THE UNIVERSITY OF MEMPHIS®
Information Technology Services

Creating Targeted Announcements in the Portal (v5.2.2)

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General Information

Purpose

This documentation highlights how to create targeted announcements in the 5.2.2 version of myMemphis portal. The **Targeted Announcement** module allows administrators to send announcements to specific groups of users within the system. These announcement can be displayed in the users' announcement channel on their homepages, sent via e-mail, or both.

Audience

This documentation is designed for University staff (Target Announcement Administrators) who will be creating **Targeted Announcements** in the myMemphis Portal.

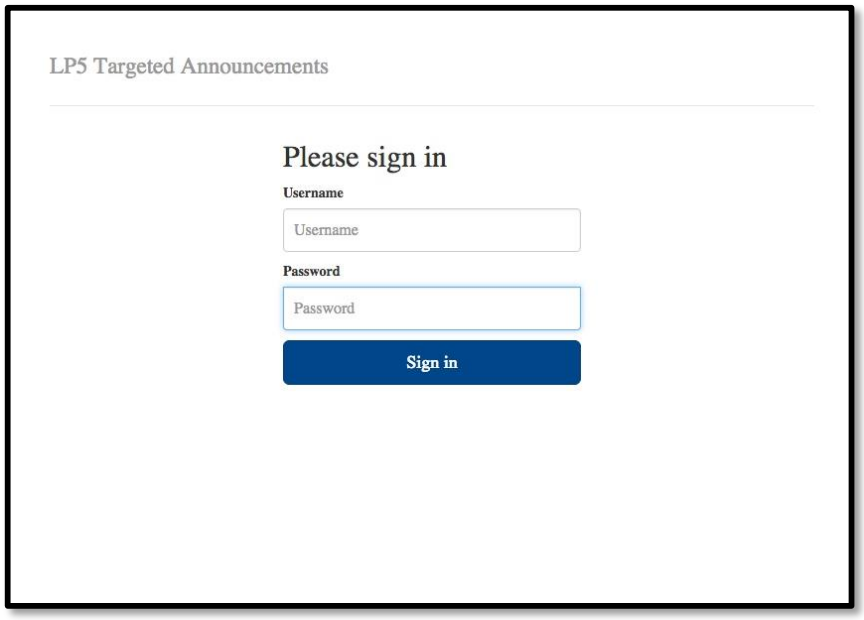
Creating Targeted Announcements in the Portal

The Luminis **Targeted Announcement** functionality is used to get information to employees, faculty, and students. Many University services are accessed through the myMemphis Portal. Therefore, it is a logical place to display relevant information.

ITS has created an application to enhance the delivered myMemphis Portal announcement capabilities:

Browse to: https://umwa.memphis.edu/lp5ta

Use your University of Memphis Universal User Identification (UUID) and password. The UUID and password required to enter the Luminus Targeted Announcement for service are the same as those used to login to your University e-mail and other University computer resources.



There are 4 permission levels/types of messaging for Target Announcement Administrators:

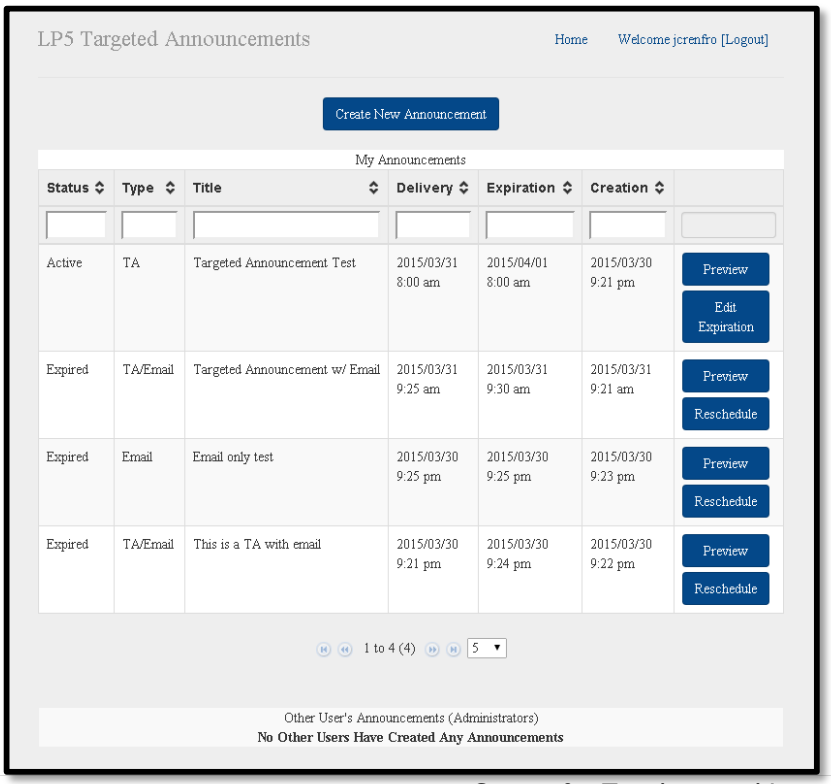
- Targeted Announcement Only
- Email Only
- Both Targeted Announcement w/Email
- Campus Announcement (No Email)

To request targeted announcement roles for your account, enter a help desk ticket http://umhelpdesk.memphis.edu/ Each role can be assigned via LDAP group and/or individual. Roles can be combined for full/partial functionality.

- Targeted Announcement Only: Allows user to schedule myMemphis Portal Targeted Announcements
- Email Only: Allows user to schedule emails
- Targeted Announcement w/Email: Allows user to schedule myMemphis Portal Campus Announcements and allows user to schedule emails.
- Campus Announcement (No Email): Includes all the above functionality. In addition, Targeted Announcement Administrator can see other user's messages (not just your own).

Dashboard

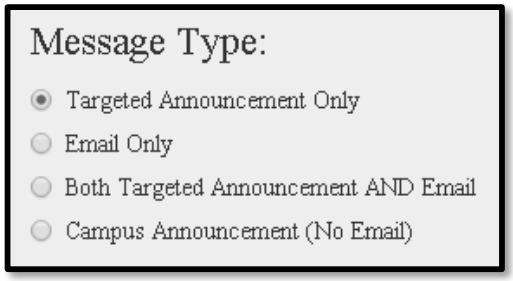
Once logged in, the user will be taken to their dashboard. The dashboard will display existing messages and if you are a Targeted Announcement Administrator, other user's messages.



