



Message Center

YES User Guide

The Message Center is an online application that allows students and administrators to communicate in a secure environment. The Message Center is available through the YES suite of applications.



User Guide: Message Center

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Viewing an Individual Student's Message Center

Search for an Individual Student

1. Log into [YES](https://yes.vanderbilt.edu) (Your Enrollment Services): yes.vanderbilt.edu.
2. Read the Confidentiality Statement and click **Accept**.

Confidentiality Statement

As a school official, you are authorized to access the academic records of students for whom you have an educational need-to-know. Your use of this application should be restricted accordingly. The data you will be viewing contains information protected by the Family Educational Rights and Privacy Act (commonly known as FERPA or the Buckley Amendment). FERPA requires that you maintain the confidentiality of all student records, and that no information from the records be released to a third party without the written permission of the student. When viewing student information, be sure that no other student or outside party can view or access this information.

To prevent unauthorized use of the protected information contained in this application, it is important that you protect the security of your e-password and not share your password with anyone.


All third-party requests you receive for student enrollment verifications, degree verifications, and other student records information should be directed to the Office of the University Registrar.

By clicking Accept, you are accepting responsibility for maintaining the confidentiality of the information within this application.

3. Search for a student by entering "Last name, First name" in the Quick search box, or click on **Advanced** to search by major, minor, school, etc.

Student Search Applications »

Student Search

 **YES** YOUR ENROLLMENT SERVICES

Student Search Applications » Add Historical Student

Help Logout:

Student Search

Quick Search | Batch Search

Name:

VunetID:

SSN:

Commodore ID:

Degree Expect Term:

Term:

Major:

Minor:

School:

Class:

Any

Allied Health

Blair School of Music

College of Arts and Science

Divinity School

Division Unclassified Studies

Fisk University

Graduate School

Law School

Lipscomb

Meharry Medical College

Owen Grad School of Management

Peabody College

School of Engineering

School of Medicine

School of Nursing

Sevanee: The Univ of the South

Tennessee State University



Vanderbilt Group

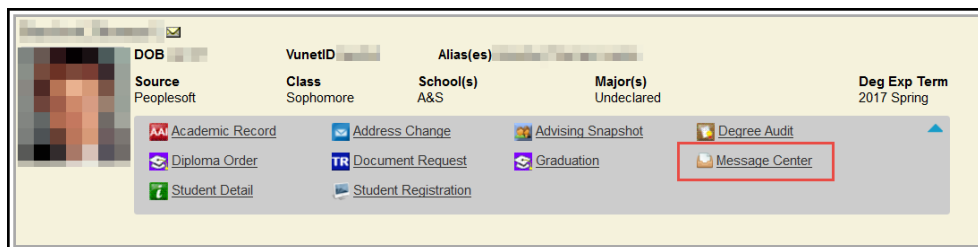
☒ Current Students Only

☐ 1979-Present

☐ Prior to 1979

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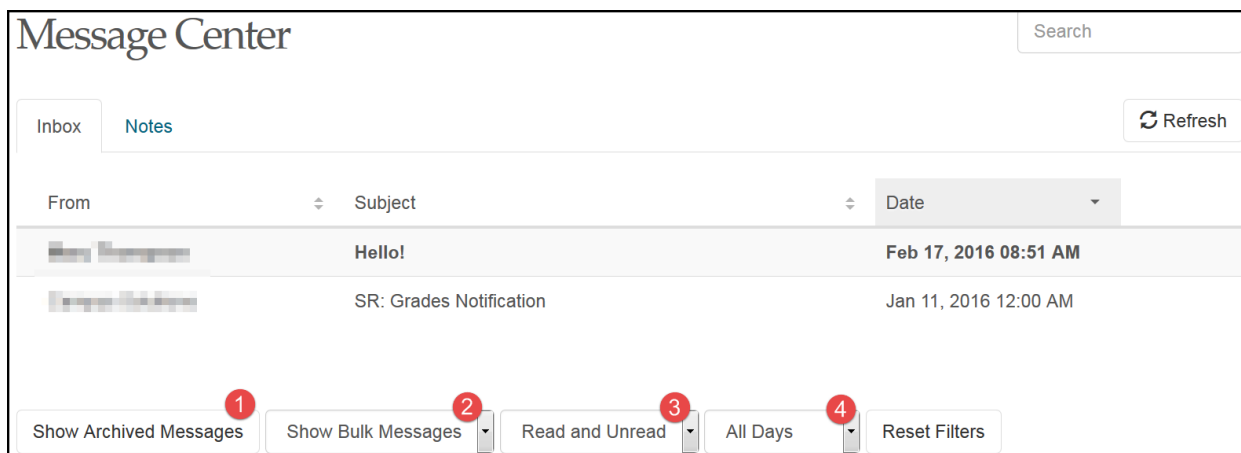
- From the search results, click on the **Message Center** icon in the student's list of applications. (You may need to click on the  icon to view all applications, or check the  box to see all applications for all students in the search results.)




- You will be directed to the Message Center.

Navigating the Inbox

- The administrator view of a student's message center has two tabs: Inbox and Notes. The default view is to the inbox. (Information about the Notes feature is below.)

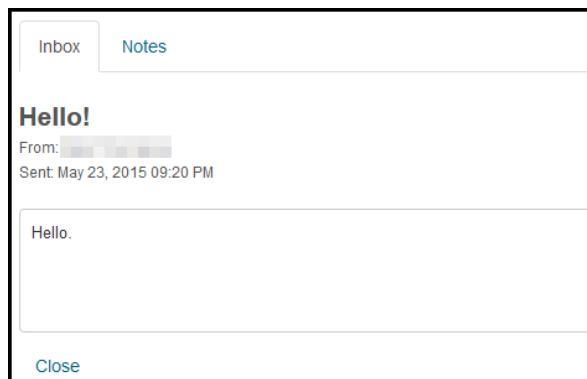


- Bold font indicates that the student has not yet read the message.
- Messages in the inbox are sortable by sender (From), Subject, and Date. Click on the  icons to sort. In addition, you have the option to **1**, Show/Hide messages that the student has chosen to mark as Archived; **2**, Show/Hide Bulk messages; **3**, view messages by their status as Read, Unread, or Both; and **4**, view all messages or only those that were sent within the last 30 days.

