

My Messages

Portal Messaging Training for Campus Solutions 9.0

6/5/2017

Version 3

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Module 1: Overview

Online Training Instructions

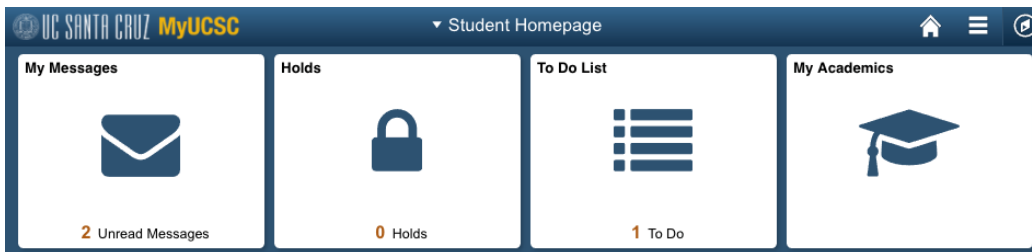
To complete the My Messages online training, please review the information in this training guide. Once you have familiarized yourself with the policies and procedures, you will [take the My Messages quiz](#) online.

Please note that you will not be able to complete the training exercises in this guide until you have received My Messages access. However, once you have completed the My Messages quiz and received notification that your My Messages access has been established, please revisit this guide to try out some of the exercises.

If you have questions about obtaining access to My Messages, open an IT Request ticket by logging in to itrequest.ucsc.edu or emailing help@ucsc.edu.

Portal Messaging at a Glance

Portal Messaging allows staff and faculty users to post targeted, one-way official communications to a users' MyUCSC portal. Faculty can post messages to students in a specific class or to all of the students in all of their current classes. Staff can reach any users based on specific needs (for example all students receiving financial aid). The messages are text only and include two URL fields for hyperlinks.



Clicking [View Messages](#) takes the user to this screen:

UCSC Messaging					
Messages for Sammy Slug					
Personalize Find View All [Print] [Refresh]					
From	Date Sent	Date Read	Expiration Date	Subject	
1 Office of the Registrar		New Message	06/14/2017	Spring Enrollment Dates	Delete Message
2 Student Business Services		New Message	05/01/2017	2016 1098-T Form Information	Delete Message

Prerequisites

This guide is based on the following assumptions:

- User has solid understanding of computers
- User is familiar with the internet
- User has staff access to AIS Campus Solutions 9.0 (find out how to [request access](#))
- User is using a web browser that is supported for use with AIS/MyUCSC (please review the [list of supported browsers](#)).

Course Objectives

- Logging In/Navigation
- Reviewing Policy
- Posting List Messages
- Posting Messages Using Uploaded UCSC IDs
- Posting to Class Rosters
- Posting by Instructor
- Retracting Messages
- Viewing Message Recipients

Module 2: UCSC Messaging Usage Policy

UCSC Messaging may be used by academic departments, faculty and transactional office staff to communicate messages to students, faculty or staff.

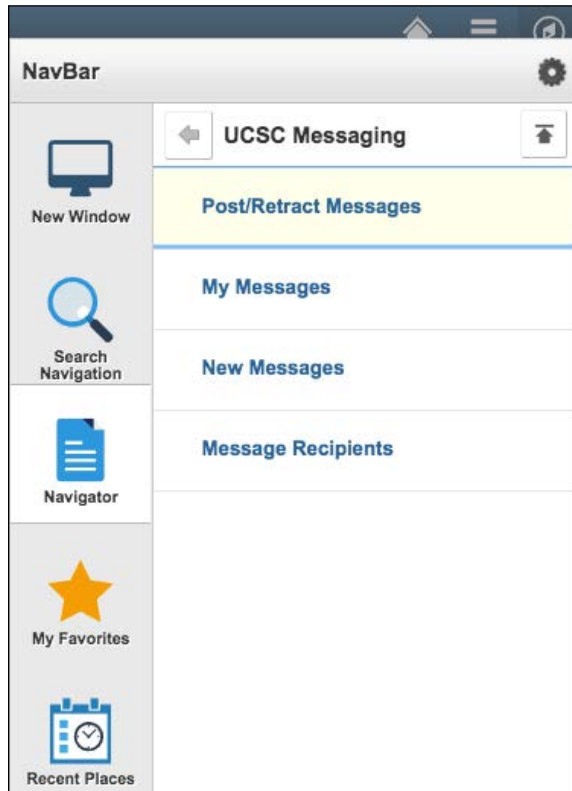
- Messages must be one-way communications (recipients cannot respond to My Messages).
- Messages must convey information related to the business of UC Santa Cruz (not for personal use).
- Messages must be targeted to a relevant population.
- Messages must not contain content that is antithetical to UC Santa Cruz's [Principles of Community](#).
- Messages must have an expiration date.

