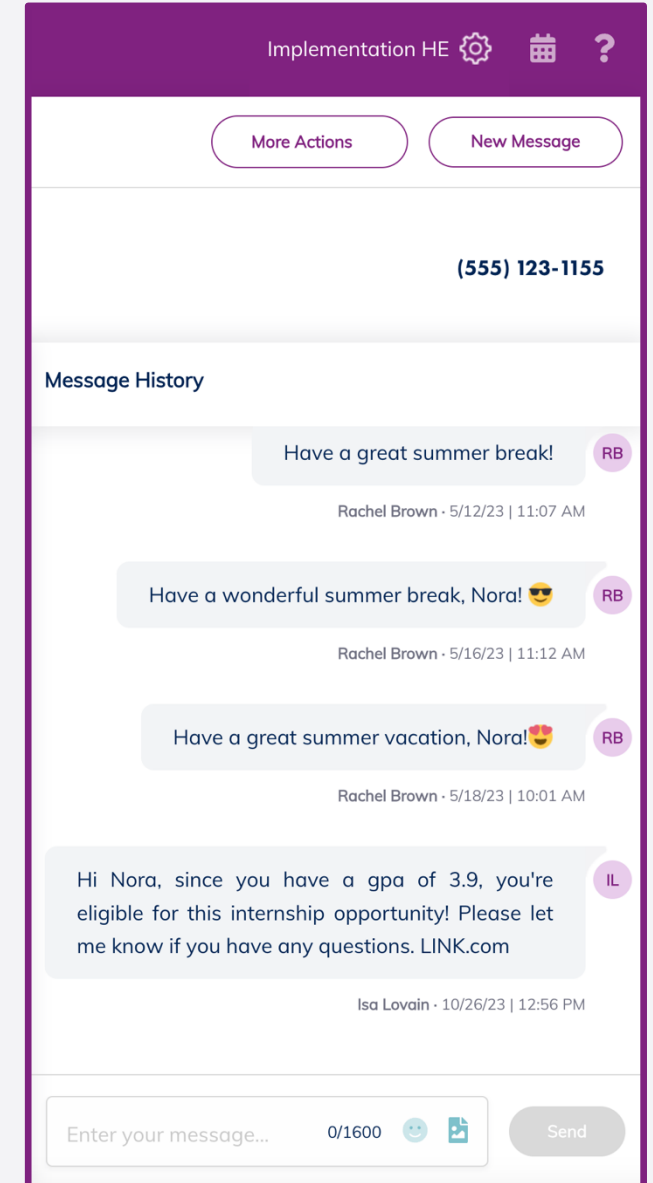
- Navigation Bar:** Messages (circled in orange), Contacts, Programs, Analytics, Implementation HE, and a help icon.
- Left Sidebar:**
 - SEARCH:** Search message, advanced search.
 - FOLDERS:** All (111), Action Needed (12), No Action Needed (99), Sent.
 - FLAG TYPE:** All (selected), Flagged Only, Unflagged Only.
 - PROGRAMS:** Admissions Program, Advising, Financial Aid, Registrar (all checked).
- Message List:**
 - Glenn Stephens (10/15/21): REGISTRAR, blah blah.
 - Amaris Cardenas (2/10/21): REGISTRAR, nah I'm good.
 - Keon Davenport (2/10/21): REGISTRAR, when does registration open?** (Selected)
 - Celia Gardner (2/10/21): REGISTRAR, Yes, when is my registration slot?
 - Seamus Ramos (2/10/21): REGISTRAR, I'm good thank you for checking...
 - Rudy Bishop (2/10/21): REGISTRAR, I'm at work right now.
 - Kelly Hopkins (2/10/21): REGISTRAR, No. I decided to underload from ...
- Message Detail View (Keon Davenport):**
 - Header:** KD Keon Davenport, Registrar.
 - Messages:**
 - Isa Lovain - 9/14/23 | 11:12 AM: Hi Keon, just a reminder about the registration deadline tomorrow! (IL)
 - Cutty Reynolds - 9/19/23 | 03:45 PM: Hi Keon - did you get the email I sent yesterday? (CR)
 - Cutty Reynolds - 11/09/23 | 02:13 PM: Hi Keon, hope you're having a great week! Did you see my latest email? (CR)
 - Isa Lovain - 5/09/24 | 01:51 PM: Hi Keon, registration opens soon! Do you have any questions about that upcoming deadline? (IL)
 - Isa Lovain - 5/09/24 | 01:53 PM: Let us know how we can help! (IL)
 - Input:** Enter your message..., 0/1600, Send.