Click on any message to read it.



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Navigating Notes

1. From the student's Message Center, click .

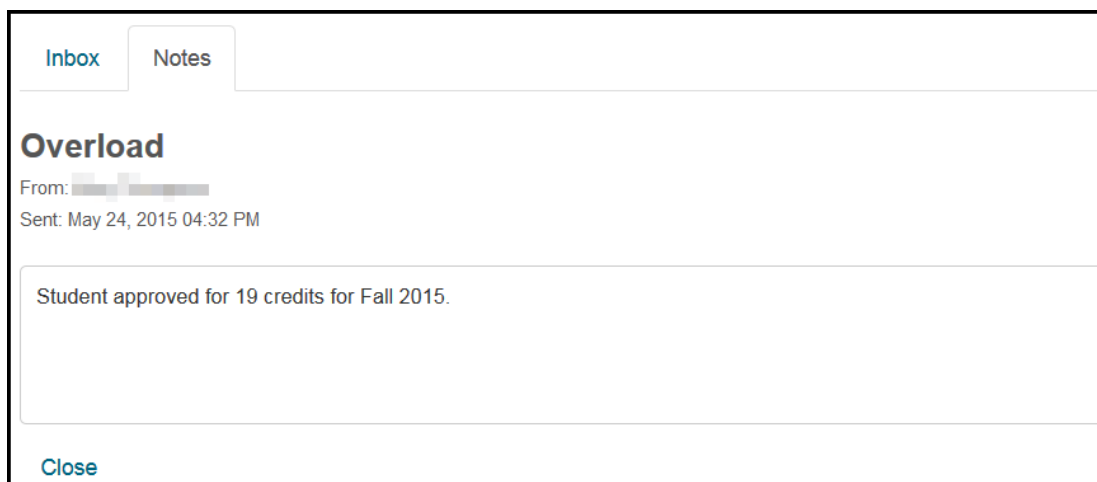
A screenshot of the Notes list in the Message Center. At the top, there are two tabs: 'Inbox' and 'Notes', with 'Notes' selected. In the top right corner, there is a 'Refresh' button. Below the tabs, there is a table with four columns: 'Created By', 'Subject', 'Type', and 'Date'. The table contains three rows of data.

Created By	Subject	Type	Date
[redacted]	Overload	YES Note: Office Visit	May 24, 2015 04:32 PM
[redacted]	[redacted] came by the office today	YES Note: Office Visit	May 12, 2015 03:51 PM
[redacted]	test	YES Note: Parent Contact	May 06, 2015 03:11 PM

2. Notes are sortable by Created By, Subject, Type, and Date. Click on the  icons to sort.
3. Click on any note to read it.

A screenshot of the Notes list in the Message Center, showing the same table as the previous image. A mouse cursor is hovering over the 'Overload' note in the first row.

Created By	Subject	Type	Date
[redacted]	Overload	YES Note: Office Visit	May 24, 2015 04:32 PM
[redacted]	[redacted] came by the office today	YES Note: Office Visit	May 12, 2015 03:51 PM
[redacted]	test	YES Note: Parent Contact	May 06, 2015 03:11 PM



Sending a Message to an Individual Student

Whereas email is not a secure means of sending [FERPA](#)-protected information, the YES Message Center allows administrators to send messages to students in a secure environment. Students will receive an email notifying them that they have a message waiting for them in the Message Center, but they must log in to YES using their VUnet ID and e-password in order to view the message.

1. From the *student's* Message Center, click [Compose Message](#).
2. Enter the message subject in the subject box (**1**) and type your message in the message box (**2**).

The screenshot shows the 'Compose Message' interface. At the top, there are tabs for 'Inbox' and 'Notes', and a 'Refresh' button. The 'Recipient(s)' field is populated with 'Barefoot, Thomas L'. Below this is an 'Add CC' link and a 'Private Message' checkbox. The 'Subject' field contains 'YES User Guide Message' and is marked with a red circle '1'. The 'Message' text area contains 'This is a message about the YES User Guide.' and is marked with a red circle '2'. At the bottom, there is an 'Attachment' section with a 'Browse...' button and the text 'No file selected.'. Below the attachment section are three buttons: 'Send' (green), 'Clear' (white), and 'Close' (blue).

3. Click [Send](#) to send the message. (Clicking [Clear](#) will clear out what you have typed so that you can start the message over; [Close](#) will cancel the message altogether.)
4. A success message will appear.

A green banner with the text 'Your message was sent successfully.' and a close button (X) on the right.

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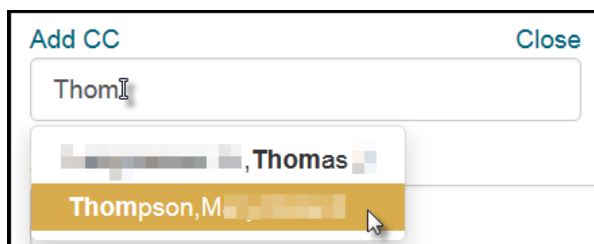
5. The message will now appear in the inbox view. Bold font means that the student has not yet read the message.