Advertising a new course or campus event to all students, or all MyUCSC users, is not an appropriate use of this tool.

In an effort to ensure that My Messages are viewed as reputable and important by recipients, this tool should be used for messages that are timely and relevant to the user. For example, when advertising a campus event, the message should be sent only to users who have an expressed interest in the topic. This can be gauged by participation in similar events, enrollment in a related course, employment in a particular department, unit or division, enrollment in a particular major or minor program of study, etc.

Module 3: Navigating to UCSC Messaging

1. Log in to <https://my.ucsc.edu>.
2. Using the Navigator in the NavBar (compass icon), go to Campus Community > UCSC Messaging > Post/Retract Messages.



Users may also have access to this page via the UCSC Messaging tile on their Adviser, Faculty or Staff homepage.



Module 4: Posting Messages

UCSC Messaging

Message Detail

Date/Time: 06/05/2017 2:03:29.000000PM


***From:**

Type: Upload UCSC IDs Class Roster By Instructor List

***Subject:**

***Message Text:**

URL #1: **URL #2:**

***Expiration Date:** 

1. Notice the **Date/Time**.
Date/Time displays the date and time the message will be marked as sent.
2. Set the **From** value. (required)
This will be displayed to the message recipient.
3. Select your **Type**. (required)
There are four methods by which users can select message recipients:
 - by uploading a list of users,
 - by selecting a class roster,
 - by selecting an instructor, and
 - by entering a list of users.

Not all users have the ability to post messages using all four methods. In addition to the guide below, on-screen instructions will display based on the Type you select.

Upload UCSC IDs

Create a text file (.txt) with Student IDs. (e.g. 1234567, 0246933) InfoView is helpful for generating a list of IDs. Your file can be saved from Excel or Word as a .txt file and should have each ID on a new line.

Mac Users: When saving an Excel file as .txt, be sure it is saved as Text (Windows). When saving a Word doc as .txt, save as Text Only (MS-Dos).

PC Users: When saving an Excel file as .txt, be sure it is saved as Text (MS-DOS). When saving a

Word document as text, save it as Plain Text.

Click the Upload button. Browse for the file.

Upload Messages1.txt uploaded by W1231955 (6/5/2017 02:17 PM)

Students Find | View All First 1 of 23 Last

ID: [REDACTED]

Class Roster

Enter the Term and Class Number. Use the lookups for each field (magnifying glass icon) if you need assistance locating the correct codes. Click the Populate button. Select the Post To checkbox to select specific recipients or use the Select All button. Note: Faculty using the Class Roster message type will only be able to select rosters for classes they teach.

Class Roster

Term: 2172 Class Nbr: 61332 **Populate** **Select All** **Deselect All**

MATH 11A 01 Calculus with Apps

Personalize | Find | View 100 First 1 of 218 Last

Name	Empl ID	Post To
1 [REDACTED]	[REDACTED]	<input type="checkbox"/>

By Instructor

Enter an Instructor's AIS ID. Select the Term and click the Populate button. Use the term lookup (magnifying glass icon) if you need assistance locating the correct term code. Use View All, to see all message recipients. Note: Instructors will only be allowed to enter their own IDs.

By Instructor

*Instructor's AIS ID: [REDACTED] Term: 2172 **Populate**

Students Find | View All First 1 of 66 Last

ID: [REDACTED]

List

Enter a list of AIS IDs separated by commas in the **To** field. Lists cannot be longer than 100 characters, including commas. The maximum number of IDs this field can hold is 12. Do not put a space between IDs. Do not place a W before the IDs.

To: 0123456,0246486,1234567

4. Enter a **Subject** line. This can be up to 30 characters long. (required)
5. Enter the **Message Text**. (required)
6. Enter a **URL** in one or two of the URL fields if you want the message to contain a clickable hyperlink. (optional)
7. Select an **Expiration Date** for the message. Expired messages will not display on the recipient's portal. (required)

8. Click Post.

UCSC Messaging

Message Detail

Date/Time: 06/05/2017 2:03:29.000000PM Post

*From: Student Business Services

Type: Upload UCSC IDs Class Roster By Instructor List

Upload Messages1.txt uploaded by W1231955 (6/5/2017 02:31 PM)

*Subject: Student Bills are due

*Message Text: Please check your Charges Due page under My Account to determine whether you are required to remit a payment.
Further instructions are provided on the Student Business Services website (see below).

URL #1: https://sbs.ucsc.edu URL #2:

*Expiration Date: 08/31/2017


Students Find | View All First 1 of 23 Last

ID: [REDACTED]

The message is immediately available to the recipients' MyUCSC portal. The Send Confirmation page displays, with a link to Return to UCSC Messaging.

UCSC Messaging

Send Confirmation

 The message was posted successfully.