Right Screenshot (Contacts Tab):

- Navigation Bar:** Messages (circled in orange), Contacts, Programs, Analytics, Implementation HE, and a help icon.
- Buttons:** More Actions, New Message.
- Contact Details (Nora Acosta-Martin):**
 - Header:** Nora Acosta-Martin, (555) 123-1155.
 - Status:** Advising (dropdown), Opted In (checked), set as opted out (link), Phone Valid.
 - Details:** Customer ID 79, Signalvine ID: 8489c2b3-1948-11eb-92c4-0a5a4769d11d.
 - Form:** First Name (Nora), Last Name (Acosta-Martin), Phone Number (+1(555) 123-11), Timezone (US/Eastern).
 - Groups:** Add all groups.
- Message History:**
 - Rachel Brown - 5/12/23 | 11:07 AM: Have a great summer break! (RB)
 - Rachel Brown - 5/16/23 | 11:12 AM: Have a wonderful summer break, Nora! 😊 (RB)
 - Rachel Brown - 5/18/23 | 10:01 AM: Have a great summer vacation, Nora! 🎉 (RB)
 - Isa Lovain - 10/26/23 | 12:56 PM: 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 (IL)
- Input:** Enter your message..., 0/1600, Send.

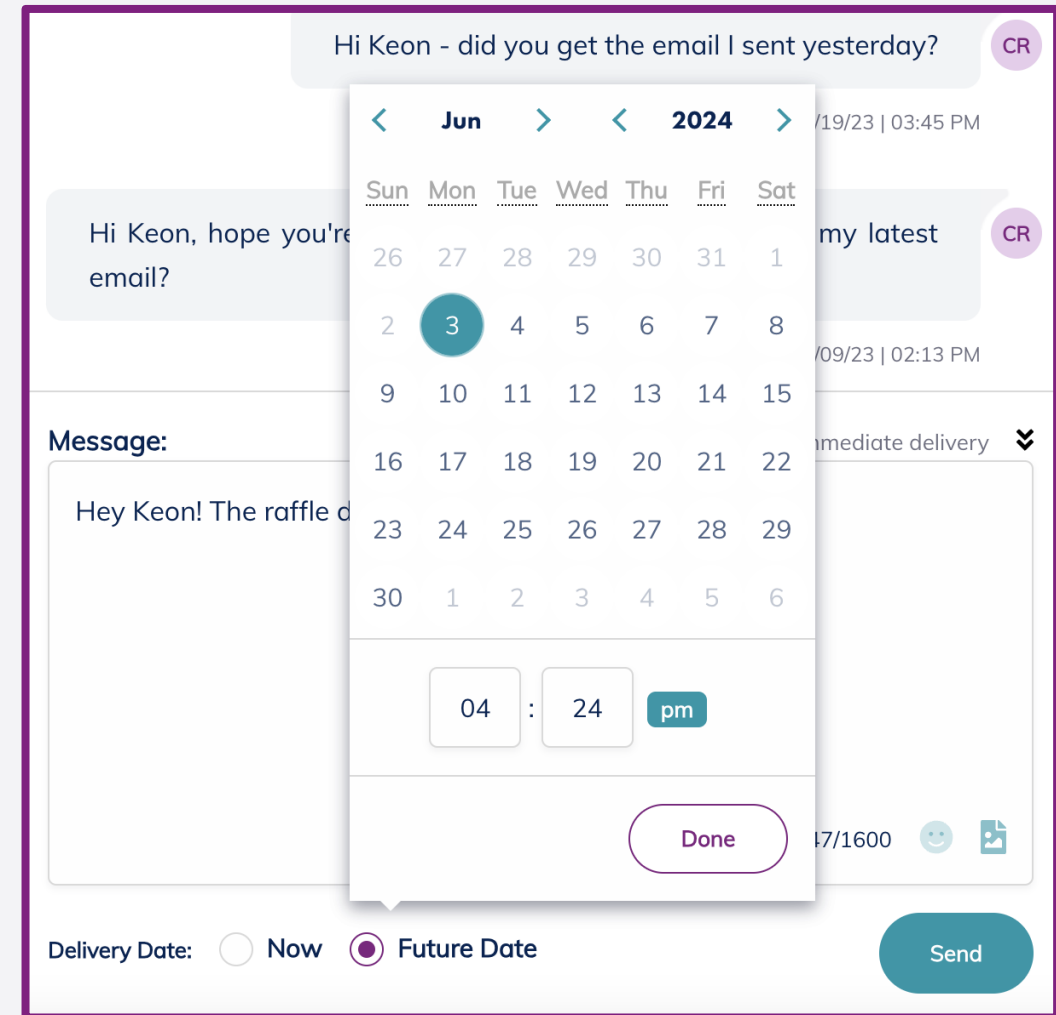
One-on-on Messages

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



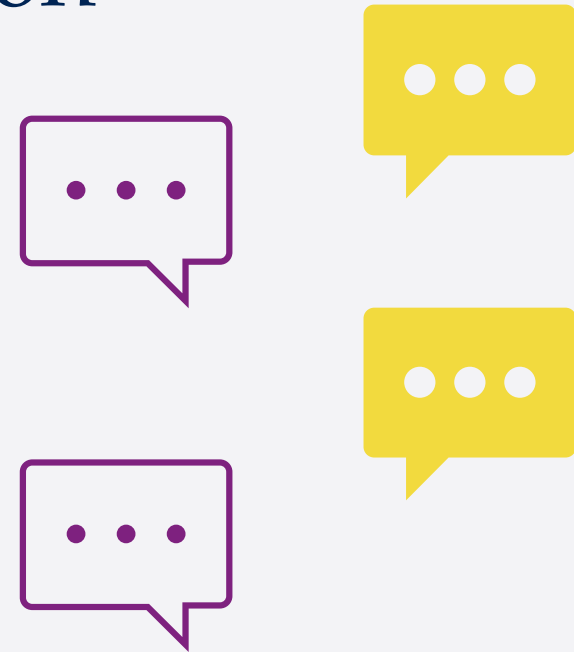
Schedule One-on-on Messages

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



When to use One-on-one Messages

1. Info relevant to only 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)



New Message

Send from:
Admissions Program

Send to:
Admissions Program

Remove this program to specify a contact name or group...

Message:
Enter your message...

0/1600

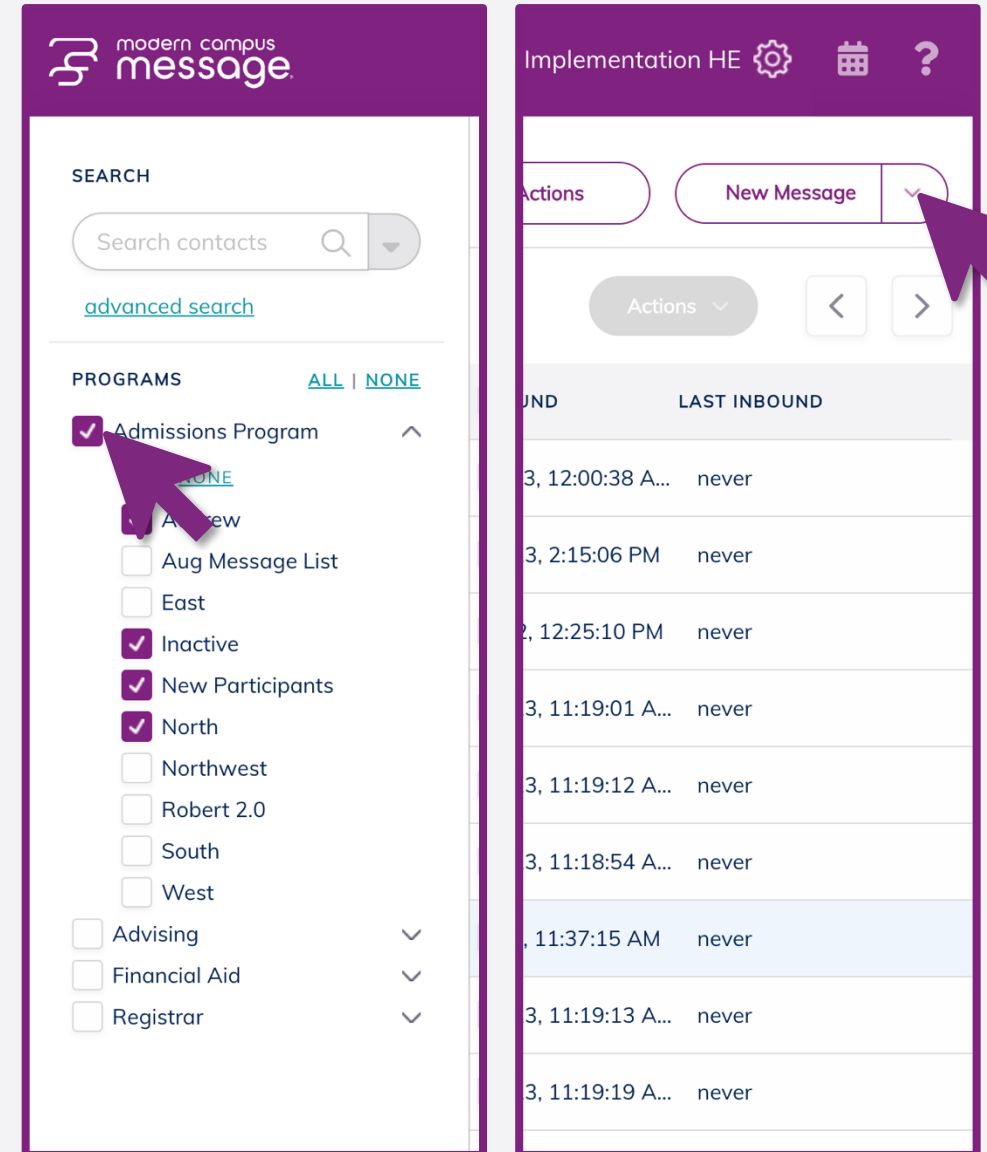
Be Advised: mobile carriers are now rejecting messages that contain shortened links from free services such as bit.ly, tinyurl.com and others. More information is available [here](#).

