



SchoolMessenger[®]


Accessing a Previously Created Broadcast Message

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Access Completed Broadcast Messages


After your broadcast in SchoolMessenger Communicate has completed successfully, you may have the need to listen to (or view) the messages that were included, such as the phone message or email. You can do so at any time during or after the broadcast by following the steps below.

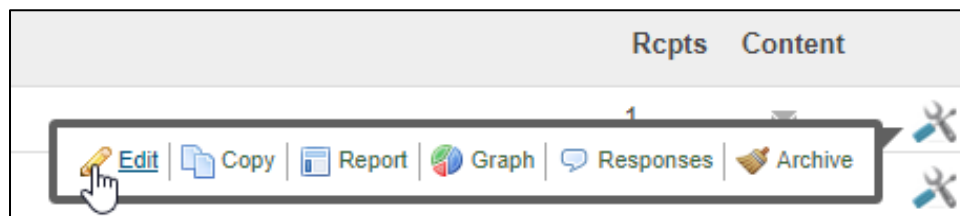
 **Note:** *Very old broadcasts that have been archived into the Systemwide Report Archive section of Communicate will not contain the message information at that point. If you are attempting to find a very old message and are not sure if this is the case, please contact SchoolMessenger Support for assistance.*

Log in to your Communicate account, and navigate to the **Dashboard** tab.

Look for your desired broadcast in the **Completed** section below (or Active/On Deck section, if it's still broadcasting or scheduled).



Broadcasts						
On Deck (Sending Soon)						
Scheduled						
For	At	Author	Subject	Rcpts	Content	
Tue 12/14/21	8:00am	Bert Tate	School Buses Not Running	1	  	
Completed (Already Sent)						
Sent On	Author	Subject		Rcpts	Content	
Fri 11/26/21	Karina West	Attendance Update		1	 	
Tue 11/9/21	Bert Tate	Scheduling Change		1	 	

Hover over the  icon and from the menu that appears, click **Edit**.





The Broadcast Information screen will appear. In the **Message** section, you will see columns that represent the available message types. On the left, all available languages are listed.

MESSAGE

Message  Attendance Notice 


	Phone	SMS	HTML Email	Plain Email
English	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
French	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Spanish	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>





Under each of the columns, if there was a message for that message type, there will be a  icon to the right of the language section in which it was created.

Click the  icon that corresponds with the type of message and the language that you want to play or view.

A preview screen will appear.


If the message was a phone message, a simple interface for playing the audio of the message will appear.

English Phone Message 

 0:01 / 0:04   

[Click here to download](#)

If the message was any other type of message, then it will display in a simple preview window.


English HTML Email Message 

From: Trevor Mackay <broadcasts@schoolmessengermail.com>
Subject: School Buses Not Running

[Your School Name](#)

Helpful Tips and Troubleshooting

Now that you know how to view or play a message from a broadcast that has already been sent/scheduled, here are some helpful tips and some troubleshooting items for using this feature.

Remember each message created in another language will have its own  icon for each message type. You will have to click each of them one at a time to listen/download/view them all. For example, if the phone portion of your message has an English and a Spanish recording, you will need to click on each of them if you want to hear both.

If you want to re-send the broadcast message, but to different lists and/or edit the message, and you had not previously saved your message, then you can download the audio file(s) and/or copy the message information from the preview screens to use when creating a new saved message.

Unlike the Copy command in the broadcast options which simply sends a copy of exactly the same message to exactly the same recipients, this method allows you to use the same message, but send it to completely different lists or to modify it a bit if needed.

If the preview window does not load right away or at all, try again after each of these troubleshooting steps:

Refresh the page.

Log out of Communicate, close the browser window, and then log back in.

Use a different internet browser (i.e. if using Chrome and having the issue, try Firefox).

Try another workstation.

If you cannot hear the audio for some reason, try downloading the audio file and listening that way.