From	Subject	Date
[Redacted]	YES User Guide Message	May 23, 2015 09:15 PM
[Redacted]	Hi!	May 22, 2015 03:44 PM
[Redacted]	Hello!	May 22, 2015 03:43 PM

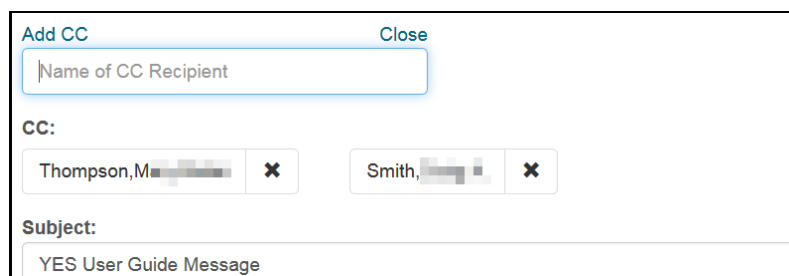
Adding a CC recipient

The “Add CC” option allows you to copy other administrative users of the YES Message Center. Only users who have access to the application can be selected.

1. Click **Add CC**.
2. Begin typing in the search box. The search will return options based on any portion of the user’s name.



3. Select the CC recipient.
4. Repeat as necessary.
5. CC recipients will appear in a row above the Subject heading.



Marking a Message as Private

Messages marked as private are available only to the sender and the recipient. The Private Message functionality is not available if a message has a CC recipient.

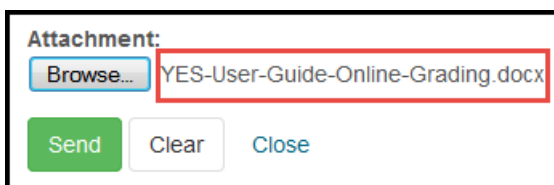
To mark a message as Private, select the **Private Message** checkbox:



A screenshot of a message form. At the top, there is a label "Private Message:" followed by a small square checkbox. A mouse cursor is hovering over the checkbox. Below this is a "Subject:" label and a text input field containing the text "YES User Guide Message".

Adding an Attachment to a Message

To add an attachment, click to find the file you wish to include with the message. Once selected, the name of the file will appear next to the Browse button.

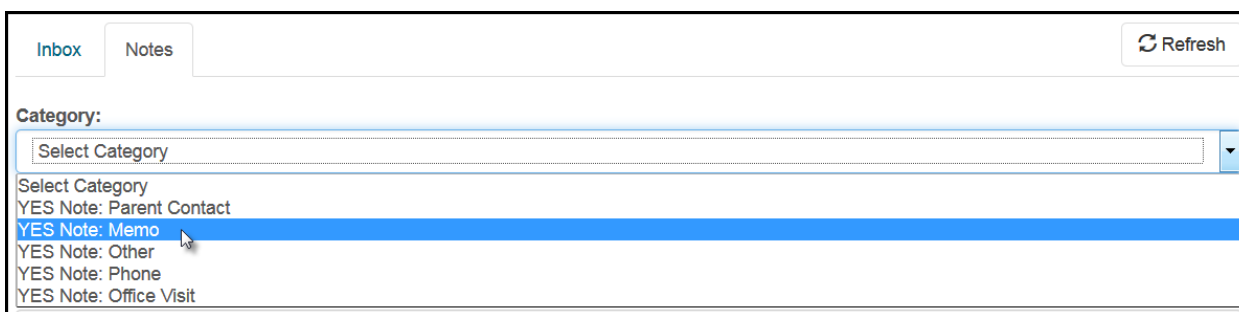


A screenshot of the "Attachment:" section of a message form. It features a "Browse..." button, which is highlighted with a red rectangle. To the right of the button, the filename "YES-User-Guide-Online-Grading.docx" is displayed. Below this, there are three buttons: "Send" (green), "Clear" (white), and "Close" (blue).

Adding a Note for an Individual Student

The Notes function allows administrators to track interactions with students outside of the message functionality. Students do not have access to Notes in their Message Center. However, all Notes are part of a student's educational record and are protected and accessible to the student under the provisions of FERPA.

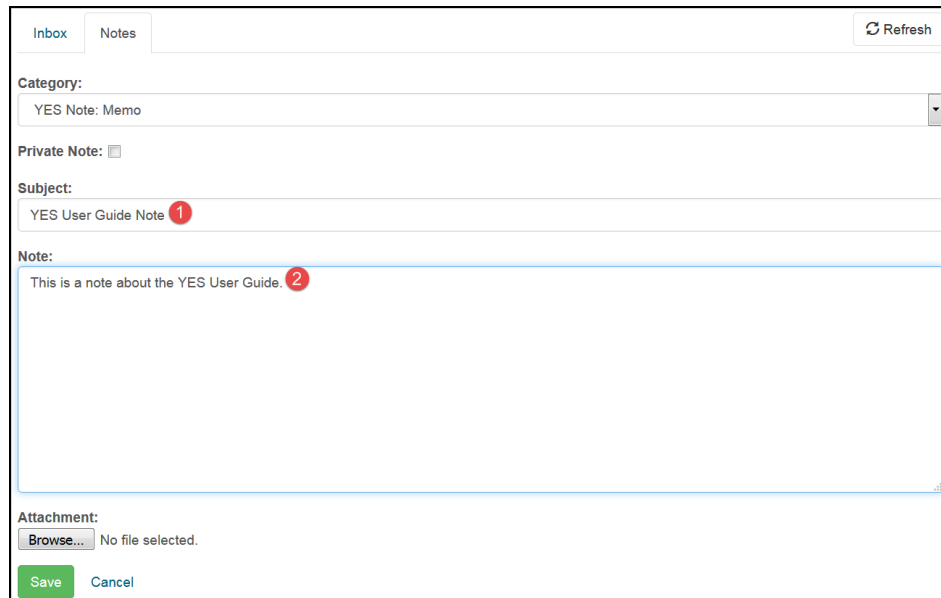
1. From the *student's* Notes tab, click .
2. Select a category for the note.