Delivery Date: ☒ Now ☐ Future Date

Next

Extra Quick Quick Bulk

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



When to use Quick 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 ▼ | × |
| + 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 | × |
| admit_term ▼ | equals ▼ | summer 2024 | × |
| + 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



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



State Resident

equals

True



[+ 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



State Resident

equals

False



[+ 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!"

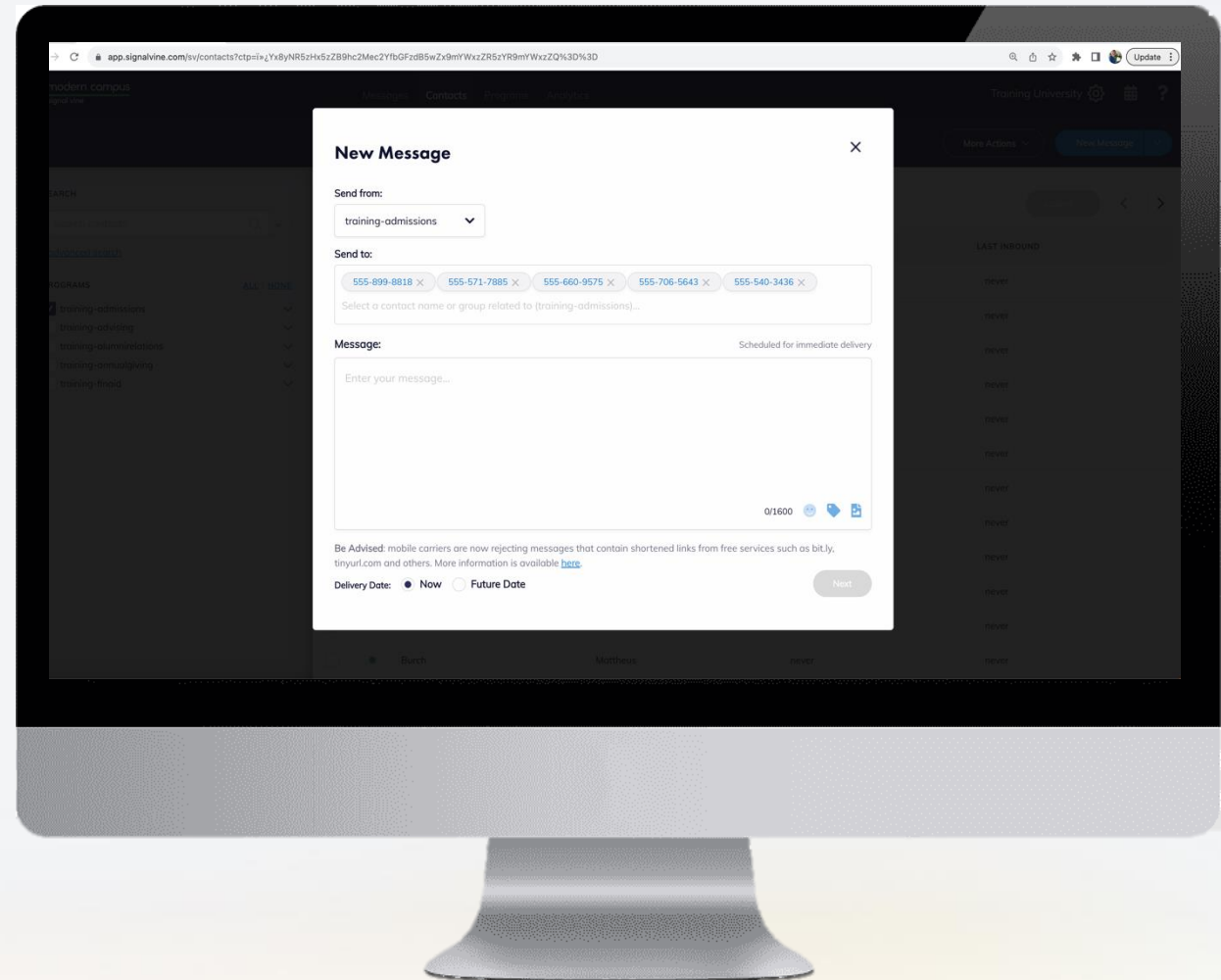
- Prior_donor = False
- Prior_donor = blank
- "Hi [First Name], did you know that even a small gift can make a big impact for bringing scholarships to students in need? Join your fellow alumni in making a difference today:
www.cu.edu/donate

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

Copy and Paste!

