SAN JOSÉ STATE UNIVERSITY

MSG101: Advanced Messaging Techniques

User Guide

Overview

This user guide demonstrates how to send messages to students using the SJSU Messaging functionality. You will learn how to send messages to a list of User IDs, to a file of IDs you upload, to a class roster and to a list of all students enrolled in a specified faculty member's classes. This guide also shows how to determine whether or not a student has read a message you have sent.

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Send a Message by Class Roster

This is the most frequently used messaging function. With this, you can pull up a list of students in a class and send a message to any or all of those students. Possible uses of this might be to notify students of a class cancellation or location change, or to send assignments or class-related web links if you are the instructor of that class. This option is available to all faculty members and to employees who have gone through training.

- 1. Navigate to <u>MySJSU</u> (http://my.sjsu.edu/).
- 2. Click the MySJSU Sign In button (or link).



The Sign In page displays.

- 3. Enter your SJSU ID and Password.
- 4. Click the Sign In button.

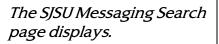


SJSU ID:
Password:
Sign In

The Main Menu displays.

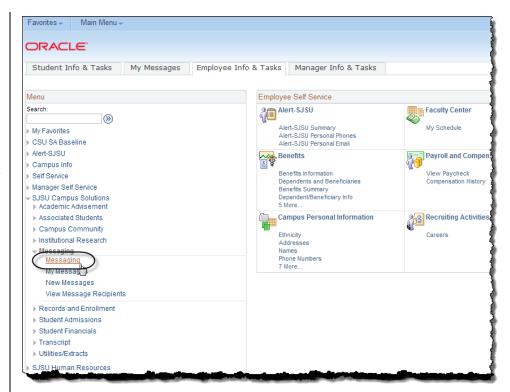
 From the Main Menu, navigate to SJSU
 Campus Solutions > Messaging > Messaging.

> Note: You can also click the Send Messages link at the bottom of the menu.



6. Click the Add a New Value tab.

Note: If the Datetime Created field displays a value, you will need to clear the field and then click Add again before proceeding.



SJSU Messaging

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

Find an Existing \ → Search Criteria	
atetime Created: aubject: lessage Status:	= ▼ begins with ▼ = ▼ ▼
Case Sensitive	
Search Cl	ear Basic Search 📳 Save Search Criteria

Find an Existing Value | Add a New Value

- 7. Select the Class Roster radio button.
- 8. Enter a name in the From field.
- Enter the Subject, Message Text, and Expiration Date for the message.
- 10. Enter the Term for the class. To select from a list of terms, use the Lookup (magnifying glass) icon next to the Term field.

Vessage De	ail			
Date/Time:	04/11/2014 2:27:09.00000	0PM Send		
*From:	(Ryan T Campbell)			
Туре:	List Upload SJ	SU ID's 🔘 Class Roster	By Instructor	
*Subject:	Class Cancelled			
*Message Text:	Due to instructor illness, tor can be found at the address	norrow's BUS2 109 class has b s included below.	een cancelled. Class ass	ignments
URL #1: *Expiration Date: Class Roster	http://assignments.com/Res	URL #2:		
Term: 2142 Q	Class Q	· - · · · · · · · · · · · · · · · · · ·		elect All Deselect Al
Name	Personalize	Find View All 🖾 🛗	First 1 of 1 Last	
1				

11. Enter a Class Nbr. To select from a list of numbers, use the Lookup (magnifying glass) icon next to the Class Nbr field.

Field Name	Description
From	Defaults to the sender's name, but allows other values.
Туре	The recipient selection method for the message.
Subject	The subject of the message.
Message Text	The message sent to the student. Must be entered in plain text, without special characters such as smart quotes.
URL #1, #2	Optional web addresses. These will appear as clickable links in the message.
Expiration Date	The date after which the message will no longer be visible to the student.
Term	The four-digit term number for the class roster. This can be looked up using the Lookup (magnifying glass) icon.
Class Nbr	The five-digit class number for the roster. This can be looked up using the Lookup (magnifying glass) icon.

Field Description List: Message Detail Page (above)

The Look Up Class Nbr window displays.

12. Enter your search terms; click the Look Up button, and then click the class hyperlink.

> Note: You can fill out any of the search terms to narrow down your selection.