A screenshot of the "Notes" tab in a user interface. At the top, there are two tabs: "Inbox" and "Notes", with "Notes" being the active tab. To the right of the tabs is a "Refresh" button. Below the tabs, there is a "Category:" label and a dropdown menu. The dropdown menu is open, showing a list of categories: "Select Category", "YES Note: Parent Contact", "YES Note: Memo" (which is highlighted in blue), "YES Note: Other", "YES Note: Phone", and "YES Note: Office Visit". A mouse cursor is pointing at the "YES Note: Memo" option.

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3. Type the subject (**1**) and body of the note (**2**).

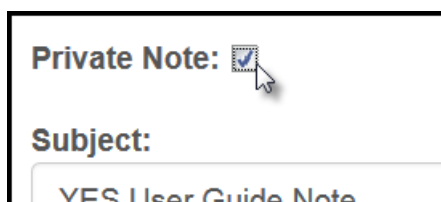


4. Click  to save to the student's notes.

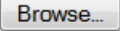
Marking a Note as Private

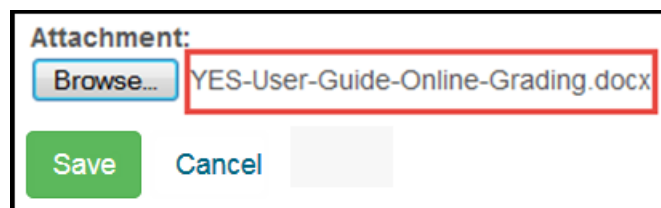
Notes marked as private are available only to the person adding the note.

To mark a note as Private, select the Private Note checkbox:



Adding an Attachment to a Note

To add an attachment, click  to find the file you wish to include with the message. Once selected, the name of the file will appear next to the Browse button.



Sending a Message or Adding a Note to a Group of Students

In addition to sending messages to individual students, the YES Message Center allows users to send the same message or add the same note to multiple students at the same time.

Search for a Group of Students

There are two options for searching for a group of students. If you have a batch of student ID numbers, utilize the Batch search option. Otherwise, use the Advanced search.

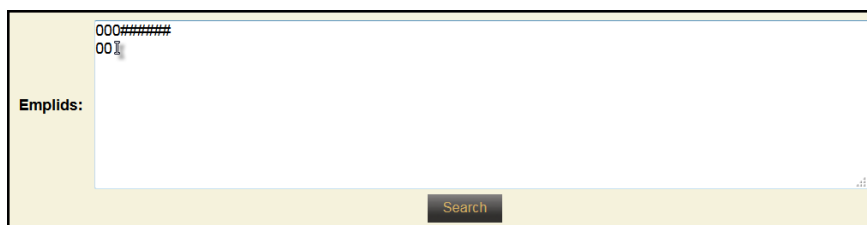
Batch Search

1. From the Student Search page, click on **Batch**.



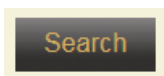
The screenshot shows the 'Student Search' header with a search bar and three buttons: 'Search', 'Advanced', and 'Batch'. The 'Batch' button is highlighted with a red rectangular box.

2. Enter (or copy/paste) the EmplIDs into the text box.



The screenshot shows a text box labeled 'Emplids:' containing the text '000#####' and '001'. Below the text box is a 'Search' button.

3. Click



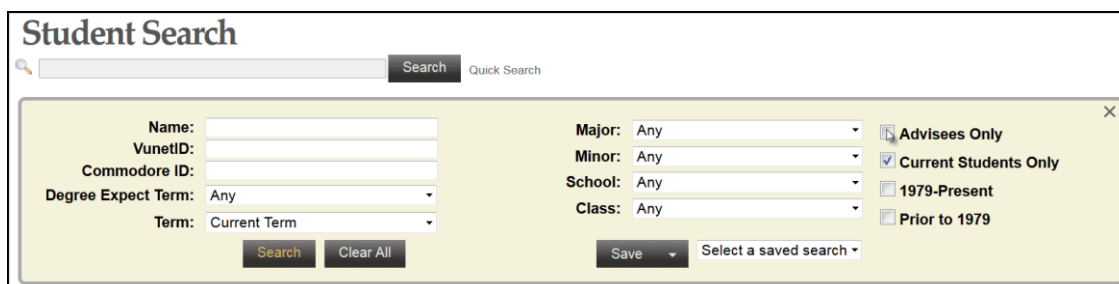
Advanced Search

1. From the Student Search page, click on **Advanced**.



The screenshot shows the 'Student Search' header with a search bar and three buttons: 'Search', 'Advanced', and 'Batch'. The 'Advanced' button is highlighted with a red rectangular box.