Home Insert Draw Design Layout References >> Tell me

Comments Editing Share

Paste

Helvetica N... 16 A[~] A[~] Aa Aa

B I U ab x₂ x² Paragraph Styles Dictate Sensitivity Editor

| | | |
|----------|----------|--------------|
| Lila | Roberts | 15555951234, |
| Kathryn | Caldwell | 15555559235, |
| Gretchen | Carlson | 15555551250, |
| Sandy | Stevens | 15555551251, |
| Pauline | Crawford | 15555551299, |
| Maria | Vaughn | 15555551246, |

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

n/sv/messages/inbox?cp=i>Yx8yNR5zH05hTh5zZB9kZXNjHnBnH3RydWUec2EfZmF...

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

Julie Larson 3/10/20
Hi, please choose one
conversations for

Doug Cohen 3/10/20
Hi, please choose one
conversations for

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?

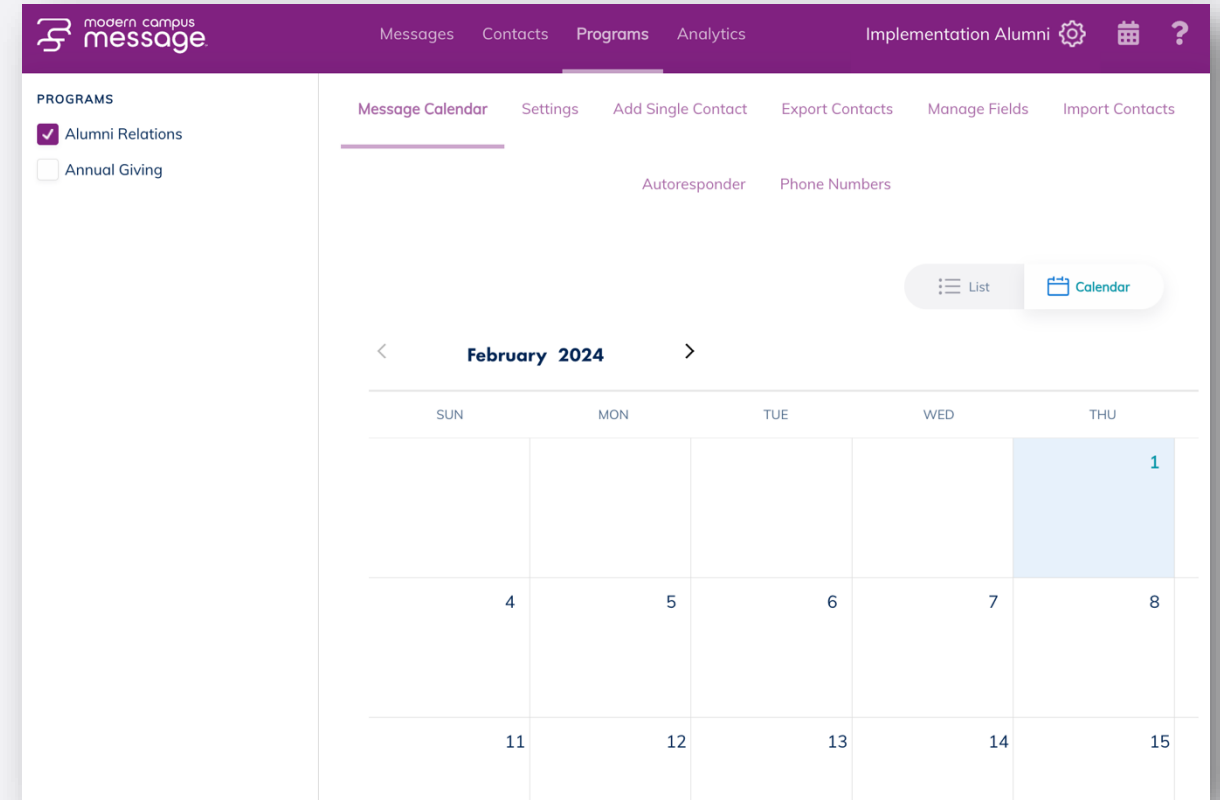
How are you feeling so far about Message?

