

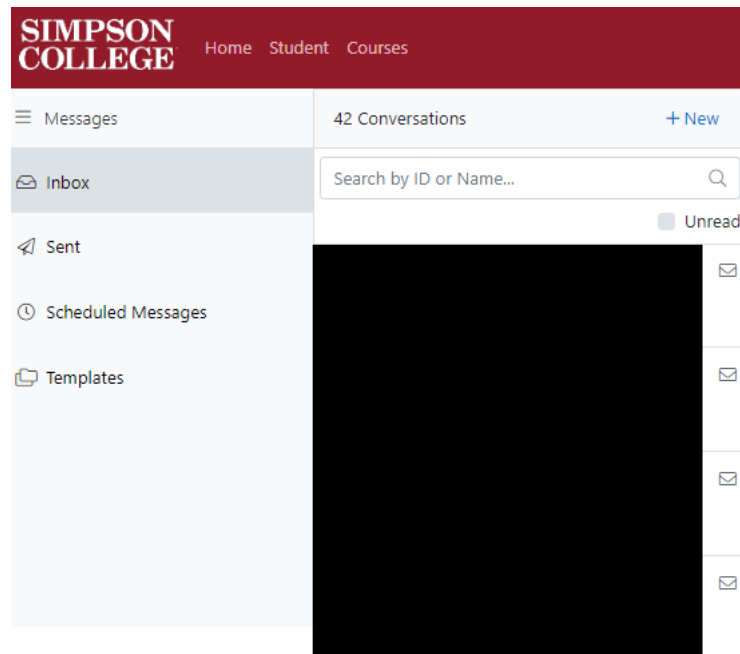
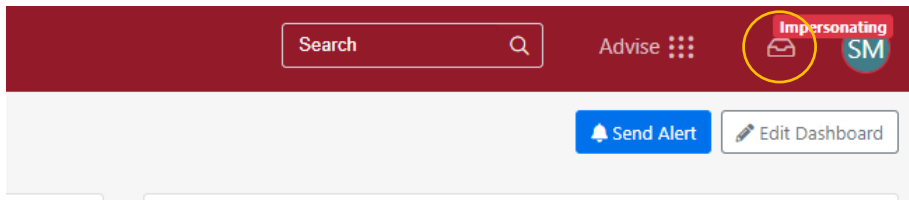
## Messaging

There are several ways to use the messaging tools in Aviso. This document provides an overview of the following:

- How to send a message to a specific individual (students and employees).
- How to determine if a message has been accessed/opened (note: an opened message does not ensure it was necessarily read by the recipient).
- How to create a scheduled message.
- How create a message template.
- How to send a message to multiple individuals.
- How to create a note from a message

The messaging system in Aviso provides you the tool to send messages to students that can make your work more efficient and at the same time provide for personalized content when sending to multiple students.

The messaging tab in Aviso is located on the right side of the main menus in a browser window (filebox icon – yellow circle):



Select the messages menu option and your message page will load:

The menu includes your:

- Inbox
- Sent messages
- Scheduled messages
- Templates

Any email sent through Aviso arrives in a student's Outlook inbox and their Aviso application messages tab. Please see the Watermark Student application document for more information.

Incoming, new students should have downloaded the application during SOAR.

Returning students will be invited to download the application prior to the start of classes.

Using the Aviso messaging rather than from Outlook may help you reach students more effectively.

## Creating a new message to send to a single user

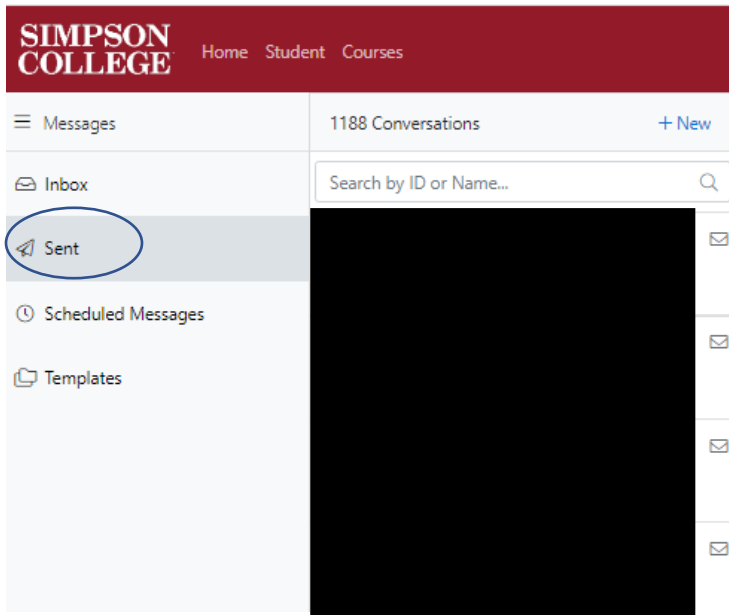
The screenshot shows the Simpson College email interface. On the left, the 'Messages' sidebar has 'Inbox' highlighted. The main area shows '42 Conversations' with a '+ New' button circled in blue. The 'New Message' window is open on the right, with several fields circled: 'To' (blue oval), 'Recipients' (red oval), 'Send to' (green oval), and 'Field' (black oval). The 'To' field contains 'Selected Recipients'. The 'Recipients' field contains 'Start typing to select recipients'. The 'Send to' field has 'Institutional Email' selected. The 'Field' menu is open, showing a list of options. The 'Message' box is empty. The 'Send' button is highlighted in blue.