Favorites - Main Mer	nu - > SJSU Campus Solution	ns 🔻 >	Messagin	g 🔻 > Mes	saging						
		Look	Up Class	s Nbr							×
*From: R Type: C *Subject: C *Message Text: D	14/11/2014 2:27:09.000000PM yan T Campbell List OUpload SJSU ID's lass Cancelled ue to instructor illness, tomorrow an be found at the address inclue	Term: Class Acade Term Subje Catalo Sessi Class	Nbr: emic Group Alternate K ct Area: og Nbr: ion: Section:	: begin Gey: begin begin begin = begin	▼ s with ▼ s with ▼ s with ▼ s with ▼ s with ▼	SJ000 2142 ENGL 05 Basic Lo]]a]a]		Help
*Expiration Date: 05 Class Roster Term: 2142 Q C	tp://assignments.com/Research 5/30/2014 itass Nor: Personalize Find	Searc View 1 Class Nbr 20333 22479 22482 23734	Academic Group UGRD UGRD UGRD UGRD UGRD			Catalog Nbr 1A 1B 71 100A	Session Regular Regular Regular Regular	05 05 05 05 05	Academic	25 25 23	

Note: In this example, confidential student information has been redacted.

13. Click the Populate button to populate the roster.

Note: Only the first 100 students will be listed. Use the navigation bar to see the full roster.

- 14. Click the Select All button to select all students on the roster.
 - To select only a few students, check individual boxes.
 - Click Deselect All to remove all checks.

Note: You must have at least one student checked in order to send the message.

15. Once you have completed all fields, click the Send button to send the message.

The Send Confirmation page displays.

16. Click the Return to SJ Messaging link to return to the message.

SJSU Messaging			
Message Deta	il		
Date/Time:	04/11/2014 2:27:09.000000PM	Send	
*From:	Ryan T Campbell		
Туре:	Clist Upload SJSU ID's	s 💿 Class Roster 🛛 🔍 By	Instructor
*Subject:	Class Cancelled		
*Message Text:	Due to instructor illness, tomorrov can be found at the address inclu		cancelled. Class assignments
URL #1:	http://assignments.com/Research	Proje(URL #2:	
*Expiration Date:	05/30/2014		
Class Roster			
Term: 2142 Q	Class 22482 CENGL 71		
Name	Personalize Find Vi	iew All 💷 🎟 First 🛄 SJSU ID	1-24 of 24 Last Send To
1		333010	
2	Million .	100030330	
3	Alfanti.	1008411461	
4	Excelone - Repres	1002213111	
5	NE11231 (1971	(00117730)	×
6	Rei Terrer	(00003778)	
7	anter Tamanta	10084411001	
8	18355	(07777888)	
9	ina i teori	(00637169)	
10	ena i Morri	100011011	
11		100140202	
12		00001111	I all a second a se
12 million		man man	

SJ Messaging

Send Confirmation



17. Review the message.

Note: If you review this information and decide not to send the message, click the Unsend button. You can unsend a message at any time, but keep in mind that students may have already read the message and received a notification to their email accounts that they have a message waiting on MySJSU. These notifications are sent automatically every evening.

18. Click Return to Search to go back to the Find an Existing Value page. SJSU Messaging

Message Deta	ail	
Date/Time:	04/11/2014 2:44:02.000000PM	Unsend
From: Subject:	Ryan T Campbell Class Cancelled	
Message Text:	Due to instructor illness, tomorrow's BUS2 10 found at the address included below.	e class has been cancelled. Class assignments can be

http://assignments.com/ResearchProject

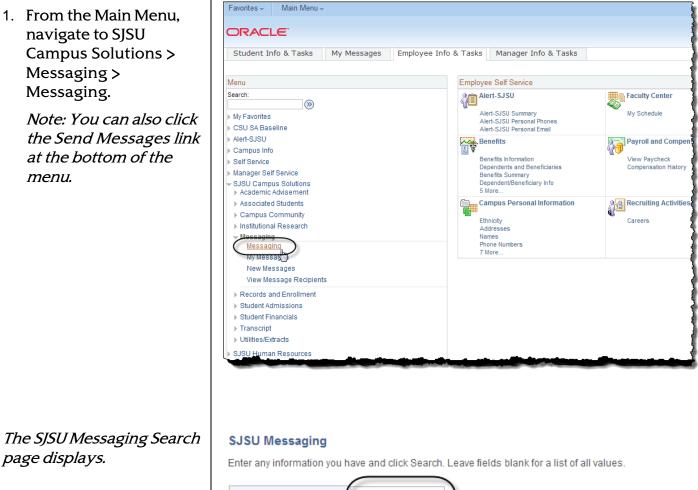
05/30/2014

Expiration Date:



Send a Message by Instructor

Unlike the By Roster function, which you can use to send messages to one class, you use Send a Message by Instructor to send a message to all students in all classes an instructor teaches. This might be useful for notifying all students of an instructor absence, for example. This option is available to all faculty members and to employees who have gone through training.