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)

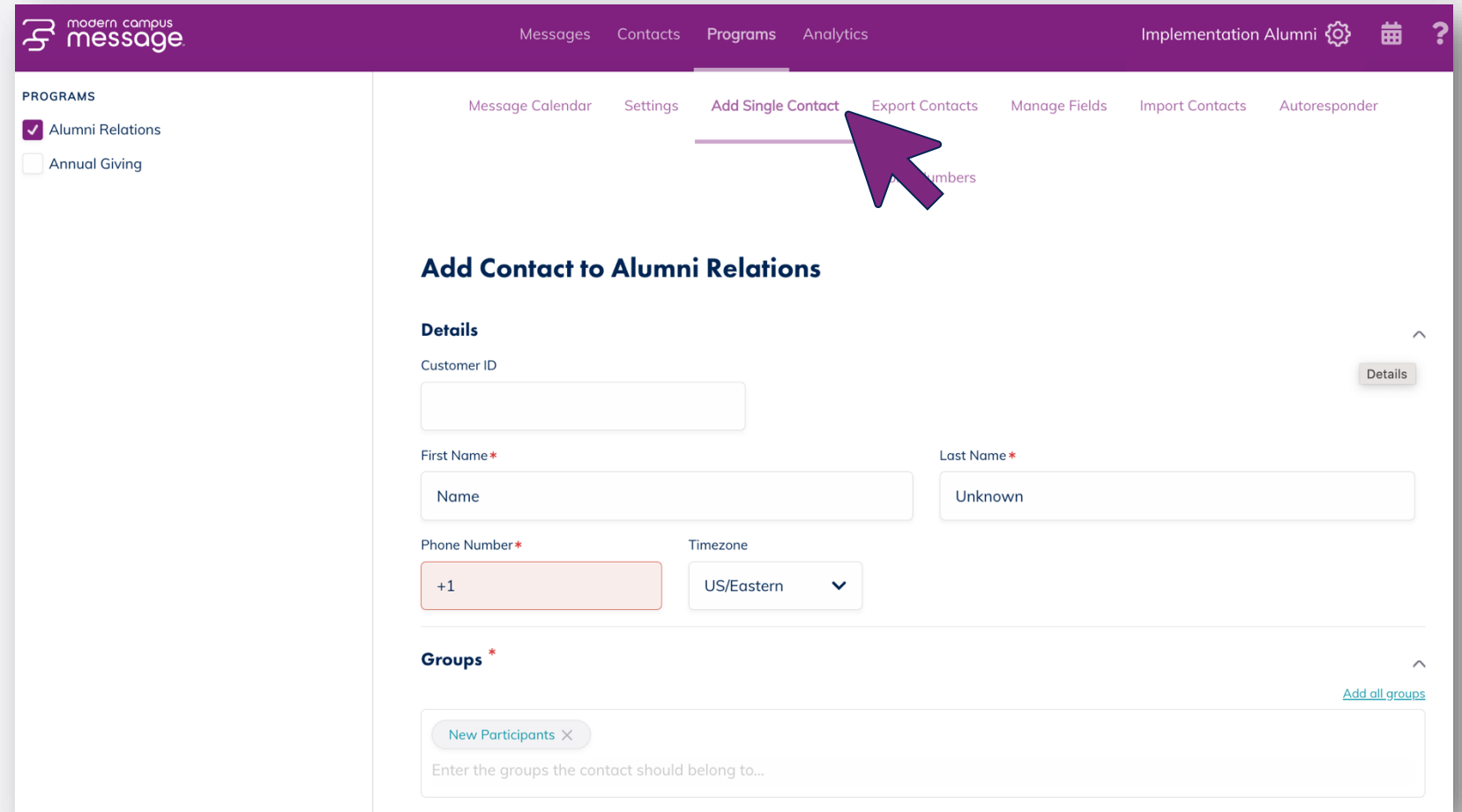


Add a Single Contact

- Required fields

- Name
- Phone Number
- Group(s)