Select "Inbox" and then: +New  
This will produce a new message window in the right side of the browser window:

When the message window opens you can begin to create your message.

- Disregard the first line, "To:" (blue oval)
  - Key in the name of the individual you wish to message in the "Recipients" line (red oval).
- The field will begin auto-filling names and when you see the name you wish to address, you can mouse over the name and select it.
- In the "Send to" line (green oval), and in most instances, select "Institutional Email".
- You can create your message in the "Message" box.
  - If you wish, there are fields you can enter using the "Field" menu (black oval). In most cases, you will use this when sending messages to multiple individuals.
  - Information for use of fields is addressed later in this document in the sending to multiple individuals section.

## Determining if a message was sent and/or reviewed



To determine if your message was sent, please select “**Sent Messages**” (blue oval).

In the panel to the right, you will see your sent messages in date order.

The list populates and at the bottom you may need to select “**Load more**” if you do not see the message in the list. Likewise, you can search for a recipient in the search box.

To see if your message was reviewed, select a message and in the right panel you will see all messages that were part of a message thread (panel not shown in image to the left)

To the far right of the original, sent message and others in the thread, you will see an envelope image.

If the message was accessed, the envelope flap will be up ->



Mouse over the open envelope to see the accessed date/time.

If the message has not been accessed, the envelope will be closed ->



This information can be helpful if you haven't received a response from a student – it could be they have not accessed it.

## Creating and sending a scheduled message

The screenshot shows the 'New Scheduled Message' form. At the top, there are buttons for 'Save' (circled in blue), 'Attach', and 'Cancel'. Below is the title 'New Scheduled Message'. The 'Name' field is highlighted with a yellow oval. Below the name field are two radio buttons: 'Recurring Message' and 'One-Time Message', with the latter circled in green. Below these are 'Date' and 'Time' input fields, both circled in red. The 'To' field has a dropdown menu for 'Select a student search filter'. Below that are 'Send to' options for 'Institutional Email' and 'Personal Email'. The 'Subject' field has an 'Insert' button. The 'Message' field has a rich text editor toolbar with options for bold, italic, underline, list, link, and text color.

There may be times when you want to schedule a message to multiple students.

In the *Messages* menu, select “**Scheduled Messages**”

A schedule message window (such as the example to the left) will open in the browser window.

In the “**Name**” field (yellow oval), provide a name for your scheduled message.

All the same parameters for sending a message apply to this option aside from two scheduling options:

1. Select whether the message is a “**One Time Message**” or “**Recurring**” (green oval).
- a. In most cases, you will send a One Time message.
2. Select the **Date** and **Time** for the message to be sent (red oval).
3. Select your desired filter (please see Filter section creating filters) for the message recipients.

The screenshot shows the 'Message' form. At the top, there is a toolbar with options for bold, italic, underline, list, link, and text color. Below the toolbar is a large text area for writing the message. At the bottom left, there is a checkbox labeled 'Create Note from Message'. At the bottom right, there are buttons for 'Save' (circled in blue) and 'Cancel'.

Write your message, if you have an attachment, select “**Attach**”.

If you wish to create a note from the message, select “**Note**” at the bottom of the message window and choose the Note Type in the scrollable list that opens.

\* Information on Creating Notes is ahead in this document.

Once you have finished setting up the scheduled message, select “**Save**” (blue oval in the images) at the top or bottom of the window.