2. Click the Add a New Value tab.

Note: If the Datetime Created field displays a value, you will need to clear the field and then click Add again before proceeding.

Find an Existing Value
▽ Search Criteria
Datetime Created: = Subject: begins with Message Status: =
Case Sensitive
Search Clear Basic Search 📳 Save Search Criteria

Find an Existing Value | Add a New Value

- 3. Select the Instructor radio button.
- 4. Enter a name in the From field.
- 5. Enter the Subject, Message Text, and Expiration Date for the message.
- 6. Enter the Term number for the class. To select from a list of terms, use the Lookup (magnifying glass) icon.
- 7. Enter the Instructor's SJSU ID. To select the ID, use the Lookup (magnifying glass) icon.

SJSU Messaging	
Message De	tail
Date/Time:	04/11/2014 2:47:19.000000PM Send
*From:	A. Professor
Туре:	O List O Upload SJSU ID's O Class Roster O By Instructor
*Subject:	Class relocated
*Message Text:	Due to unfortunate weather conditions, all subsequent class locations have been relocated to Westeros. Please contact SJSU transportation solutions for commute options.
URL #1:	http://www.westeros.org/ URL #2:
*Expiration Date:	04/29/2014
By Instructor	
(*Instructo	r's SJSU ID: 000020541 Q Term: 2142 Q Populate

Field Description List: Message Detail Page (above)

Field Name	Description
From	Defaults to the sender's name, but allows other values.
Туре	The recipient selection method for the message.
Subject	The subject of the message.
Message Text	The message sent to the student. Must be entered in plain text, without special characters such as smart quotes.
URL #1, #2	Optional web addresses. These will appear as clickable links in the message.
Expiration Date	The date after which the message will no longer be visible to the student.
Instructor's SJSU ID	The EmpIID of the instructor. Message will be sent to every student enrolled in any of the instructor's classes for the listed term.
Term	The four-digit term number for the class roster. This can be looked up using the Lookup (magnifying glass) icon.

Note: In this example, confidential student information has been redacted.

8. Click the Populate button to populate the list.

Note: Only the first student's information will display. Select View All to view the entire list. You cannot select or deselect Individual students.

 Once you have completed all fields, click the Send button to send the message.

The Send Confirmation page displays.

10. Click the Return to SJ Messaging link to return to the message. SJSU Messaging

Message Det	ail
Date/Time:	04/11/2014 2:47:19.000000PM
*From:	A. Professor
Туре:	□ List □ Upload SJSU ID's □ Class Roster ■ By Instructor
*Subject:	Class relocated
*Message Text:	Due to unfortunate weather conditions, all subsequent class locations have been relocated to Westeros. Please contact SJSU transportation solutions for commute options.
URL #1:	http://www.westeros.org/ URL #2:
	http://www.westeros.org/ URL #2:
*Expiration Date: By Instructor	
*Expiration Date: By Instructor	04/29/2014

SJ Messaging Send Confirmation



11. Review the message.

Note: If you review this information and decide not to send the message, click the Unsend button. You can unsend a message at any time, but keep in mind that students may have already read the message and received a notification to their email accounts that they have a message waiting on MySJSU. These notifications are sent automatically every evening.

12. Click Return to Search to go back to the Find an Existing Value page.

SJSU Messaging

Message Det	I
Date/Time:	04/11/2014 2:57:33.000000PM Unsend
From: Subject:	A. Professor Class relocated
Message Text:	Due to unfortunate weather conditions, all subsequent class locations have been relocated to Westeros. Please contact SJSU transportation solutions for commute options.



http://www.westeros.org/



Send a Message by Loading an External File

This section discusses how to send messages to larger or more complex groups of students. For example, you can send a message to all students who have overdue accounts or to all students with majors in a certain college. You should review the <u>Messaging Usage Guidelines and Form</u> (http://my.sjsu.edu/docs/admin/FR_MSG_SS_Messaging_Usage_Guidelines_Form.pdf) to be sure your message is appropriate before sending. This is an advanced function and is available only to employees who have completed messaging training.