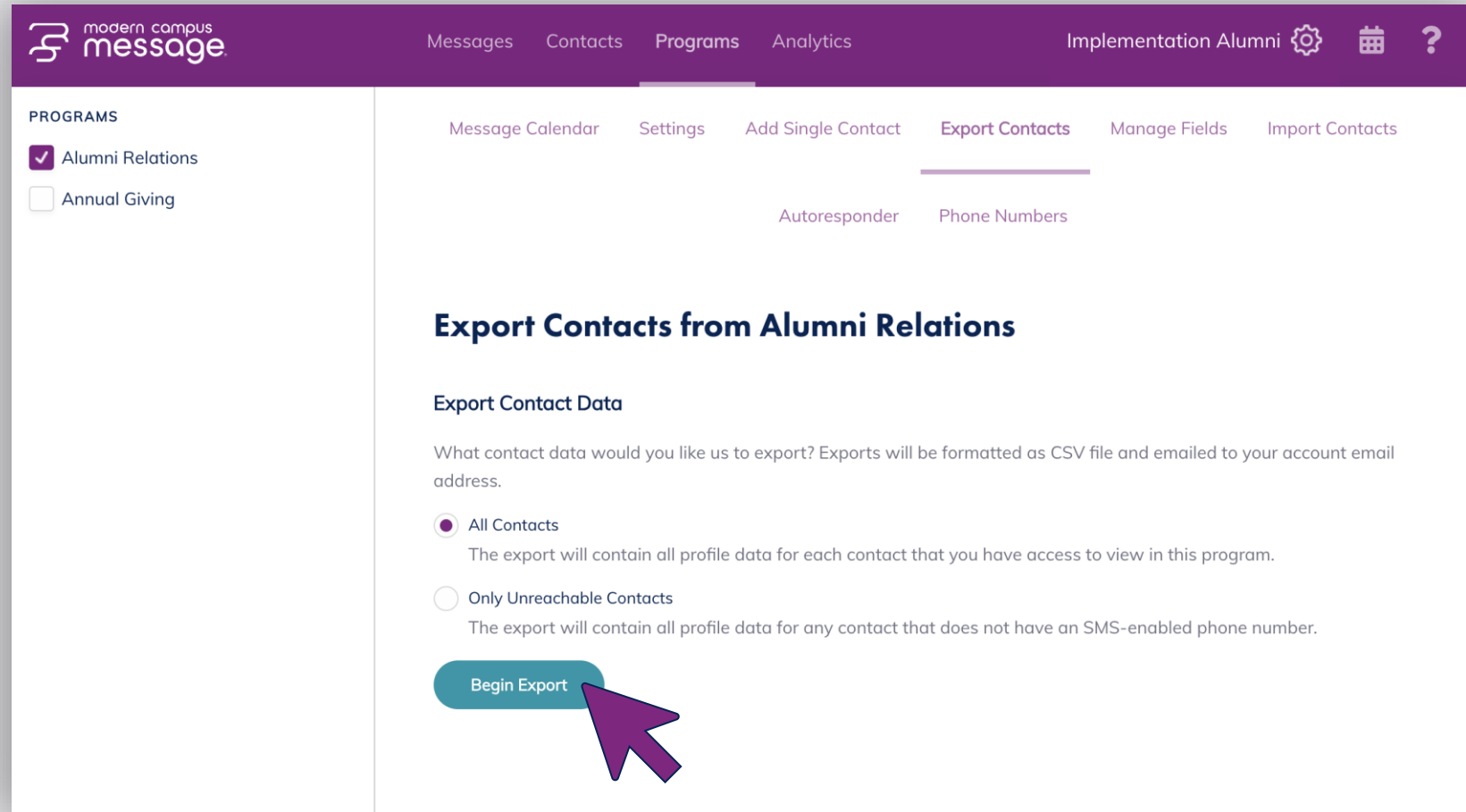
- Include a Customer ID!



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

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', 'Analytics', 'Implementation Alumni', and icons for settings, calendar, and help. The left sidebar under 'PROGRAMS' has 'Alumni Relations' checked and 'Annual Giving' unchecked. The main content area has tabs for 'Message Calendar', 'Settings', 'Add Single Contact', 'Export Contacts' (selected), 'Manage Fields', and 'Import Contacts'. Below these are 'Autoresponder' and 'Phone Numbers' links. The 'Export Contacts' section is titled 'Export Contacts from Alumni Relations' and contains the 'Export Contact Data' section. It explains that exports are CSV files emailed to the account email address. Two radio buttons are present: 'All Contacts' (selected) and 'Only Unreachable Contacts'. Descriptions for each are provided. A teal 'Begin Export' button is at the bottom, with a purple mouse cursor pointing 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