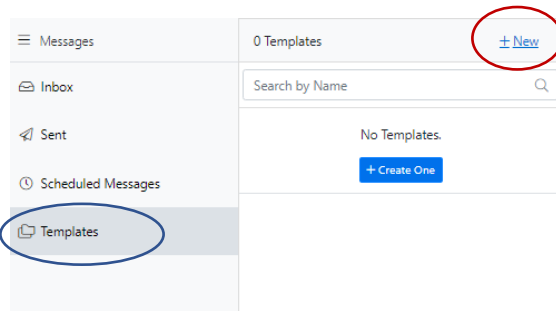
Create Note from Message

The screenshot shows the 'Save' and 'Cancel' buttons at the bottom of the form. The 'Save' button is circled in blue.

## Creating a message template

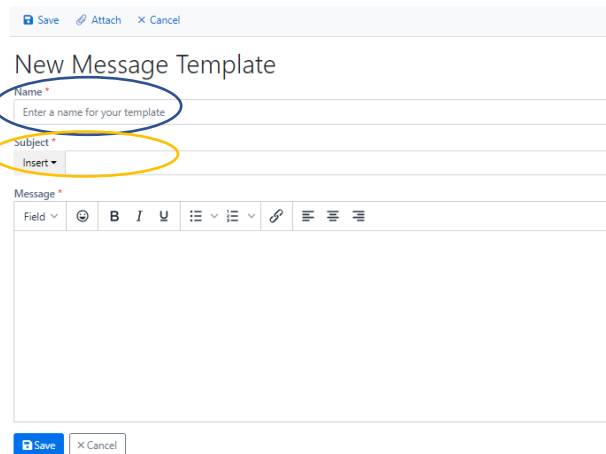
If you frequently communicate specific information you may want to create templates for such messages.

You may also wish to create a template to create a signature in Aviso. Unlike in Outlook, there is no signature tool in Aviso and a template can help to accomplish that.



In the messages tab, select “Templates” from the menu (blue oval)  
Select “+ New” to create a template (red oval)

Once you’ve selected new, a window will open in the rightside panel of your browser window



Like creating a new, single message the message template creation functions like creating a single message.

Name your template – use a name you will recall if you will be using the message template with some frequency (blue oval).

Identify a subject and enter in the subject line (orange oval).

Create your template message. Refer to the create a message section as needed.

Unlike creating a single message, options for delivery mode (institutional v personal email) will be used when you are ready to send your template message.

In the example that follows, a template was used to create a signature.

Save Attach Cancel

## New Message Template

Name \*  
Signature

Subject \*  
Insert Edit as needed

Message \*

Field [v] [emojis] [B] [I] [U] [list] [link] [align] [text-align]

Sal Meyers  
**Chair & Professor of Psychological Science**  
**Director of Foundations**  
 she/they  
 Simpson College | Indianola, Iowa  
 Office: 515-961-1743  
 Appointments: <https://calendly.com/salmeyers>

Save Cancel

While there are options for formatting messages, there are some limitations.

Sal's signature in Outlook has been more precisely formatted in Aviso.

You may wish to consider what information you include in your signature and how you might present it.

Once you are satisfied with your template, select "Save" to save the template (yellow oval – use either location).

Preview

Subject  
Edit as needed

Message

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Sal Meyers  
**Chair & Professor of Psychological Science**  
**Director of Foundations**  
 she/they  
 Simpson College | Indianola, Iowa  
 Office: 515-961-1743  
 Appointments: <https://calendly.com/salmeyers>

Messages 1 Templates + New

Inbox

Sent

Scheduled Messages

Templates

Search by Name

Signature

Once you save your template, it will appear in the templates list.

If you have multiple templates, they will appear in alpha order.

A limited number of templates will initially load, if you have a long set of templates, select "Load More" which will appear at the bottom of the list.

## Using a template for a message

Send Attach Save as Template Cancel

### New Message

To \*  
Selected Recipients

Recipients \*  
Start typing to select recipients

Send to \*  
 Institutional Email  Personal Email

Template  
Select a message template (Optional)

Subject \*  
Insert

Follow instructions for creating a new message.

When using a template, select the template you wish to use in the **Template** field (green oval).

When you've selected your template, the message window will populate with the template you selected.

Edit the message, including the template content, if needed.

If you know your subject might change (such as when creating a signature), you can edit the Subject field on a template.