Queries

- You can create an external file by running existing PeopleSoft queries.
- You can also create your own query, provided you have access to the query tool.

External Files

- The external file requires only the SJSU ID, but you may also include the name in order to validate data.
- The load program will only look at the SJSU ID. When it loads, it will convert that to the User ID in order to send the message. Duplicate IDs will be ignored.
- The SJSU ID must be in the first column in order for the data to load properly.

File Format

- Files must be in the .txt format in order to load properly.
- When saving a public or private query, first run the query to Excel, then save as text.
- In Excel, be sure that the cell format isn't eliminating leading zeroes from your SJSU IDs. If the cell type is formatted as Number, for example, 001234567 will be converted to 1234567. This is an invalid EmplID and will not message the student.

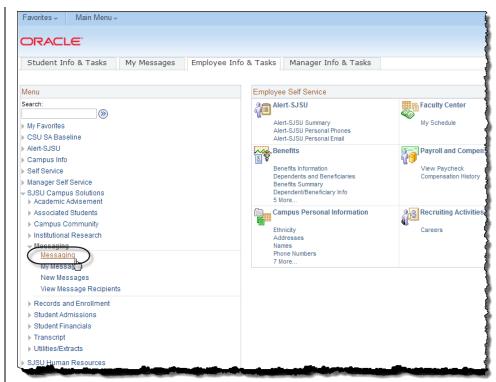
 From the Main Menu, navigate to SJSU Campus Solutions > Messaging > Messaging.

> *Note: You can also click the Send Messages link at the bottom of the menu.*

The SJSU Messaging Search page displays.

2. Click the Add a New Value tab.

Note: If the Datetime Created field displays a value, you will need to clear the field and then click Add again before proceeding.



SJSU Messaging

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

Datetime Created	= •	 -	
Subject:	begins with V		
Message Status:	= •		
Case Sensitive			

Find an Existing Value | Add a New Value

Note: From defaults to your name, but takes other values.

The type of message defaults to List, but you can also change it.

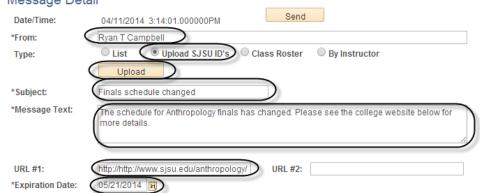
- 3. Select the Upload SJSU ID's radio button.
- 4. Enter a name in the From field.
- 5. Enter the Subject, Message Text, and Expiration Date for the message.
- 6. Click the Upload button.

The File Attachment window opens.

7. Click the Choose File button to search for the file you wish to load.

SJSU Messaging

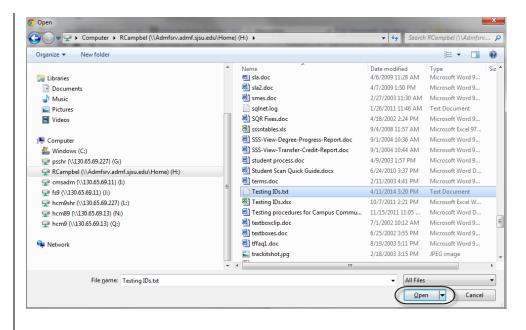
Message Detail



RL #2:		
	File Attachment	Help
	Choose File No file chosen	
	Upload Cancel	

The Choose file window opens.

8. Navigate to the file you want to load, select it, and then click Open.



The File Attachment window displays with the file name in the field.

9. If the correct file is listed in the field, click the Upload button.

	ee the college website below for	
#2:		
	File Attachment	Help
	Choose File Testing IDs.txt	

The Message Detail page displays with load information for the file.

The file is now loaded.

10. Verify your data by scrolling through the list of students at the bottom of the page. You can click View All or View 100 to view up to 100 at a time.