[Return to UCSC Messaging](#)

Add Update/Display

Lesson 5: Retracting Messages

After posting a message to students' portal, it can be retracted. If you have just clicked Send, click Return to UCSC Messaging and click Retract. Messages can also be retracted at a later date, however, they cannot be retracted from students who have already read the message.

1. Navigate to Send and Retract Messages.
2. Click Update/Display in the bottom right corner.
3. Enter specific search criteria, or just click Search to display all the messages you have sent.

Post/Retract Messages

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#) | [Add a New Value](#)

Search Criteria

Datetime Created: [=] []

Subject: [begins with] []

Message Status: [=] []

Case Sensitive

Limit the number of results to (up to 1000): [300]

[Search](#) | [Clear](#) | [Basic Search](#) | [Save Search Criteria](#)

Search Results

[View All](#) | [First](#) | 1-3 of 3 | [Last](#)

Datetime Created	From User	Subject	Message Status	Expiration Date
06/05/2017 2:37:42.000000PM	W1231955	Student Bills are due	Posted	08/31/2017
11/08/2010 9:40:47.000000AM	W1231955	Math 128A Cancelled Today	Expired	11/09/2010
11/08/2010 9:36:53.000000AM	W1231955	Math 227 Class Cancelled Today	Expired	11/09/2010

[Find an Existing Value](#) | [Add a New Value](#)

The Search Results display at the bottom of the page.

4. Select the message to be retracted and click Retract.

UCSC Messaging

Message Detail

Retract

Date/Time: 06/05/2017 2:37:42.000000PM

From: Student Business Services

Subject: Student Bills are due

Message Text: Please check your Charges Due page under My Account to determine whether you are required to remit a payment.

Further instructions are provided on the Student Business Services website (see below).

<https://sbs.ucsc.edu>

Expiration Date: 08/31/2017

Note: If a student has already read a message, it cannot be retracted for that recipient.

The Retract button will be replaced with a confirmation message indicating that the message was unsent.

UCSC Messaging

Message Detail

This message has been unsent.

Date/Time: 06/05/2017 2:37:42.000000PM

From: Student Business Services

Subject: Student Bills are due

Message Text: Please check your Charges Due page under My Account to determine whether you are required to remit a payment.

Further instructions are provided on the Student Business Services website (see below).

<https://sbs.ucsc.edu>

Expiration Date: 08/31/2017

Lesson 6: Viewing Message Recipients

In addition to seeing who a message was sent to, you can also view the status of their message (read vs unread) as well as the date it was read by the recipient.

1. Using the Navigator in the NavBar (compass icon), go to Campus Community > UCSC Messaging > Message Recipients.
2. Enter specific search criteria or click Search to view all messages sent.

The Search Results display at the bottom of the page.

Message Recipients

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#)

Search Criteria


Datetime Created: [=] []

Subject: [begins with] []



Message Status: [=] []

Case Sensitive

Limit the number of results to (up to 1000): [300]

[Search](#) [Clear](#) [Basic Search](#)  [Save Search Criteria](#)

Search Results

[View All](#) First  1-3 of 3  Last

Datetime Created	From User	Subject	Message Status	Expiration Date
06/05/2017 2:37:42.000000PM	W1231955	Student Bills are due	Retracted	08/31/2017
11/08/2010 9:40:47.000000AM	W1231955	Math 128A Cancelled Today	Expired	11/09/2010
11/08/2010 9:36:53.000000AM	W1231955	Math 227 Class Cancelled Today	Expired	11/09/2010

3. Select a message.

The Message Recipients page opens, displaying all recipients and the date the message was read.

You can filter the list by Read vs Unread status using the Recipient Status dropdown, and sort the grid columns by clicking on the column headers.

You can export the list to Excel using the Download to Excel feature (grid icon).

You can search for an individual in the recipient list using the Find link above the results grid.

UCSC Messaging

Message Recipients



Datetime Created: 11/08/2010 9:40:47.000000AM


Expired Message

From User: W1231955


Subject: Math 128A Cancelled Today

Recipient Status:

Personalize Find View All  				First	◀ 1-7 of 50 ▶	Last
User ID	UCSC ID	Name			Date Read	
1 W						
2 W						
3 W						
4 W						
5 W					11/10/2010 9:55:19AM	
6 W						
7 W						

 Return to Search

 Previous in List

 Next in List

Training Complete!

Now that you've reviewed the training guide, please [take the My Messages training quiz](#).

Once you've completed the quiz, within three business days you should receive notification that your My Messages access has been established. When you have access to My Messages, please revisit this workbook to try out some of the exercises.

If you have questions about obtaining My Messages access or you need help, please open an IT Request ticket by logging in at itrequest.ucsc.edu or emailing help@ucsc.edu.