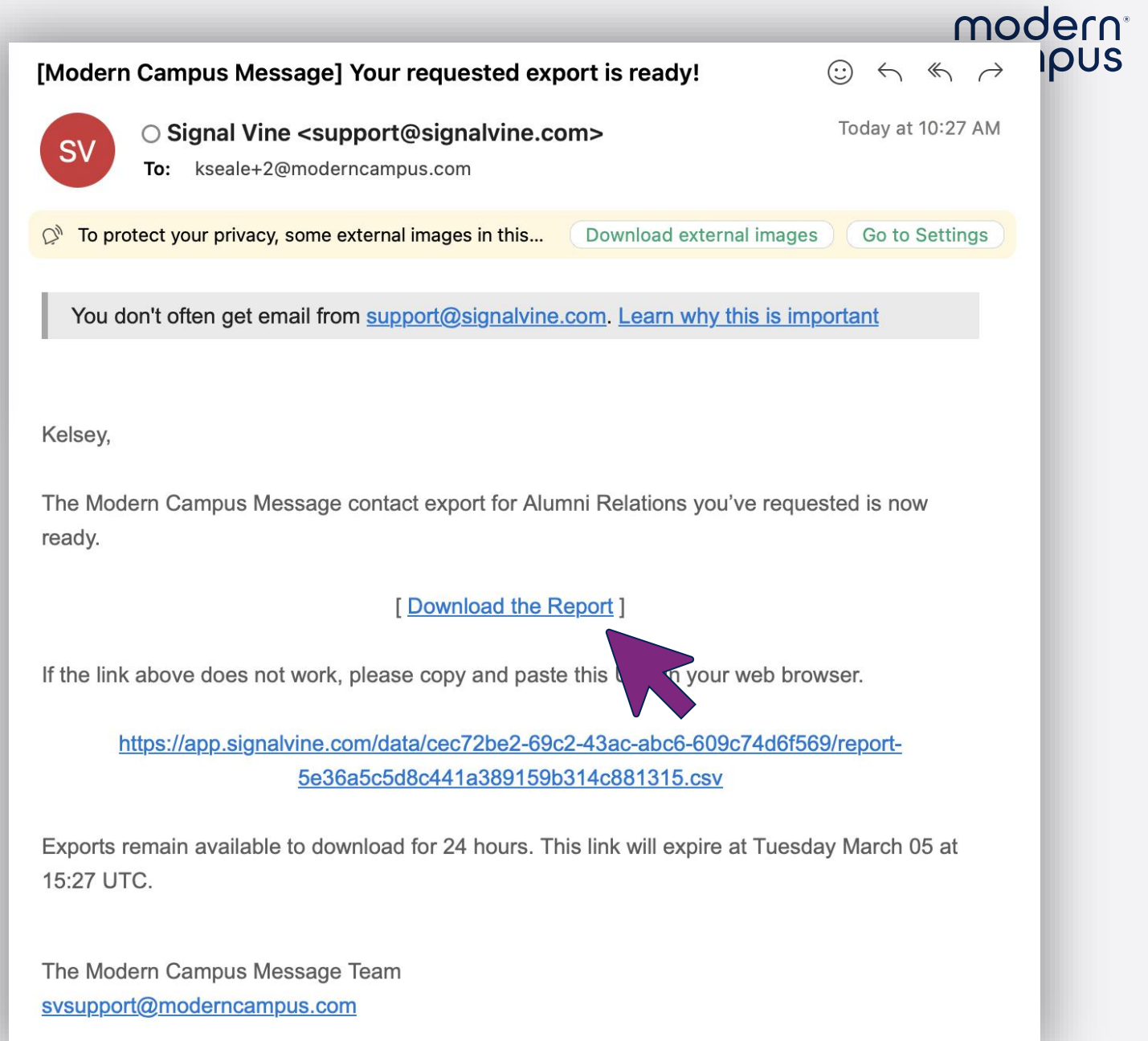
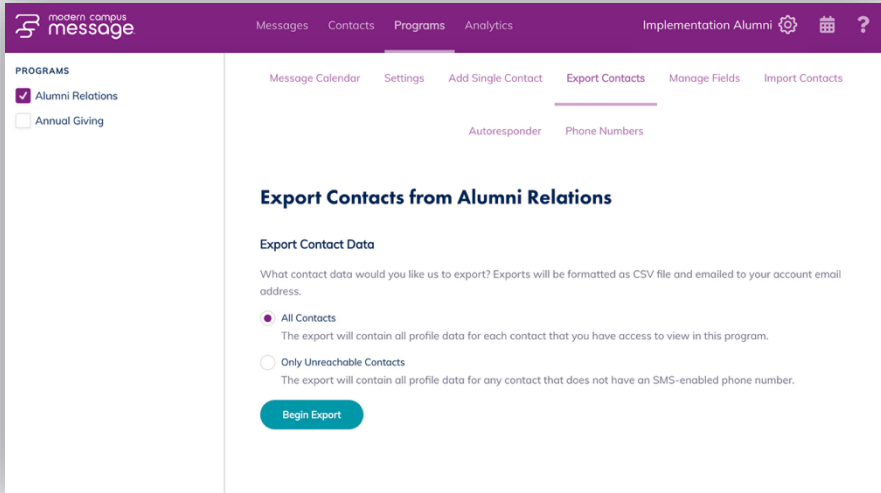
Export Contact Data

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

MessagesContactsProgramsAnalyticsImplementation 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.

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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

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

[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 email were hidden. [Download external images](#) or [Go to settings](#) to manage your preferences.

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

Kelsey,

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

[[Download the Report](#)]

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

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

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

The Modern Campus Message Team
svsupport@moderncampus.com

Knowledge Base + Support

Knowledge Base



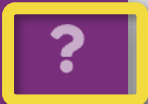
Messages

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?

Q Search


➔



FEATURED ARTICLES



PRODUCT IDEAS



COMMUNITY FORUMS

Resource Center

What will you put
into practice after
this webinar?

Answer in the poll!

Q&A

Please put your questions into
the Zoom Q&A feature!

Thank You

See you next month!