> *Note: In this example, User IDs and names have been redacted.*

11. Click the Send button to send the message.

SJSU Messaging	
Message Det	ail
Date/Time:	04/11/2014 3:14:01.000000PM
*From:	Ryan T Campbell
Туре:	O List ● Upload SJSU ID's ○ Class Roster ○ By Instructor
	Upload Testing_IDs.txt uploaded by DODMERALE (4/11/2014 03:17 PM)
*Subject:	Finals schedule changed
*Message Text:	The schedule for Anthropology finals has changed. Please see the college website below for more details.
URL #1:	http://http://www.sjsu.edu/anthropology/ URL #2:
*Expiration Date:	05/21/2014
Students	Find View 100 First 💶 1 of 210 🕨 Last
User ID:	AF 10001

Field Description List: Message Detail Page (above)

Field Name	Description
From	Defaults to the sender's name, but allows other values.
Туре	The recipient selection method for the message.
Subject	The subject of the message.
Message Text	The message sent to the student. Must be entered in plain text, without special characters such as smart-quotes.
URL #1, #2	Optional web addresses. These will appear as clickable links in the message.
Expiration Date	The date after which the message will no longer be visible to the student.
User ID	The User IDs of the students to whom the message is being sent.

The Send Confirmation page displays.

12. Click the Return to SJ Messaging link to return to the message.

The Message Detail page displays.

13. Review the message.

Note: If you review this information and decide not to send the message, click the Unsend button. You can unsend a message at any time, but keep in mind that students may have already read the message and received a notification to their email accounts that they have a message waiting on MySJSU. These notifications are sent automatically every evening.

14. Click Return to Search to go back to the Find an Existing Value page. SJ Messaging

Send Confirmation



SJSU Messaging

Message Deta	ail	
Date/Time:	04/11/2014 3:32:36.000000PM	Unsend
From: Subject:	Ryan T Campbell Finals schedule changed	
Message Text:	The schedule for Anthropology finals has changed. F details.	Please see the college website below for more

http://http://www.sjsu.edu/anthropology/

Expiration Date: 05/21/2014



Send a Message by List

This section shows how to send a message to a list of up to ten students, provided you know their User IDs.

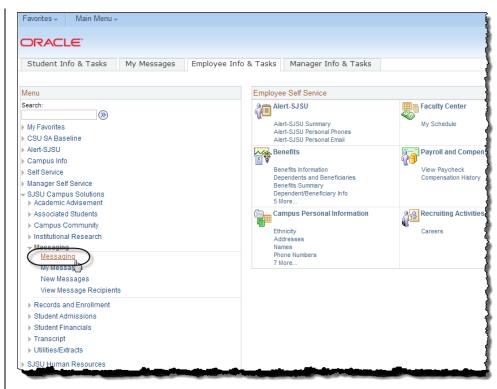
 From the Main Menu, navigate to SJSU Campus Solutions > Messaging > Messaging.

> Note: You can also click the Send Messages link at the bottom of the menu.

The SJSU Messaging page displays.

2. Click the Add a New Value tab.

Note: If the Datetime Created field displays a value, you will need to clear the field and then click Add again before proceeding.



SJSU Messaging

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	
Datetime Created: Subject: begins with V	
Case Sensitive	
Search Clear Basic Search E Save Search Criteria	

Find an Existing Value | Add a New Value

- 3. Enter a name in the From field.
- 4. Enter the Subject, Message Text, and Expiration Date for the message.
- 5. Enter up to 10 User IDs in the To field, separated by commas.

Note: User IDs are not necessarily the same as students' 9-digit SJSU IDs. Students who attended or applied prior to Fall 2005 may have a 'W' number, such as W1234567, instead of 001234567. SJSU Messaging

Message De	tail
Date/Time:	04/11/2014 3:39:14.000000PM
*From:	Ryan T Campbell
Туре:	● List ○ Upload SJSU ID's ○ Class Roster ○ By Instructor
To:	RCAMPBEL, W7803031, 005607991
*Subject:	Project Deadline Extended
*Message Text:	The deadline for your semester project has been extended. Projects should be submitted to the English dept office no later than 5pm on May 14.
URL #1: *Expiration Date:	URL #2:

Field Description List: Message Detail Page (above)

Field Name	Description
From	Defaults to the sender's name, but allows other values.
Туре	The recipient selection method for the message
То	A list of up to ten student User IDs to whom the message will be sent
Subject	The subject of the message
Message Text	The message sent to the student. Must be entered in plain text, without special characters such as smart-quotes
URL #1, #2	Optional web addresses. These will appear as clickable links in the message
Expiration Date	The date after which the message will no longer be visible to the student

The Send Confirmation page displays.

