



# How to Check Your Data Imports

## **Intrado**

100 Enterprise Way, Suite A-300

Scotts Valley, CA 95066

800-920-3897

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



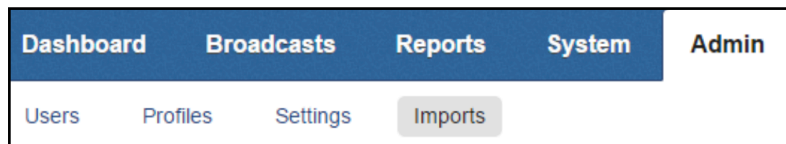
# Contents

|   |          |
|---|----------|
| <b>Introduction</b> .....                       | <b>3</b> |
| Checking the File and Last Run Dates/Times..... | 3        |
| <b>Questions?</b> .....                         | <b>5</b> |
| SchoolMessenger Support Number .....            | 5        |

# Introduction

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 sub-tab. 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.



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 sub-tab**. 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 |

- 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  |

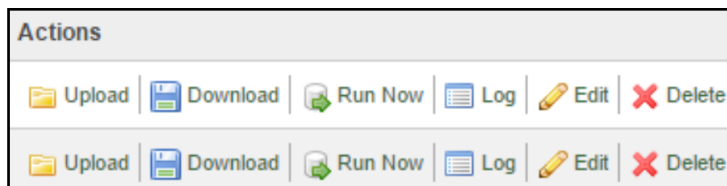
## Forcing an Import to Run

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 sub-tab**, if desired.

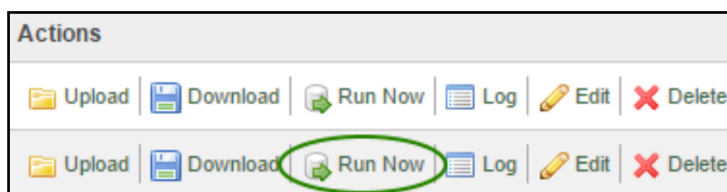


**Important:** Imports can be simple or complicated, and there are numerous different situations surrounding imports. If you are not sure that you should run the import manually, contact support for assistance.

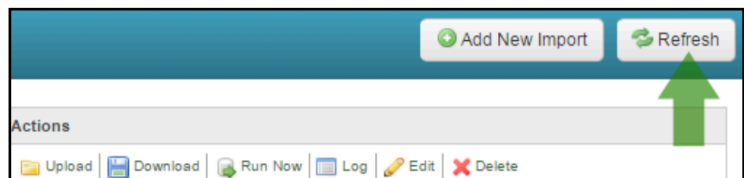
- Navigate to the **Admin tab**, then the **Imports sub-tab**. Below, the imports will be listed. The name of the imports, their description, type, method and status is on the left. To the right, you will see the Last Run and File date columns, followed by the Actions column on the far right, which contains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



- 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".

# 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)