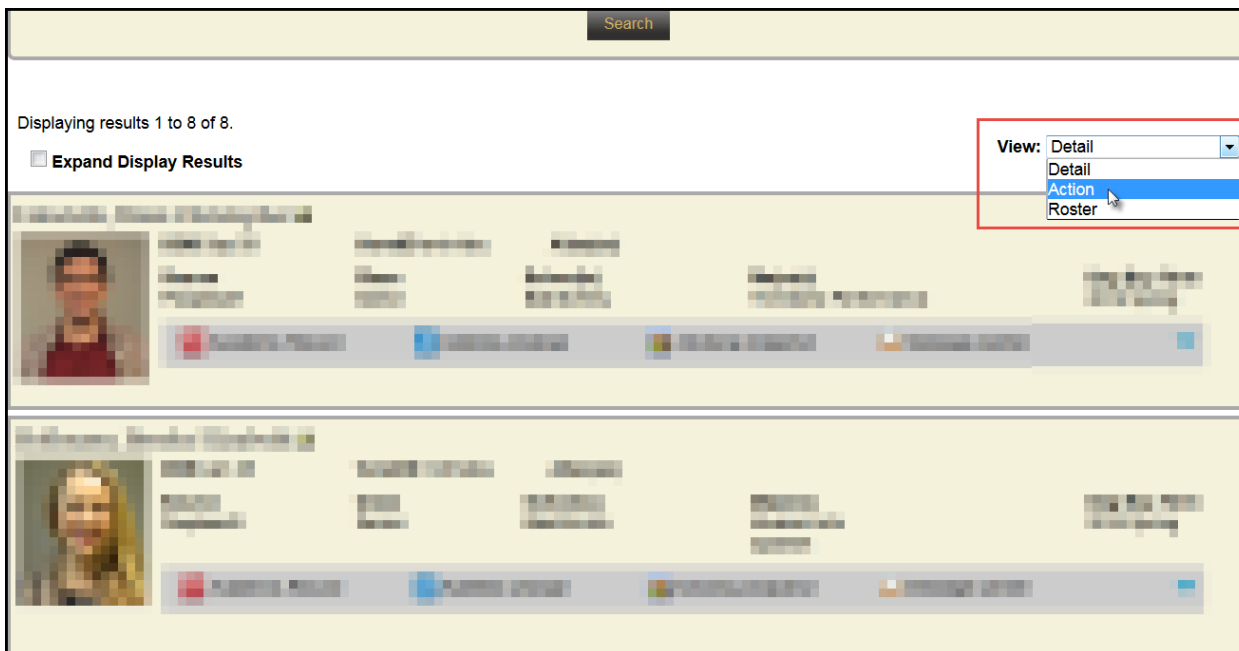
2. Search using any of the criteria listed. To send a message to all of your advisees, for example, select the Advisees Only box.



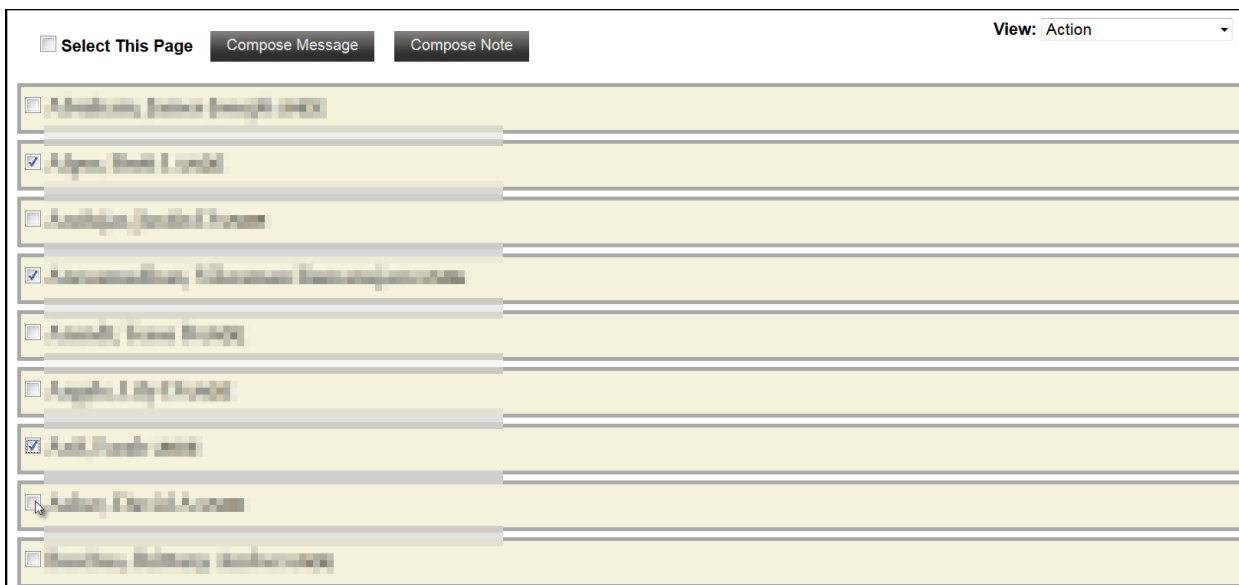
The screenshot shows the 'Advanced Search' form. It includes fields for Name, VunetID, Commodore ID, Degree Expect Term, and Term. It also has dropdown menus for Major, Minor, School, and Class. On the right, there are checkboxes for 'Advisees Only', 'Current Students Only', '1979-Present', and 'Prior to 1979'. At the bottom, there are 'Search', 'Clear All', 'Save', and 'Select a saved search' buttons.

Utilize Action View to Send the Message or Add the Note

1. From the search results, select **Action** from the View drop-down menu.



2. From Action View, select individual students . . .



. . . or select **Select This Page + Select All Pages** to select all students in the search results.

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The screenshot shows a web interface for a message center. At the top, there are two checkboxes: 'Select This Page' and 'Select All Pages', both of which are checked. To the right of these checkboxes are two buttons: 'Compose Message' and 'Compose Note'. Further right is a 'View: Action' dropdown menu. Below these elements is a list of six recipients, each with a checked checkbox and a name. The recipients are: 'Alfonso, James (sample name)', 'Alfonso, David (sample name)', 'Alfonso, David (sample name)', 'Alfonso, David (sample name)', 'Alfonso, David (sample name)', and 'Alfonso, David (sample name)'. The list is highlighted with a yellow background.

3. Once the selection is chosen, click **Compose Message** to send a message or **Compose Note** to add a note.
4. A pop-up box will appear. Note the number of recipients—make sure it is as expected.

The screenshot shows a 'Send Message' pop-up box. It has a title bar 'Send Message' and a text input field for the subject. Below the input field, there is a yellow highlight that says 'Send a message to 22 recipient(s)'. The subject field is labeled 'Subject:' and contains the text 'Subject'.

The screenshot shows an 'Add Note' pop-up box. It has a title bar 'Add Note' and a text input field for the note. Below the input field, there is a yellow highlight that says 'Send a message to 22 recipient(s)'. The note field is labeled 'Add Note'.