6. Click the Return to SJ Messaging link to return to the message.

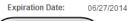
The Message Detail page displays.

7. Review the message.

Note: If you review this information and decide not to send the message, click the Unsend button. You can unsend a message at any time, but keep in mind that students may have already read the message and received a notification to their email accounts that they have a message waiting on MySJSU. These notifications are sent automatically every evening.

8. Click Return to Search to go back to the Find an Existing Value page.

Send	d Confirmation
	the message was sent successfully. to SJ Messaging
SJSU Messaging	
Message Deta Date/Time:	04/11/2014_3:47:17.000000PM Unsend
From: Subject:	Ryan T Campbell Project Deadline Extended
Message Text:	The deadline for your semester project has been extended. Projects should be submitted to the English dept office no later than 5pm on May 14.



SJ Messaging

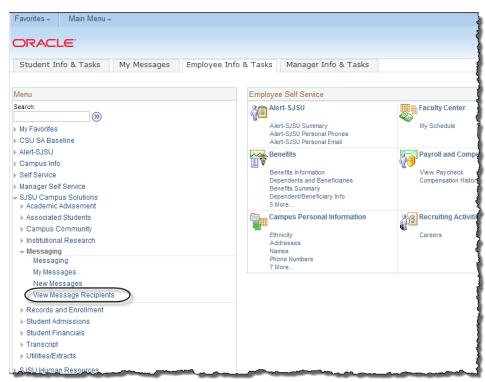


View Message Recipients

This section shows how to check which students have received your message and which of them have read it.

 From the Main Menu, navigate to SJSU Campus Solutions > Messaging > View Message Recipients.

- *The View Message Recipients search page displays.*
- 2. (Optional.) Enter search criteria.
- Click the Search button to retrieve your message.



View Message Recipients

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

Find an Existing Value

I Search Criteria	
Datetime Created: =	
Subject: begins with V	
Message Status: =	T
Case Sensitive	
Search Clear Basic Search 🔲 Save Search Criteria	

A list of all sent messages displays.

4. To select a message, click the appropriate link.

Find an Existing Value			
I Search Criteria			
Datetime Created:			
Subject: begins with ▼			
Message Status:			
Case Sensitive			
Search Clear Basic Search III Save Search Criteria			
Search Clear Basic Search E Save Search Criteria			
Search Clear Basic Search E Save Search Criteria			
	First	1-82 of 82 🕞 L	ast
Search Results		e Status Expiration D	
Search Results View All Datetime Created From User Subject 04/16/2014 3:08:07.000000PM RCAMPBE Graduation Regalia available			ate
Search Results View All Datetime Created From User	Message	e Status Expiration D	late
Search Results View All Datetime Created From User Subject 04/16/2014 3:08:07.00000PM RCAMPBEL Graduation Regalia available 04/03/2014 9:27:46.00000AM RCAMPBEL Test 03/26/2014 11:22:48.00000AM RCAMPBEL Test	Message Sent Expired Expired	e Status Expiration D 04/25/2014	Date
Search Results View All Datetime Created From User Subject 04/16/2014 3:08:07.000000PM RCAMPBEL Graduation Regalia available 04/03/2014 9:27:46.000000AM RCAMPBEL Test message - DO NOT OPEN	Message Sent Expired Expired	e Status Expiration D 04/25/2014 04/08/2014	bate
Search Results View All Datetime Created From User Subject 04/16/2014 3:08:07.00000PM RCAMPBEL Graduation Regalia available 04/03/2014 9:27:46.00000AM RCAMPBEL Test 03/26/2014 11:22:48.00000AM RCAMPBEL Test	Message Sent Expired Expired Expired	e Status Expiration D 04/25/2014 04/08/2014 03/28/2014	ate
Search Results View All Datetime Created From User Graduation Regalia available 04/16/2014 3:08:07.000000PM RCAMPBEL Test 03/26/2014 11:22:48.000000AM RCAMPBEL Test 03/26/2014 9:27:01.000000AM RCAMPBEL TEST DO NOT OPEN until 3/27	Message Sent Expired Expired Expired	e Status Expiration D 04/25/2014 04/08/2014 03/28/2014 03/28/2014	hate
Search Results View All Datetime Created From User Subject Graduation Regalia available 04/03/2014 9:27:46.000000AM RCAMPBEL Test 03/26/2014 11:22:48.00000AM RCAMPBEL Test 03/26/2014 9:27:01:00000AM RCAMPBEL Test 03/26/2014 8:10:48.00000AM RCAMPBEL Test message from IT HelpDesk	Message Sent Expired Expired Expired Expired	E Status Expiration D 04/25/2014 04/08/2014 03/28/2014 03/28/2014 02/28/2014	late

