



# Listening to or Viewing a Broadcast Message After Broadcast Completion

## Intrado

100 Enterprise Way, Suite A-300

Scotts Valley, CA 95066

800-920-3897

[www.schoolmessenger.com](http://www.schoolmessenger.com)



# Contents

<b>Listen to / View a Completed Broadcast Message .....</b>	<b>3</b>
<b>Helpful Tips &amp; Troubleshooting .....</b>	<b>5</b>
<b>Questions? .....</b>	<b>6</b>
SchoolMessenger Support Number .....	6
<i>Chat live with a support rep here:.....</i>	<i>6</i>

# Listen to / View a Completed Broadcast Message

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!

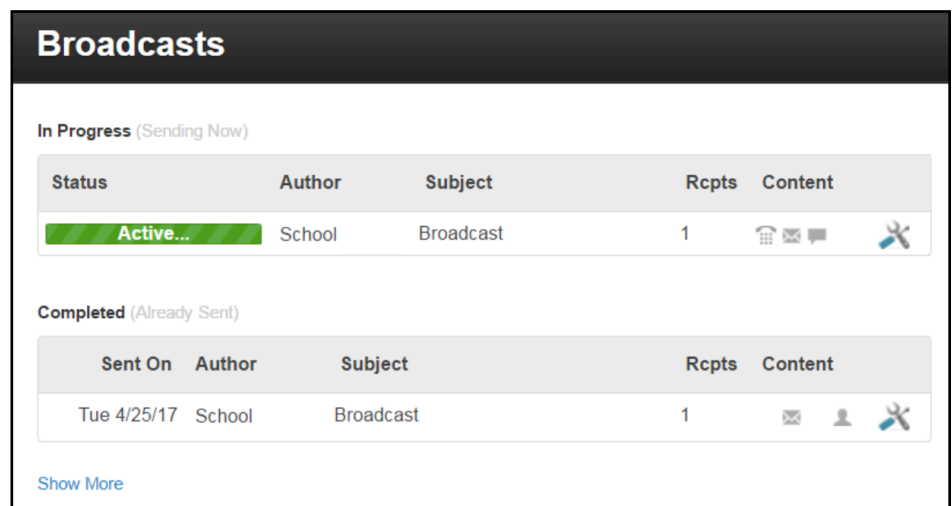


**Note:** Very old broadcasts that have been archived into the Systemwide Report Archive section of Communicate will not contain the message information at that point. If you are attempting to find a very old message and are not sure if this is the case, please contact SchoolMessenger solutions support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

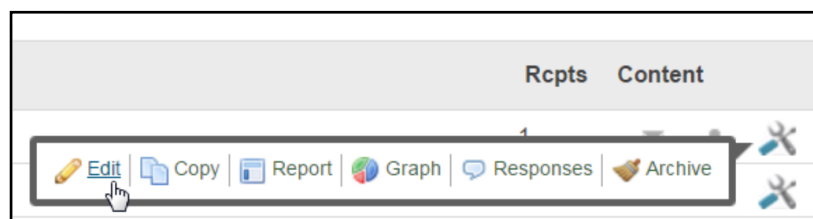
1. Log in to your Communicate account, and navigate to the **Dashboard tab**.



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

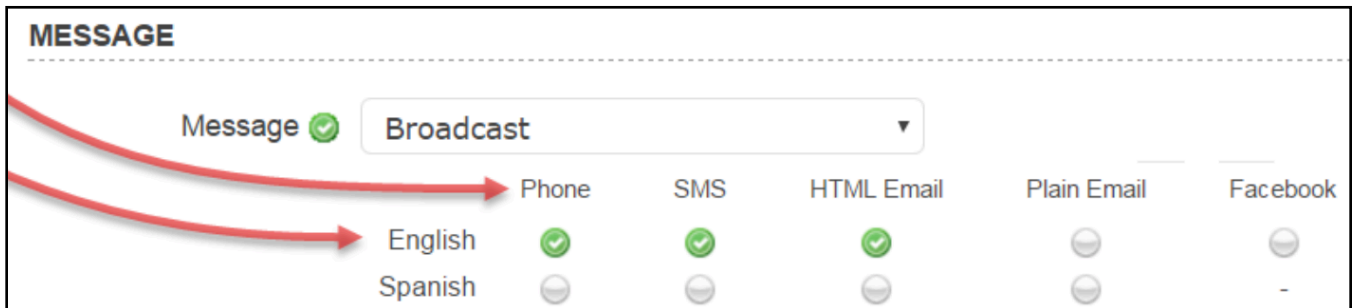


3. Hover over the  icon (wrench/screwdriver), and from the menu that appears, click **Edit**.



- The Broadcast Information screen will appear. In the Message section, you will see columns that represent the available destination types (e.g. phone, SMS, email, and even social media like Facebook).

On the left, all available languages are listed.



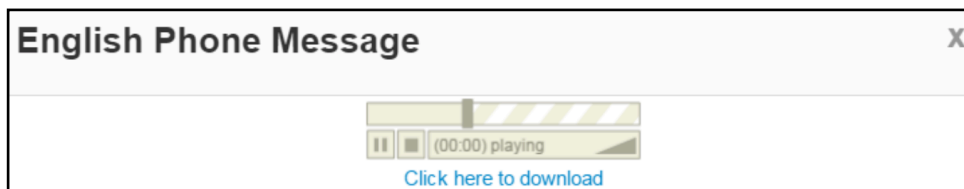
Under each of the columns, if there was a message for that destination type, there will be a icon (green checkmark) to the right of the language section in which it was created.

Click directly on the icon (green checkmark) that corresponds with the type of message and the language that you want to play or view.

**Note:** Your mouse cursor will not change to a icon as it normally would with a regular link.

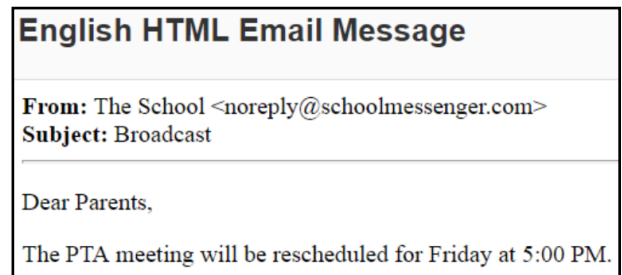
- A preview screen will appear.
  - If the message was a phone message, a simple interface for playing the audio of the message will appear.

**Note:** You can click the [Click here to download link](#) to download an audio file if desired.



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

**Note:** The appearance of the preview window varies based on the message content.



# Helpful Tips & 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 (green checkmark) for each destination type (phone, email, SMS, social). You will have to click each of them one at a time to listen/download/view them all.
  - ◆ *Example: If the phone portion of your message has an English and a Spanish recording, you will need to click one, listen or download, then click the other and do the same to hear both. If there is an English and a Spanish email, you'll have to click the icon for each separately – they will not display together.*
- If you want to re-send the broadcast message, but to different lists and/or modify the message a bit, 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 (See help documentation on this, but it is found here: Broadcasts tab > Messages > Add New Message button).
  - ◆ *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) o Try another workstation
- If you cannot hear the audio for some reason, try downloading the audio file and listening that way.

# Questions?

If you have any questions regarding the above, please contact support.

## SchoolMessenger Support Number

**Email:** [support@schoolmessenger.com](mailto:support@schoolmessenger.com)

**Phone:** 800-920-3897

**Chat live with a support rep here:**

[www.schoolmessenger.com/support](http://www.schoolmessenger.com/support)