SCHOOLMESSENGER®

COMMUNICATE

How to Check Your Data Imports

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Contents

How to Check your Data Imports

Your data imports in Communicate provide the important function of establishing your system contacts and other information that you can use in your broadcasts. You may need to check certain parts of the imports for various reasons.

Typically, only System Administrators or other top-level Users have access to see the imports. In order to proceed with the following steps, you will need access to the **Admin tab** and the **Imports subtab**. If you do not have this access, you will not see one or the other, and you will need to refer to your System Administrator.

Dashboard	Broadcasts	Reports	System	Admin
Users	Profiles	Settings	Imports	
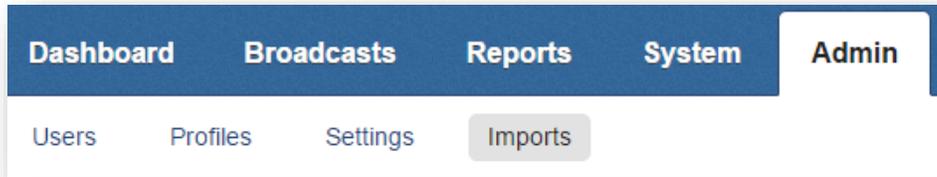
You can check the File Date and Last Run Date (including times), the imported file itself, and the mapping of that file to fields in Communicate.

Checking the File and Last Run Dates/Times

The **File Date** refers to the date and time that the last file was imported into Communicate.

The **Last Run** date refers to the date and time that the last known file was "run" into the live Communicate database to be available for use.

In other words, if a file is uploaded but not run, then the contacts will not be updated until it is run.

Checking the Dates/Times

1. Navigate to the **Admin** tab, then the **Imports** subtab. Below, the imports will be listed. The name of the imports, their description, type, method, and status is on the left.

Name	Description	Type
Student Demographics		Person
Staff Demographics		Person

2. To the right, you will see the **Last Run** and **File Date** columns. In an automatic import, they will often be the same, but, as in this example, you may see a discrepancy.

| Last Run	File Date
Jan 31, 2017 11:33 am	Jan 31, 2017 11:33 am
Oct 13, 2016 3:42 pm	Nov 4, 2016 11:59 pm

Forcing an Import to Run

If you see that the File Date is much more current than the Last Run date, you probably need to run the data in most cases. You may also simply have made a change to the import that you need to push into the active data. You can **force an import to run** from the Imports subtab, if desired.

⚠️ *Important: Imports can be simple or complicated, and there are numerous different situations surrounding imports. If you are not sure that you should run the import manually, contact support for assistance.*
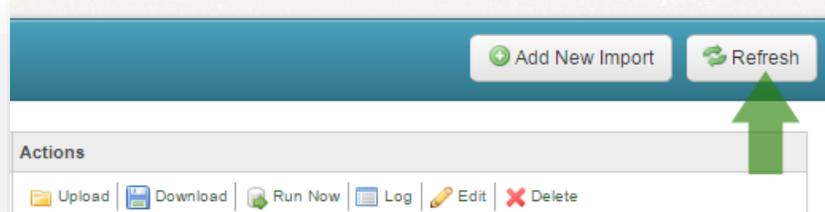
1. Navigate to the **Admin** tab, then the **Imports** subtab. Below, the imports will be listed. The name of the imports, their description, type, method and status is on the left. To the right, you will see the Last Run and File date columns, followed by the **Actions** column on the far right, which contains the options for the import.
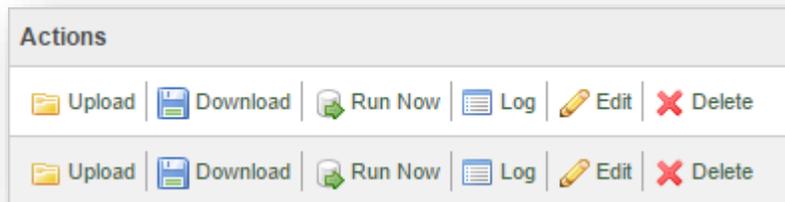
2. To force the import to run, first *ensure that you are accessing the options for the correct import* by following the import name from left to right. Then, click **Run Now**.
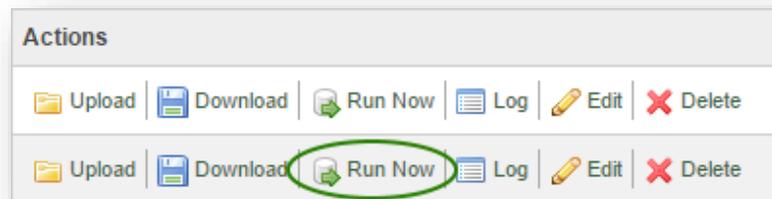
If desired, you can simply refresh the page, or click the **Refresh** button at the top right to see the progress.

When finished running, the Status of the import will be "**Idle**".

Reviewing the Imported Data File

If you need to see the raw data as it was imported into Communicate, you can download the file and observe it in CSV format in Excel.