Field Description List: Messages Status List (above)

Field Name	Description	
Sent	Messages visible to the recipient.	
Unsent	Cancelled messages, no longer visible to the recipient.	
Expired	Messages past the expiration date, no longer visible to the recipient.	
Archived	Messages that have been archived from the system. Archived messages are not visible to the sender or recipient. Archiving is performed at the end of each semester.	

The Message Recipients page displays.

5. Use the Recipient Status drop-down menu to select the status you wish to view.

> Note: Only the first 7 recipients will display. Select View All to see more. Student information has been redacted in the screenshots.

6. To view a list of those who have read your message, select Read from the list of options.

Message Re	ecipients		
atetime Created:	04/16/2014 3:0	08:07.000000PM Se	ent Message
From User:			
	Graduation Reg	galia available	
Recipient Statu		D	
	Pers	sonalize Find View All 🔄	First 🗹 1-3 of 3 🕨 Last
User ID	SJSU ID	Name	Date Read
1			
3	100001101	Ryan T Campbell - ISS	04/16/2014 3:14:04PM
Return to Searc	h 🛉 🗄 Previ	ous in List 📕 Next in Lis	st 🖹 Notify
		s	
Message F	Recipient	S 3:08:07.000000PM	Sent Message
Message F	Recipient	3:08:07.000000PM	Sent Message
Message F atetime Created: From User:	Recipient: : 04/16/2014 : RCAMPBEL	3:08:07.000000PM	Sent Message
Message F atetime Created: From User: Subject:	Recipients : 04/16/2014 : RCAMPBEL : Graduation I	3:08:07.000000PM	Sent Message
Message F atetime Created: From User: Subject:	Recipients : 04/16/2014 : RCAMPBEL : Graduation I	3:08:07.000000PM Regalia available	
Message F atetime Created: From User: Subject:	Recipients : 04/16/2014 : RCAMPBEL : Graduation I	3:08:07.000000PM Regalia available	
Message F atetime Created: From User: Subject: Recipient Status:	Recipients 04/16/2014 RCAMPBEL Graduation Read Unread	3:08:07.000000PM Regalia available onalize Find View A	ll 🖾 🛗 First 💶 1-3 of 3 🕨 L
Message F atetime Created: From User: Subject: Recipient Status:	Recipients 04/16/2014 RCAMPBEL Graduation Read Unread	3:08:07.000000PM Regalia available	NI ☑ Ħ First I 1-3 of 3 ▶ L Date Read
Message F atetime Created: From User: Subject: Recipient Status:	Recipients 04/16/2014 RCAMPBEL Graduation Read Unread	3:08:07.000000PM Regalia available onalize Find View A	NI ☑ Ħ First I 1-3 of 3 ▶ L Date Read
Message F atetime Created: From User: Subject: Recipient Status:	Recipients 04/16/2014 RCAMPBEL Graduation Read Unread	3:08:07.000000PM Regalia available	NI ☑ Ħ First I 1-3 of 3 ▶ L Date Read
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Message F atetime Created: From User: Subject: Recipient Status:	Recipients Od/16/2014 RCAMPBEL Graduation Read Unread	3:08:07.000000PM Regalia available	UI ☑ Ħ First ▲ 1-3 of 3 ▶ L Date Read SS 04/16/2014 3:14:04PM

A list of students who have read your message (including the date and time) displays.

SJSU Messagin	g			
Message Re	ecipients			
Datetime Created:	04/16/2014 3:08	3:07.000000	PM Sent	Message
From User:	RCAMPBEL			
Subject:	Graduation Rega	alia available	9	
Recipient Status:	Read 🔻			
	Per	sonalize F	ind View All 🖪	🖩 🛛 First 🗹 1 of 1 🕨 Last
User ID	SJ SU ID	Name		Date Read
1		Ryan T Ca	mpbell - ISS	04/16/2014 3:14:04PM
A Return to Searc	<mark>h</mark> †≣ Previor	us in List	↓ Next in List	E Notify

Unsend a Message

This section demonstrates how to unsend a message to make it invisible to students. This is useful if your information changes and you wish to alter or cancel your message.