5. Enter the subject (1) and body (2) of the message . . .

The screenshot shows a 'Send Message' pop-up box. It has a title bar 'Send Message' and a text input field for the subject. Below the input field, there is a yellow highlight that says 'Send a message to 8 recipient(s)'. The subject field is labeled 'Subject:' and contains the text 'Subject'. The body field is labeled 'Message:' and contains the text 'Type your message here'. There are two numbered callouts: a red circle with the number 1 pointing to the subject field, and a red circle with the number 2 pointing to the body field. At the bottom, there are two buttons: 'Send' and 'Cancel'. There is also an 'Attachment:' section with a 'Browse...' button and the text 'No file selected.'.

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... or select the category (A) and enter the subject (B) and body (C) of the note.

Add Note

Send a message to 22 recipient(s).

Category: Select Category A

Subject: Subject B

Message: Type your message here C

Attachment: Browse... No file selected.

Save Cancel

6. Click **Send** to send the message to or **Save** to save the note for the selected students.
7. A success message will appear.

Send Message

Your message was sent successfully.

Close

Add Note

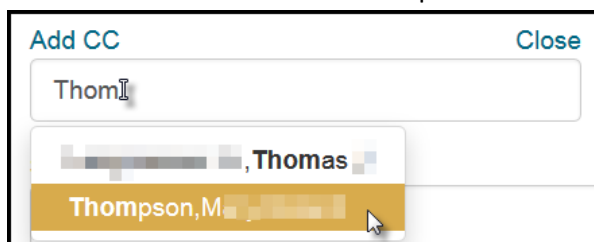
Your note was saved successfully.

Close

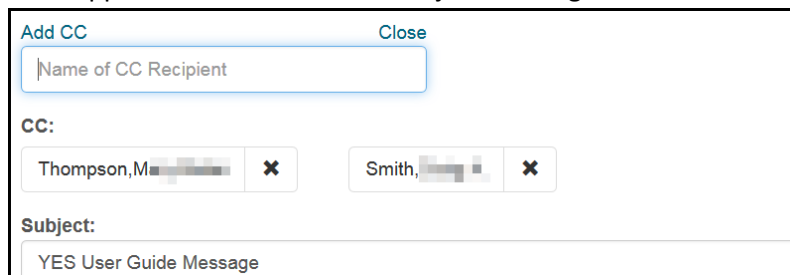
Adding a CC recipient to a Batch Message

The **Add CC** option allows you to copy other administrative users of the YES Message Center. Only users who have access to the application can be selected.

1. Click **Add CC**.
2. Begin typing in the search box. The search will return options based on any portion of the user's name.



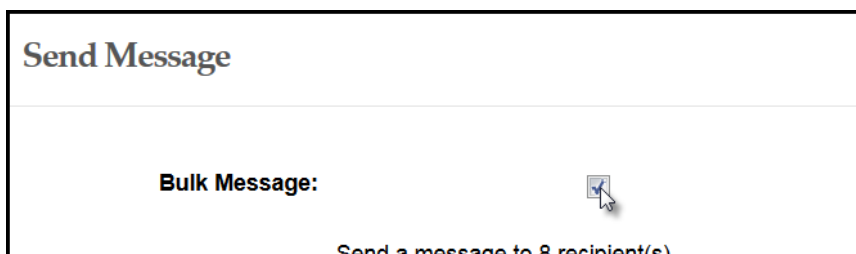
3. Select the CC recipient.
4. Repeat as necessary.
5. CC recipients will appear in a row above the Subject heading.



Marking a Batch Message as “Bulk”

The batch message functionality allows users to mark certain messages as “Bulk.” Bulk messages can be filtered out of the inbox view. Generally, announcements and the like that go out to a large group of students are considered bulk messages.

To mark a message as Bulk, select the **Bulk Message** checkbox:



Adding an Attachment to a Batch Message or Note

To add an attachment, click **Browse...** to find the file you wish to include with the message. Once selected, the name of the file will appear next to the Browse button. Note: You must send a message through Student Search to add an attachment.

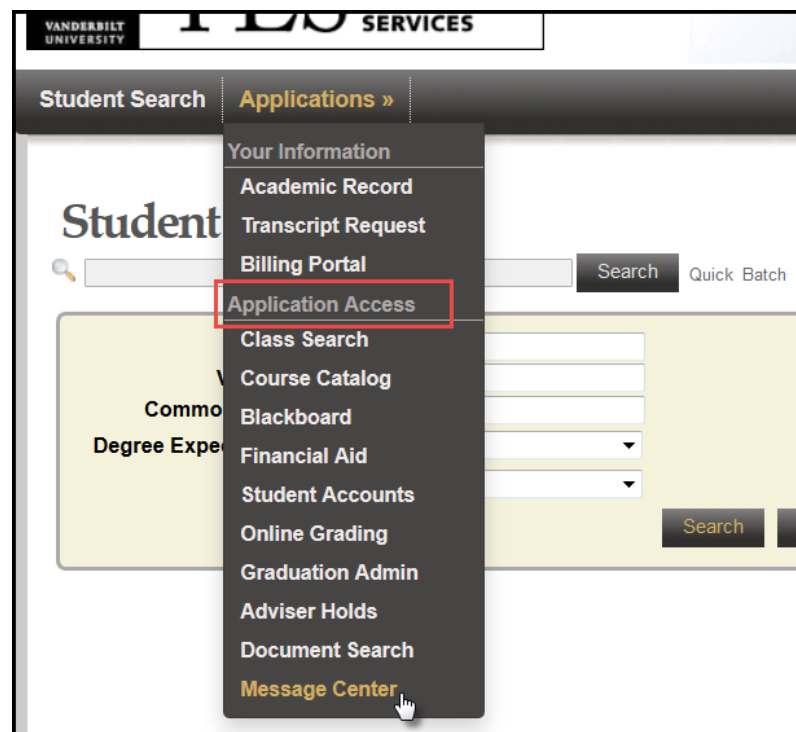
Attachment: YES-User-Guide-Online-Grading.docx

