

SEND (Student E-Newsletters from Departments)

Guide for College Facilitators

SEND (Student E-Newsletters from Departments) 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

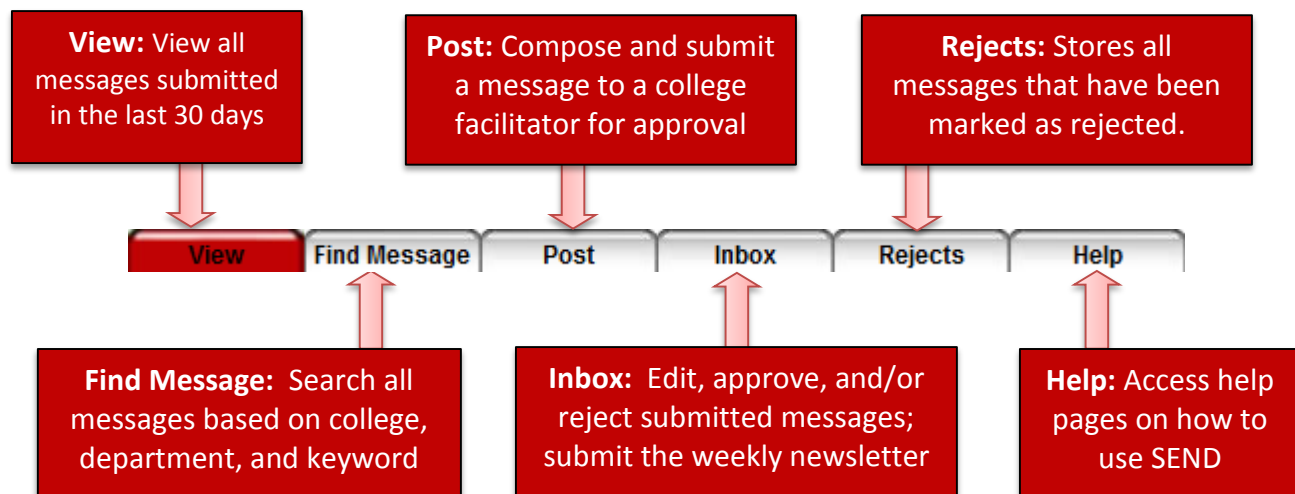
- 1) Visit the following page: <https://oit.unlv.edu/SEND> and click the **Log in to SEND** link.
- 2) Enter your ACE account credentials on the login screen:

ithelp@unlv.edu or via phone 702.895.0777.'" data-bbox="126 382 829 540"/>

- 3) Click **Log In**

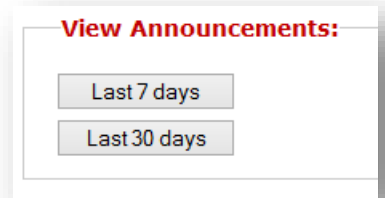
SEND Overview

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.



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)

A screenshot of a web form for posting a message. The form has tabs for "View", "Find Message", "Post", "Inbox", "Rejects", and "Help". The "Post" tab is active. The form contains several fields: "Title" (with a character limit), "Choose College" (a dropdown menu), "For Department" (checkboxes), "For Whom" (checkboxes for Freshman, Sophomore, Junior, Senior, Graduate & Professional), "Content" (a large text area), "Link" (with a character limit), "Category" (a dropdown menu), "Send" (radio buttons for Emergency and Next announcement), "Contact information" (Name, E-mail, Phone), and "Submitter Information" (Name, E-mail, Phone). A "Submit" button is at the bottom right. Red callout boxes with arrows point to various fields, providing instructions and requirements. A legend at the top left states "* = Required Field(s)".

- 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.

View Find Message Post **Inbox** Rejects Help Log Off A Student

CollegeFacilitator Help

Message Information:

* **Title:** (Title of the announcement can not exceed 80 characters.)
 Test SEND Message

* **Send:**
 Emergency Next Announcement

* **Announcement:** (Text of the announcement can not exceed 3000 characters. No html code is allowed in content.)
 This is a test.

Link: (Link can not exceed 120 characters. ex: http://www.sample.com/somepage.html)

Contact information (will be made public to students):
Name: (First and last name or department) **E-mail:** (ex: example@example.edu)

Submitter Information (for use only by the moderator in case of questions):
 * **Name:** (First and last name) John Doe * **E-mail:** (ex: example@example.edu) john.doe@unlv.edu * **Phone:** (ex: 702-895-0664) 702-895-0777

Approve or Reject the message.

Approve Reject

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.

View Find Message Post **Inbox** Rejects Help Log Off C Student

CollegeFacilitator Help

Current Email Subject Line For Your College: College of Business Happenings

*Select a message title to go to the Approve page. Select checkbox(es) and click the Submit button to send message(s) after approving the message(s).

Submit

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MessageID	Title	Status	Received Date
<input type="checkbox"/> 3776	Target Leadership and Development Series	N	9/15/2011

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.

View Find Message Post **Inbox** Rejects Help Log Off A Student

CollegeFacilitator Help

Current Email Subject Line For Your College: E-mail For College: LA

The message with ID: 3236 has been approved. And an Email has been sent to the submitter.

Submit

Page 1

MessageID	Title	Status	Received Date
<input type="checkbox"/> 3236	test 1	A	8/26/2011

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.

The screenshot shows a web interface with a navigation bar containing 'View', 'Find Message', 'Post', 'Inbox', 'Rejects', and 'Help'. On the right, there are links for 'Log Off' and 'A Student'. A red banner at the top states: "It is strongly recommended that you send E-mail to the submitter of the message to notify the submitter why the message was rejected." Below this, a section titled "* Reason for rejecting the request:" contains a large empty text area. At the bottom left, it says "E-mail to: john.doe@univ.edu" and at the bottom right, there is a "Submit" button.

The screenshot shows a web interface with a navigation bar containing 'View', 'Find Message', 'Post', 'Inbox', 'Rejects', and 'Help'. On the right, there are links for 'Log Off' and 'A Student'. Below the navigation bar, there is a red banner with instructions: "Current Email Subject Line For Your College: E-mail For College: LA" and "CollegeFacilitator Help". Below this, there is a "Submit" button. The main content is a table with the following columns: MessageID, Title, Status, and Received Date. The table contains one row with MessageID 3236, Title test 1, Status R, and Received Date 8/26/2011. A red arrow points to the 'Status' column header.

MessageID	Title	Status	Received Date
3236	test 1	R	8/26/2011

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.

The screenshot shows a web interface with a navigation bar containing 'View', 'Find Message', 'Post', 'Inbox', 'Rejects', and 'Help'. On the right, there are links for 'Log Off' and 'A Student'. Below the navigation bar, there is a red banner with instructions: "Current Email Subject Line For Your College: E-mail For College: LA" and "CollegeFacilitator Help". Below this, there is a "Submit" button. The main content is a table with the following columns: MessageID, Title, Status, and Received Date. The table contains one row with MessageID 3236, Title test 1, Status A, and Received Date 8/26/2011. The checkbox next to MessageID 3236 is checked. Three red callouts with numbers 1, 2, and 3 are overlaid on the image. Callout 1 points to the 'Inbox' tab, callout 2 points to the checked checkbox next to MessageID 3236, and callout 3 points to the 'Submit' button.

MessageID	Title	Status	Received Date
<input checked="" type="checkbox"/> 3236	test 1	A	8/26/2011

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.