Eavorites - Main M

The Main Menu displays.

 From the Main Menu, navigate to SJSU Campus Solutions > Messaging > Messaging.

> Note: You can also click the Send Messages link at the bottom of the menu.

The search page displays.

2. Click the Search button.

3. To select the message you wish to unsend, click the appropriate link.

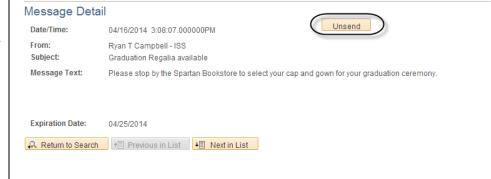
ORACLE		
Student Info & Tasks My Messages Employee Inf	fo & Tasks Manager Info & Tasks	
Menu	Employee Self Service	
Search:	Alert-SJSU	Faculty Center
· · · · · · · · · · · · · · · · · · ·	Alert-SJSU Summary	My Schedule
My Favorites CSU SA Baseline	Alert-SJSU Personal Phones	ing concease
Kort-SJSU	Alert-SJSU Personal Email	
Campus Info	Benefits	Payroll and Compen
 Self Service 	Benefits Information	View Paycheck
Manager Self Service	Dependents and Beneficiaries Benefits Summary	Compensation History
- SJSU Campus Solutions	Dependent/Beneficiary Info	
Academic Advisement	5 More	
Associated Students	Campus Personal Information	Recruiting Activities
Campus Community	Ethnicity	Careers
Institutional Research Mossaging	Addresses	
Messaging	Phone Numbers	
My Message	7 More	
New Messages		
View Message Recipients		
Records and Enrollment		
 Student Admissions 		
Student Financials		
▶ Transcript		
▶ Utilities/Extracts		
▶ SJSU Human Resources		
	Service of the State of State	and the second s
SJSU Messaging		
Enter any information you have and click Search. Leave fiel	lds blank for a list of all values.	
Find an Existing Value Add a New Value		

Find an Existing Value Add a New Value					
Datetime Created: = • Subject: begins with Message Status: = • Case Sensitive					
	Search 📳 Save Search Criteria				
View All		First 👔 1-8	2 of 82 🕟 Last		
Datetime Created	From User Subject	Message Status	Expiration Date		
04/16/2014 3:08:07.000000PM	RCAMPBEL Graduation Regalia available	Sent	04/25/2014		
04/03/2014 9:27:46.000000AM	RCAMPBEL Test message DO NOT OPEN	Expired	04/08/2014		
03/26/2014 11:22:48.000000AM	RCAMPBEL Test	Expired	03/28/2014		
03/26/2014 9:27:01.000000AM	RCAMPBEL TEST DO NOT OPEN until 3/27	Expired	03/28/2014		
02/24/2014 8:10:48.000000AM	RCAMPBEL Test message from IT HelpDesk	Expired	02/28/2014		
02/22/2014 11:06:46 A00000PM	RCAMPBEL Test MEssage	Expired	02/02/2014		

SJSU Messaging

Message

4. Click the Unsend button to unsend the message.



If some of the message recipients have already read the message, a warning will display.

5. Click OK to dismiss the message.

Note: You may wish to cancel the Unsend at this point and view the message recipients to see who has read the message already. If you choose to continue the Unsend, you can still view the message recipients after the Unsend is complete.

The Message Detail page displays and indicates that the message has been unsent.

Warning Recipients message, press Can		To unsend this message, press OK. To not unsend this
		OKCancel
SJSU Messaging		
Message Detai Date/Time:	04/16/2014 3:08:07.000000PM	This message has been unsent.
From:	Ryan T Campbell - ISS	
Subject:	Graduation Regalia available	
Message Text:	Please stop by the Spartan Bookstore to select yo	ur cap and gown for your graduation ceremony.
Expiration Date:	04/25/2014	
Return to Search	↑ Previous in List ↓ Next in List	

ITS Info. Support Services 11/3/2014



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