Attachment: YES-User-Guide-Online-Grading.docx

Viewing Your Message Center

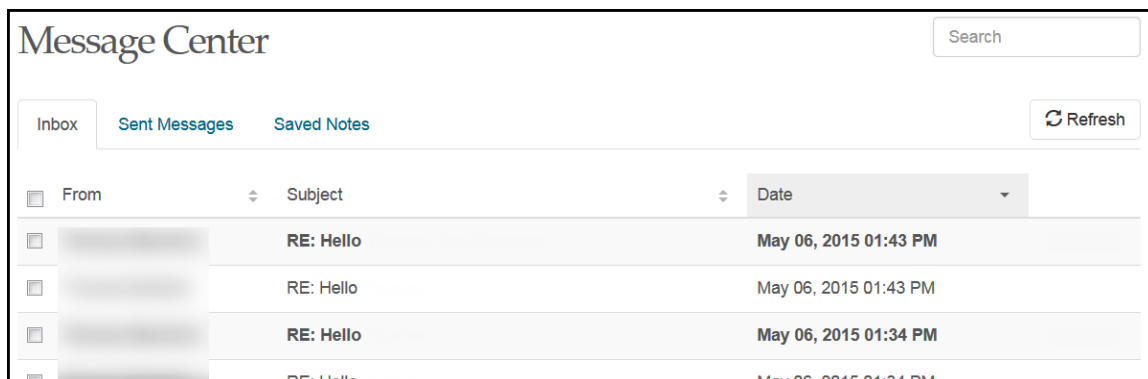
Students will have the ability to respond to messages that they receive through the YES Message Center. Replies to messages that you send as an administrator will appear in *your* Message Center.


1. From the Applications drop-down menu, select **Message Center** under Application Access.



2. The administrator's Message Center has three tabs: Inbox, Sent Messages, and Saved Notes. The default view is to the inbox.

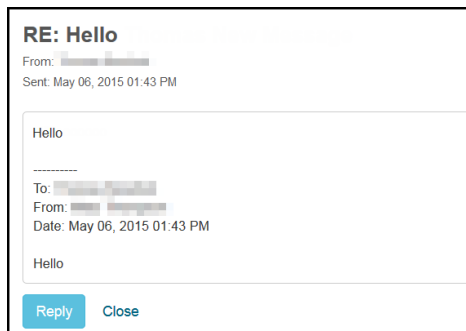
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3. Bold font indicates that the message has not been read.
4. Messages in the inbox are sortable by sender (From), Subject, and Date. Click on the  icons to sort. In addition, you have the option to **1**, Show/Hide messages that the student has chosen to mark as Archived; **2**, Show/Hide Bulk messages; **3**, view messages by their status as Read, Unread, or Both; and **4**, view all messages or only those that were sent within the last 30 days.



5. Click on any message to read it.



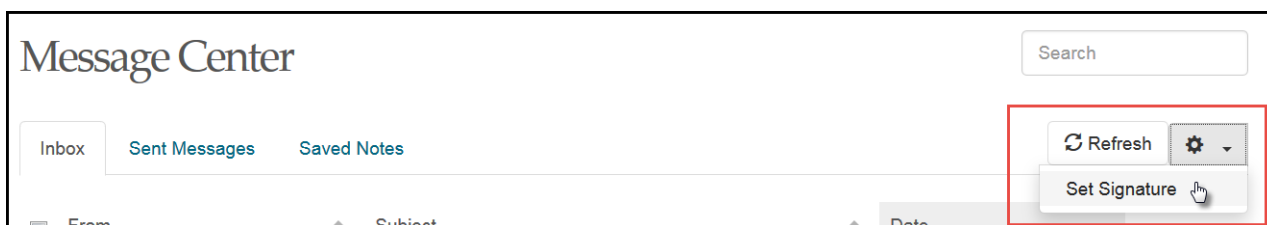
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6. The **Sent Messages** tab shows a list of all messages you have sent, sortable by recipient, subject, and date. The **Saved Notes** tab shows a list of all notes you have saved, sortable by recipient, subject, note type, and date.

Adding a Message Center Signature

Signature functionality is available through the Message Center as it is for e-mail.

1. From your message center, click on the **Tools** icon and select **Set Signature**.



2. Type your signature in the box and click **Save**.

A screenshot of a 'Signature' dialog box. It has a title bar that says 'Signature'. Inside, there's a large text input field with the placeholder text 'Type your signature here'. At the bottom of the dialog, there are two buttons: 'Save' and 'Cancel'.

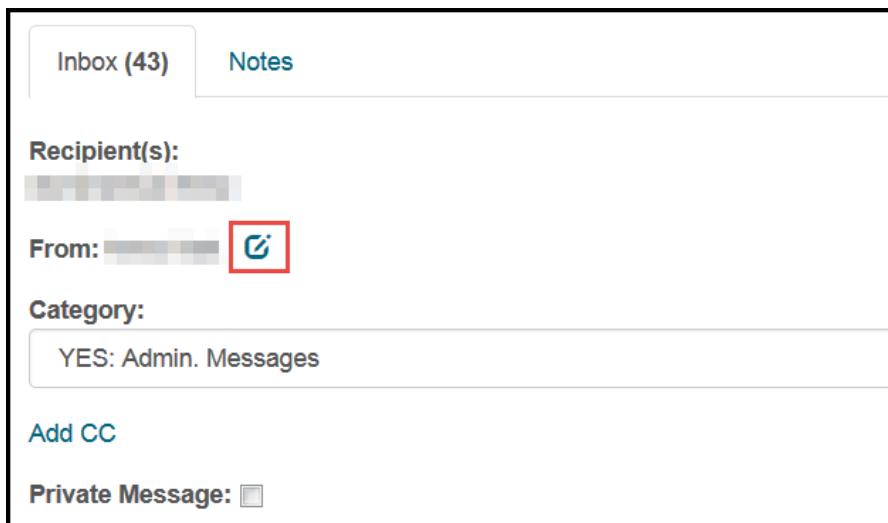
3. The signature auto-populates when a message is composed.

