SEND (Student E-Newsletters from Departments)

Guide for College Facilitators

SEND (**S**tudent **E-N**ewsletters from **D**epartments) is an official communication tool used to send messages to UNLV students. **SEND** collects e-mails and creates e-newsletters for students within a department and/or college. **SEND** was created to minimize the number of e-mails students get from UNLV, yet maximize the impact by delivering a consolidated newsletter containing each week's important announcements or deadlines. Designated college facilitators are responsible for approving messages and sending out the newsletter each week.
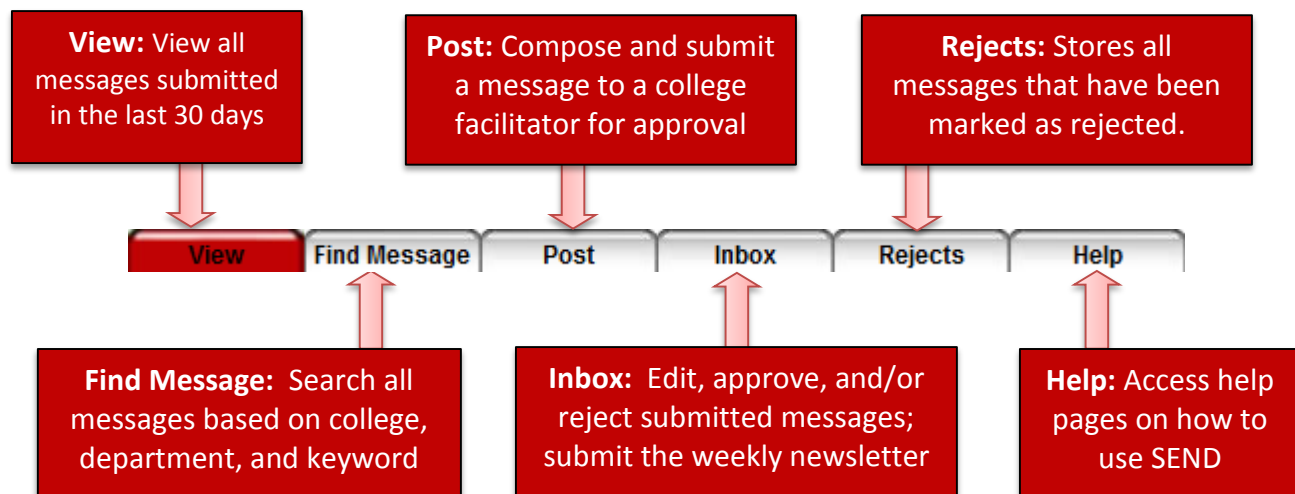
Logging in to SEND

1) Visit the following page: https://oit.unlv.edu/SEND and click the **Log in to SEND** link.

2) Enter your ACE account credentials on the login screen:

ACE Username [   ]

Password [   ]

[Log In]

* You need an ACE account to login.

If you are having trouble logging in, contact the IT Help Desk via e-mail ithelp@unlv.edu   or via phone 702.895.0777.

3) Click **Log In**

SEND Overview

After logging in you will see six main tabs: **View, Find Message, Post, Inbox, Rejects** and **Help.** The color of the tab will change to **Red** to indicate which tab you have currently selected.

View: View all messages submitted in the last 30 days

Post: Compose and submit a message to a college facilitator for approval

Rejects: Stores all messages that have been marked as rejected.

View	Find Message	Post	Inbox	Rejects	Help

Find Message: Search all messages based on college, department, and keyword

Inbox: Edit, approve, and/or reject submitted messages; submit the weekly newsletter

Help: Access help pages on how to use SEND

Viewing Sent Messages

1) Click on the **View** tab and click to view all messages for the last 7 days or last 30 days. Note: Messages will only appear if they've already been approved and sent out in the weekly newsletter.
2) To view an entire message, click on the message *title*.
3) To return to the message list, simply close the message window.
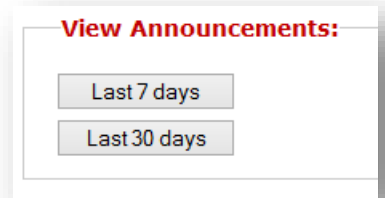
Finding Messages

1) Click on **Find Message** tab.
2) Use the pull-down menus to set search criteria for **College** and/or **Department**. You may also specify search criteria by class standing. The search results will pull messages sent via SEND and RAVE.
3) Enter a key word in the textbox if desired.
4) Click **Search** button.

Posting Messages

1) Click on the **Post** tab.
2) Enter all of the details for your message (some fields are required).

* = Required Field(s)

Title*: Title of your message (cannot exceed 80 characters)
Choose College* / Department*
For Whom*: Select Class Standing
Content*: Message Body (cannot exceed 3000 characters)
Link: Link for further information for readers

Select **Category*** (Announcement / Event / Deadline)

Select **Send** as Emergency† or Next Announcement
† Emergency option is for actual emergencies only!

Provide **Contact Information*** (made public to students)
Provide **Submitter Information** (for use by facilitator in case of questions)

3) Click **Submit**. (You will be directed to a confirmation page.)
4) Review the content of your message and click the **Confirm** button to submit the message or click on the link entitled *"here to make corrections"* to edit your message.
5) After clicking on the **Confirm** button, the following message will appear:
   Your message has been processed successfully. A facilitator will review your message soon.

Approving / Rejecting Messages

1) Click on the **Inbox** tab.
2) Click on the message *title* to view the entire message. The resulting message view will look virtually identical to what you see on the Post tab when you are submitting your own messages.
3) You can read and modify all aspects of the message except for the intended college and audience.
4) When you are finished reviewing the message and making any desired changes, click on either the **Approve** button or the **Reject** button as appropriate.

Messages that have neither been approved nor rejected will appear with an **Approved** status of **N** (Not Reviewed) until an **Approve** or **Reject** decision has been made.

Clicking on **Approve** will change the **Approved** status to **A** (Approved) and you will be directed back to your Inbox to view the list of submitted messages. An e-mail will be sent to the submitter notifying him/her that the message has been approved.

Clicking on **Reject** will change the **Approved** status to **R** (Rejected) and you will be directed to a *Send reason of rejection to submitter* page. Enter a reason for rejecting the message and click the **Submit** button.

Before the message is submitted for inclusion in the weekly SEND newsletter, you can always change the Approved status of messages. You do not need to approve or reject all unapproved messages at once.

Sending Messages (as a weekly e-newsletter)

When you are ready to send out the weekly newsletter for your college (e.g., every Friday), you can complete the following steps to submit your approved messages and compile them into your newsletter.

1) Click on the **Inbox** tab.
2) Check the boxes next to the Message IDs for the Approved messages (designated with an A in Status).
3) Click the **Submit** button at the top of the page.

Important Note: If you need to send out one or more messages *immediately*, you will perform the same steps as above, but only select those messages *which need to go out right away*. Select those messages, and click the **Submit** button. The others should remain unselected (but approved), and you can submit them later when you normally submit your weekly batch of newsletter messages.