

Personal Messages in Portals

Updated Jul 14, 2021

As of July 12, 2021, this "Learn Veracross" site has been deprecated. It will remain live at least through October 1, 2021, but will no longer be updated. All knowledge content has moved to the new [Veracross Community](#). Please update your bookmarks.

Here is the new version of this article in the [Veracross Community](#).

Overview

The screenshot shows the Veracross Academy Parent Portal interface. At the top, there is a navigation bar with 'Veracross Academy' on the left and 'Parent Portal' in the center. To the right of 'Parent Portal' are icons for 'Inbox', 'Calendar', and 'BV'. Below the navigation bar, there are several menu items: 'My Children', 'My Household', 'News & Events', 'Resources', and 'Directory'. The main content area is titled 'Inbox' and is divided into two sections: 'Today' and 'Last Week'. Each section contains a list of messages with columns for 'From', subject, and date. Some messages have status indicators like 'SV' or 'BV' in a colored circle.

Today		
From Jessica Whilden	General Parent Communication Please Join Us - Veracross Welcome Reception	Nov 2, 2017 SV
From Anthony Aardvark	Weekly Parent Newsletter Weekly Calendar: Nov 1st to Nov 8th	Nov 1, 2017 SV
From Borris Buffalo	Parent Portal News Graduation Volunteer Sign Up	Oct 28, 2017
Last Week		
From Jessica Whilden	General Parent Communication Parents' Association Transition Breakfast - Dec 10th	Nov 2, 2017 SV
From Maxwell Moose	Intro to Spanish I October Thoughts and Reminders from College Counseling	Nov 2, 2017 SV
From Borris Buffalo	Game Updates, Reminders, and Outcomes Cookout Cancelled	Nov 2, 2017
From George Gopher	Geometry 10 Important information about upcoming conferences	Nov 2, 2017 BV
From Borris Buffalo	Adv. Functions & Modeling You're invited to the Faculty & Staff Holiday Party	Nov 2, 2017
From Anthony Aardvark	Geometry 10 Upper School Announcements - New Course Information/ Parent Conferences	Nov 2, 2017

Personal Messages provide a single place to view emails sent to a user via both distribution lists and Composer, as well as posts that teachers have made in class websites. Users can view their messages by time, sender, and category. A link to the [Channel Update Form](#) is also provided, so users can update their channel preferences.

Displaying Messages

Messages displays three types of communication that the user has received:

1. Emails sent via Veracross distribution lists.[Read more about distribution lists](#)
2. Emails sent via Composer.[Read more about creating emails in Composer.](#)
3. Posts teachers have made in their class websites.[Read more about content management in class websites.](#)

It does not include system-generated emails such as welcome emails, behavior notifications, assignment notifications, etc. The last 90 days of messages will display; up to 20 messages will display at a time, so this is paginated. Messages that the user has sent will not display here.

Messages can be viewed in three different ways, accessed with the icons in the upper right.



Recent



People



Categories

Recent (Sorted by Time)

Today

<small>From</small> ● Jessica Whilden	<small>General Parent Communication</small> Please Join Us - Veracross Welcome Reception	<small>Nov 2, 2017</small>
<small>From</small> Anthony Aardvark	<small>Weekly Parent Newsletter</small> Weekly Calendar: Nov 1st to Nov 8th	<small>Nov 1, 2017</small>
<small>From</small> Borris Buffalo	<small>Parent Portal News</small> Graduation Volunteer Sign Up	<small>Oct 28, 2017</small>

View messages sorted in descending chronological order and divided into larger date units (Today, Last Week, etc.). The columns displayed are:

- Unread Message Indicator (a blue dot)
- Sender (“From”)
- Channel and Subject
 - The channel is displayed in small gray text, and will simply display “Distribution List” if not sent with Composer)
 - Subject will be bold if the message has not been viewed
- Date Sent

Click a message to view its contents, and see additional messages with the “More” links at the bottom.

People (Sorted by Sender)

The screenshot shows the Veracross Academy Parent Portal interface. At the top, there is a navigation bar with 'Veracross Academy' on the left, 'Parent Portal' in the center, and 'Inbox', 'Calendar', and 'BV' on the right. Below the navigation bar, there are tabs for 'My Children', 'My Household', 'News & Events', 'Resources', and 'Directory'. The main content area is titled 'Inbox' and features three filter buttons: 'Recent', 'People', and 'Categories'. The messages are organized into three sections based on the sender:

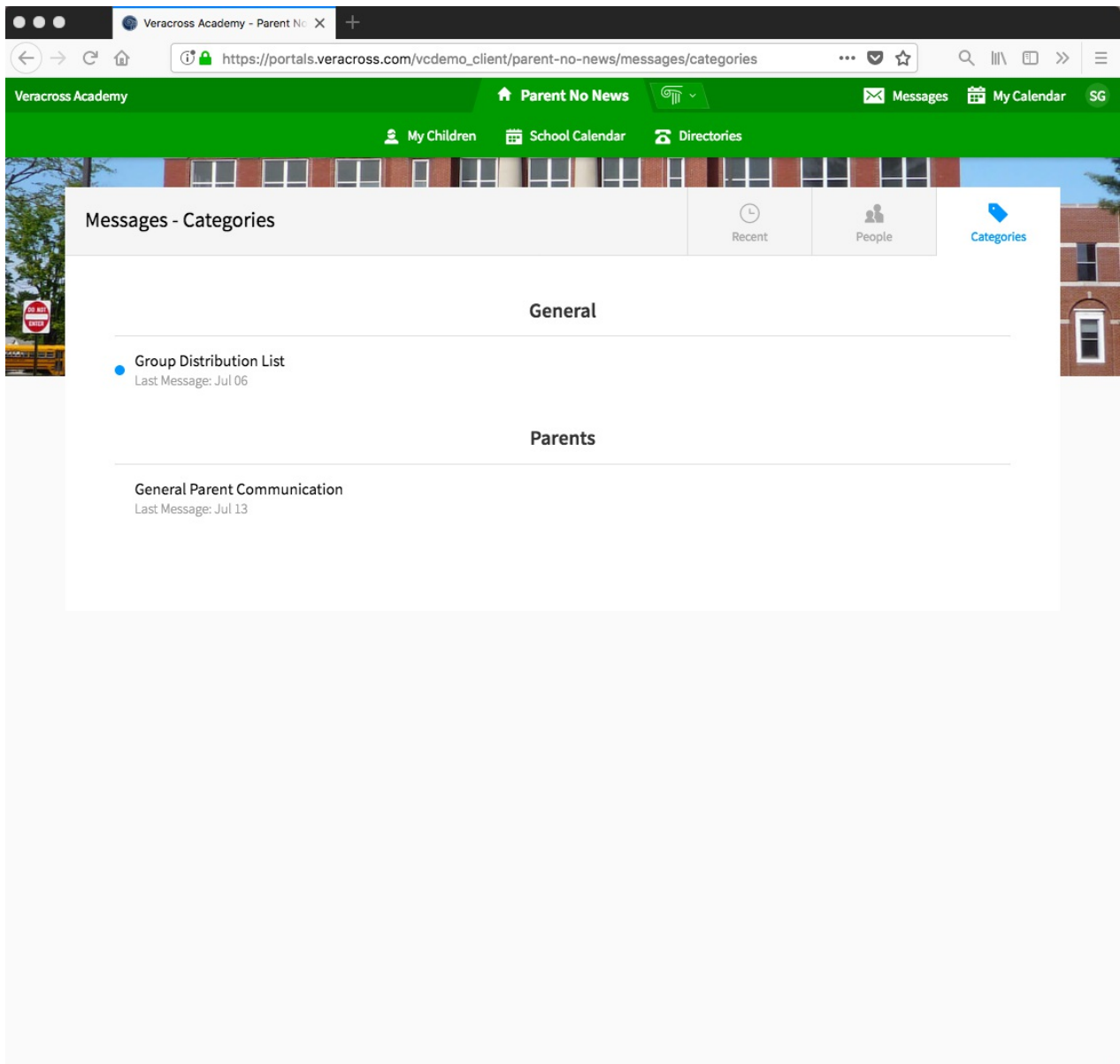
- Front Office:** This section contains two rows of messages. The first row shows messages from Mr. Johnson (Last Message: Yesterday), Mrs. Smith (Last Message: Nov 4), and Mr. Vogelzang (Last Message: Oct 28). The second row shows messages from Mr. Johnson (Last Message: Yesterday) and Mrs. Smith (Last Message: Nov 4).
- Johnny:** This section contains one row of messages from Mr. Johnson (Last Message: Yesterday), Mrs. Smith (Last Message: Nov 4), and Mr. Vogelzang (Last Message: Oct 28). Below this row is a 'View All...' button.
- Sheila:** This section contains one row of messages from Mr. Johnson (Last Message: Yesterday), Mrs. Smith (Last Message: Nov 4), and Mr. Vogelzang (Last Message: Oct 28). Below this row is a 'View All...' button.

View messages arranged by sender, broadly arranged into two main categories:

- Administrators, et al., who can use distribution lists and Composer to send emails
- Teachers. Parents will see emails and posts from teachers organized by their children (in the screenshot here, see separate emails sent regarding Johnny and Sheila). Students will see emails organized by their teachers.

Unseen messages are indicated with a blue dot, and the date of the sender's most recent message is displayed under their name in gray text. Click a sender's name to view all messages sent from that person organized in descending chronological order.

Categories (Sorted by Channel)



View messages organized by channel. Emails sent with distribution lists are listed in their own section. Channel categories are displayed alphabetically, in which are listed the channels. Click a channel to view emails sent in it, organized in descending chronological order.

Note that only channels and categories that have been used to send emails will be displayed (i.e., no blank channels will display).

Click the “Channel Update Form” link to manage channel preferences.[Read more about the Channel Update Form.](#)