Group Messaging

If desired, the YES Message Center can accommodate group accounts (e.g., for all members of a school's Office of Academic Services). Please send requests to create/edit YMC groups to urorecords@vanderbilt.edu.

Composing a Group Message

1. From the student's Message Center, click **Compose Message**.
2. To select a group sender, click the  icon next to your name in the From field:



Inbox (43) Notes

Recipient(s):

From: [Red Box] [Icon]

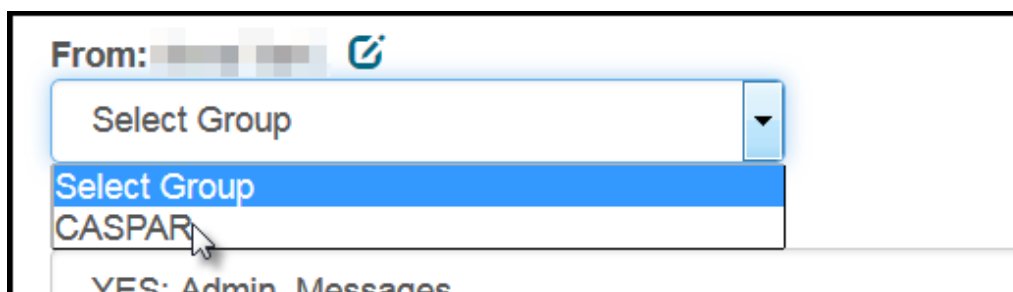
Category:

YES: Admin. Messages

Add CC

Private Message: ☐

3. Select the group sender from the drop-down menu:



From: [Redacted] [Icon]

Select Group

Select Group

CASPAR

YES: Admin. Messages

4. Compose message as above and click send.
5. The message will appear in the student's inbox with the group as the sender:

From	Subject	Date
CASPAR	Group Message	Jan 19, 2017 09:44 AM

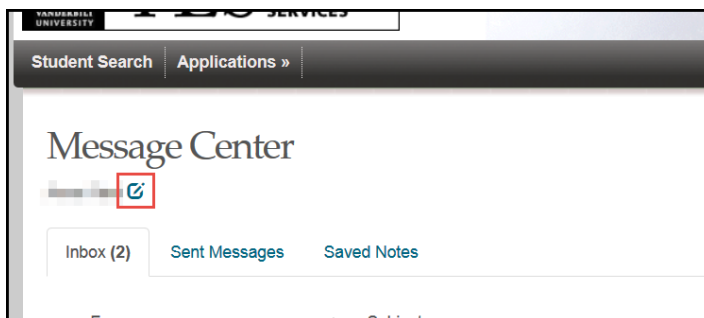
6. The student will be able to reply as usual. Replies will be sent to the group inbox.

Accessing the Group Inbox

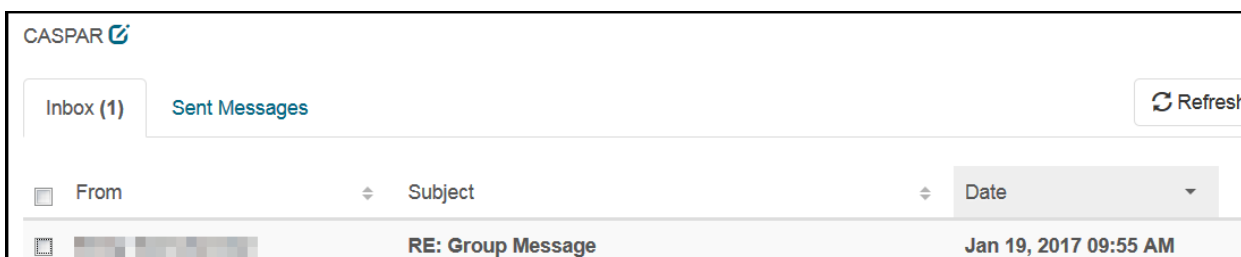
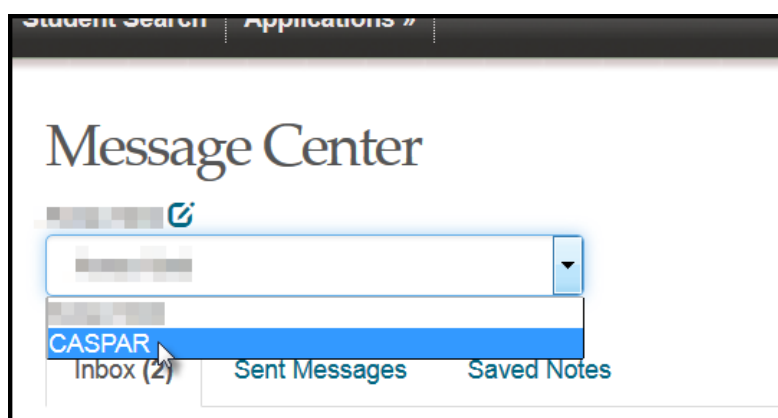
All users in a specific group will be able to access the group inbox from their own Message Centers.

1. Access your Message Center from the Applications drop-down menu.
2. To open the group inbox, click the [Icon] icon next to your name at the top of the page:

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3. Select the appropriate inbox from the drop-down menu:



Please contact the YES Help Line at yes@vanderbilt.edu or 615-343-4306 if you have questions or need additional assistance.