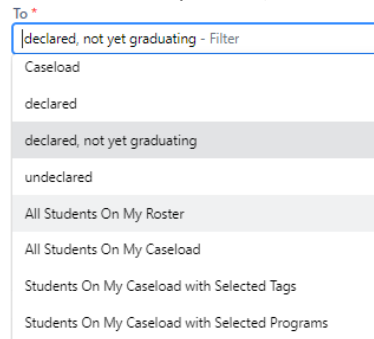
## Sending a message to multiple recipients

There may be times you wish to send a message to a larger group of students. This is possible in Aviso and one of the ways in which the platform makes communication both personalized and efficient.

Depending upon the audience, you may select a broad audience in several ways such as:

- Selecting recipients within the email window
- Sending a message to your caseload
- Using a filter you have created
- Sending to your course roster

- *Selected Recipients* (field at top of message window)



Using this option, a menu of options is presented

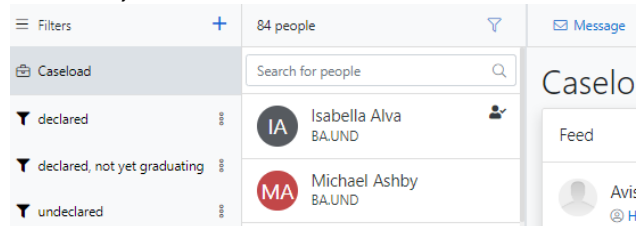
Selected the option you wish to use

This is a more advanced approach to message multiple students and you should be clear about your intentions and the audience.

Please consult with the Aviso Campus Administrator if you have questions about this option and are interested in using it.

The methods that follow may provide you a simpler approach for your messaging needs.

- *Send to your caseload*

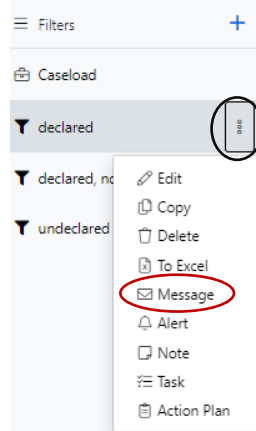


This option can be an effective way to message your caseload

- This will include your advising caseload
- It **may** also include students in your respective courses (if you've selected to follow students in courses you teach in your personal settings).

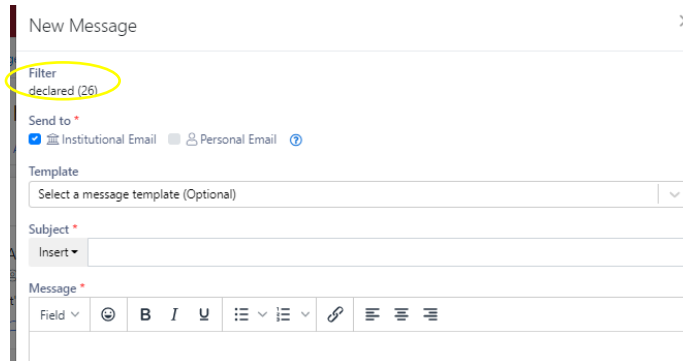


- Using a filter you created



In this option, you would begin on your “**Students**” tab and select the filter you wish to use for a message.

- Select your filter and the three vertical circles (black oval) in image to left to present a pop-up menu.
- From the pop-up menu, select “**Message**” (red oval) image to left.
- A new message window will open providing you the options previously presented.
- The window will identify how many students will receive the message and the filter name (yellow oval) image below.

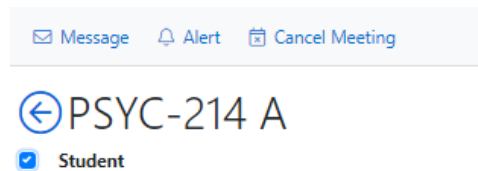


Select send when your message is ready to be sent.

Options are like creating a single message to a student

- You can select a template (if applicable)
- Name the subject/edit the subject (template subject as needed)
- If you wish to create a note, select the note type (see notes document).
- Send message when ready

- Sending to a class roster if you teach a specific course



- You can send a message to your entire class or a select set of students
- In your course menu (see Courses section in handbook as needed) select all students (top checkbox) or specific students you select from your roster.
- A message window will open and list the students will receive the message.
- Proceed crafting your message as you would with options for a template, editing, saving a note, and sending when ready.

## Creating notes from a message

You can create a note from any message you send.

Please refer to the notes document in the handbook for information about notes, note types, the use of notes, and visibility of notes.

At the bottom of any message you have created, you will see an option to “**Create Note from Message**” (orange oval) in image below.