Downloading the CSV Data File

1. Navigate to the **Admin** tab, then the **Imports** subtab. Below, the imports will be listed. The name of the imports, their description, type, method and status is on the left. To the right, you will see the Last Run and File date columns, followed by the **Actions** column on the far right, which contains the options for the import.
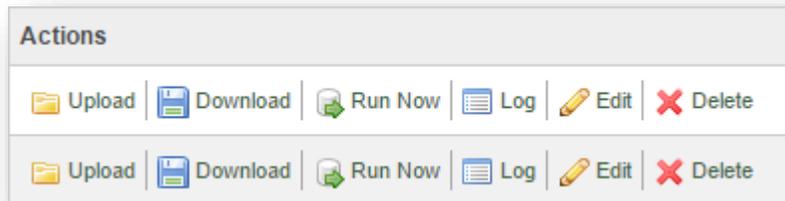
2. To download the raw data file, first *ensure that you are accessing the options for the correct import* by following the import name from left to right. Then, click **Download**.
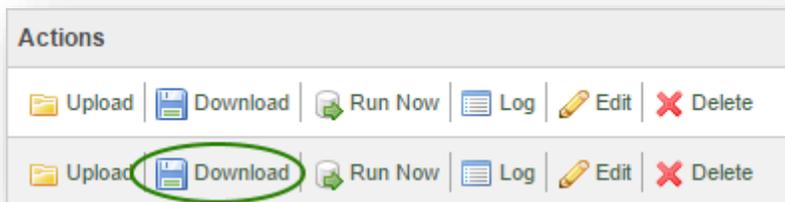
3. A file called **data.csv** or **data(x).csv** will be downloaded (where x = the number of which duplicate this file is if it has been downloaded before to the same location).

Depending on your browser and settings, it may go to a Downloads section, or it may simply prompt you to open or save the file, which is up to you. Once you have saved the file if necessary and then opened it, you will see the last imported raw data.

A	B	C	D	E	F	G	H	I	J	K	L
Unique Id	Student Id	Guardian Id	Family Id	Guardian Category	Last Name	First Name	Phone 1	Phone 2	Email 1	Email 2	Custom Field

Please note that in some cases, there will be data here that is not currently being used by Communicate. The data in the file by itself does not attach to the fields in Communicate (such as Unique ID, First Name, Last Name, Phone 1, Email 1, etc.). It must be *mapped* in order to be used, which is done in the **Import Field Mapping**.

Example : In the above example, for instance, perhaps all of the fields are showing in the System Contacts (like Students) except for Email 2, which you noticed is not showing when you look at one. If it were present in this raw data when you check, you would then know that the next step would be to map the data to a field.
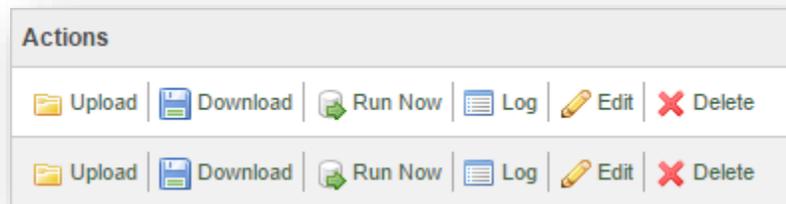
Viewing the Import Data Field Mapping

If you need to see how the data is currently being mapped, you can do so in the Imports subtab.

⚠️ *Important: Import mapping can be simple or complicated, and there are numerous different situations and rules surrounding mapping configurations. An incorrect change to the mapping could affect all contacts and cause difficulty with broadcasting. If you are not sure how to interpret the mapped data or how to change it if you believe that to be necessary, please contact support for assistance.*

Accessing the Import Data Field Mapping

1. Navigate to the **Admin** tab, then the **Imports** subtab. Below, the imports will be listed. The name of the imports, their description, type, method and status is on the left. To the right, you will see the Last Run and File date columns, followed by the **Actions** column on the far right, which contains the options for the import.

2. To access the Import Field Mapping, first *ensure that you are accessing the options for the correct import* by following the import name from left to right. Then, click **Edit**.
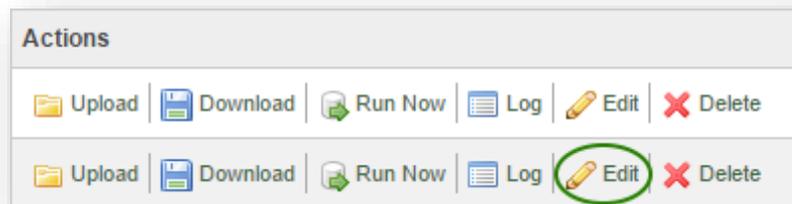
3. In the Edit screen, you will see several options and a button that says **Map Field(s)**. Ignore the other options for now, and click the **Map Field(s)** button to go to the **Import Field Mapping** page.

4. In the **Import Field Mapping** screen, you can see which data fields in Communicate are mapped to which columns in the raw data file that was imported.

Example: In the example above, we are mapping the *Contact's* **Unique ID** by *copying* the data in *Column 1* (which is Column A in the Excel file).

There always be more than one row in this section, corresponding to a different mapping.

⚠️ *Important: If something looks wrong, it can be changed, but because of the nature of import mapping, it is advised to call support before changing anything if you are not certain. Changing the import field mapping could potentially cause drastic changes or issues with your broadcasts and system contact information.*

Questions?

If you have any questions about your imports, please contact support.

SchoolMessenger Solutions Support

800-920-3897
support@schoolmessenger.com