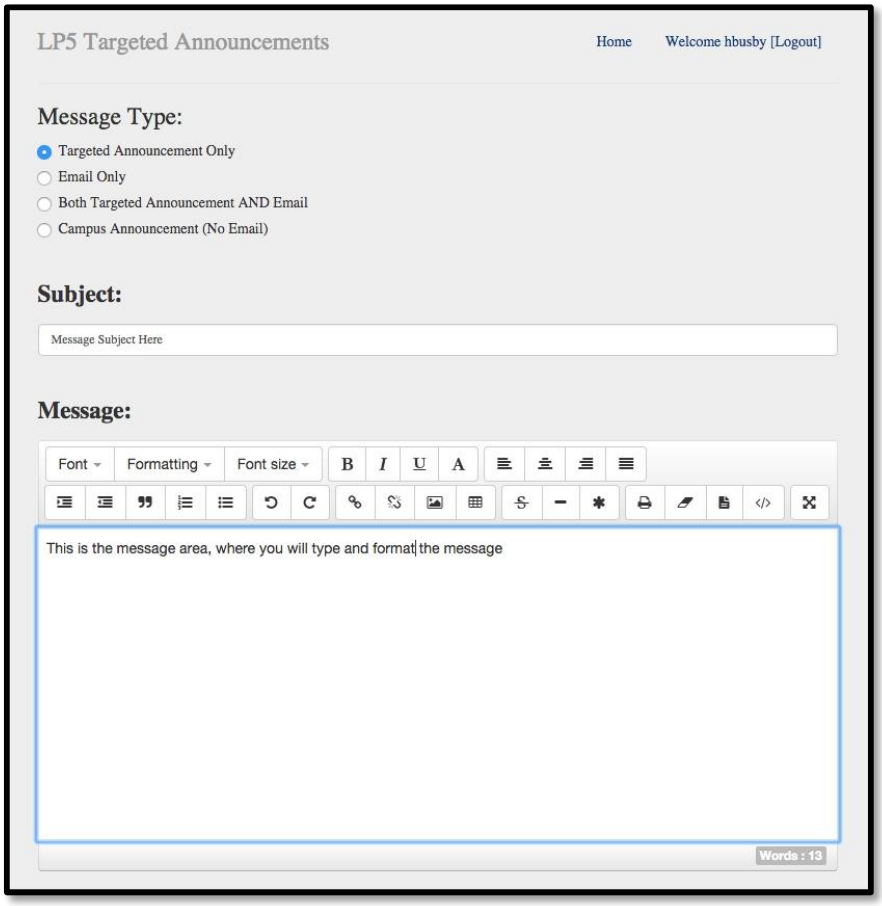
Creating Message

In the dashboard, you can create a new message by clicking "Create New Announcement". This will open the new announcement page. You will be able to select what type of message to create.

Message Type:

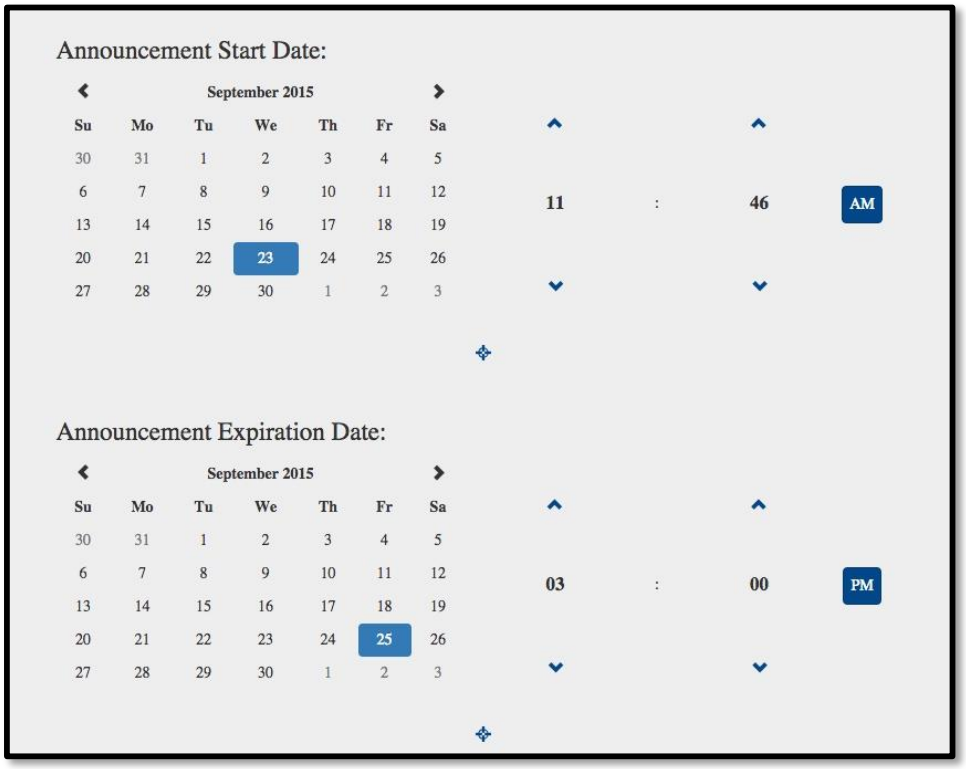


Message:



Announcement Start/Expiration Date:

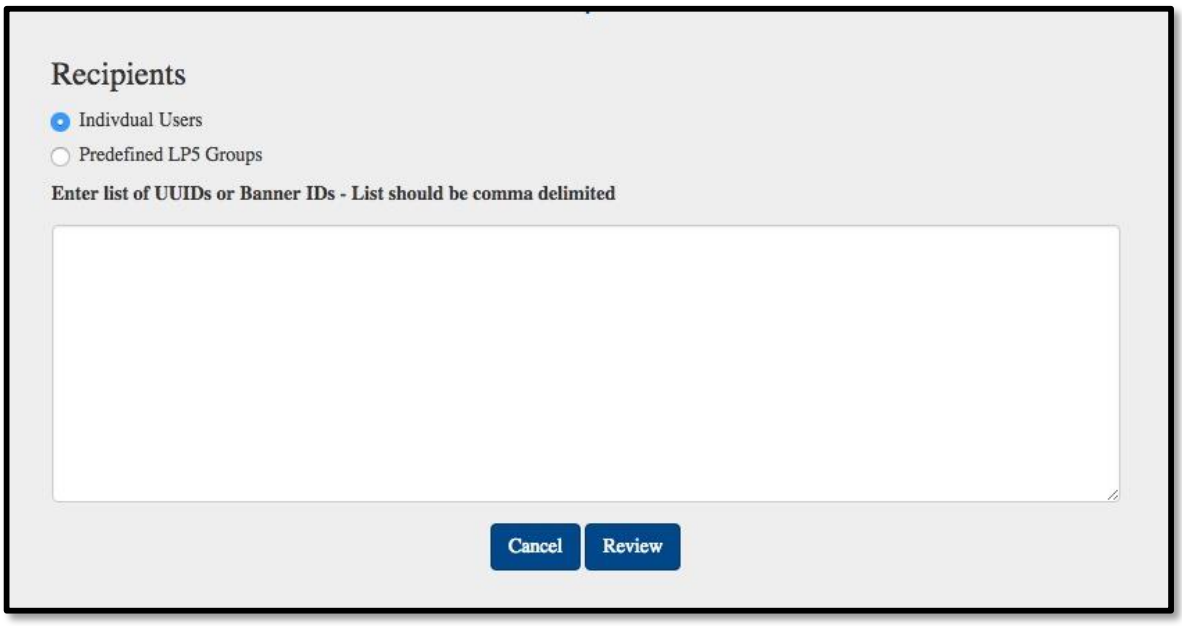
Select **Start** and **Expiration** date from the calendars provided.



Recipients

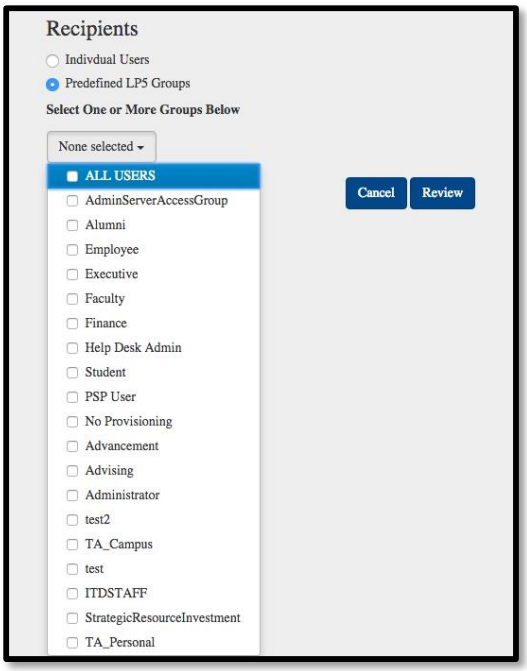
When choosing recipients have two options:

1. You can send to individuals by entering their UUID or Banner Number. Each



   entry must be separated by comma delimitation.

2. Or, you can select a pre-defined myMemphis Portal group. The message will only be visible to members of this group when they log into the myMemphis Portal.



Depending on which Message you choose, you will need to provide different information. Each type of Announcement will require the following information.

Targeted Announcement Only

- Subject
- Message
- Announcement Start Date
- Announcement Expiration Date
- Recipients - list or predefined group.

Email Only

- Subject
- Message
- Email Send Date
- Recipients - list only

Both Targeted Announcement AND Email

- Subject
- Message
- Announcement Start Date/Email Send Date
- Announcement Expiration Date
- Recipients - list only

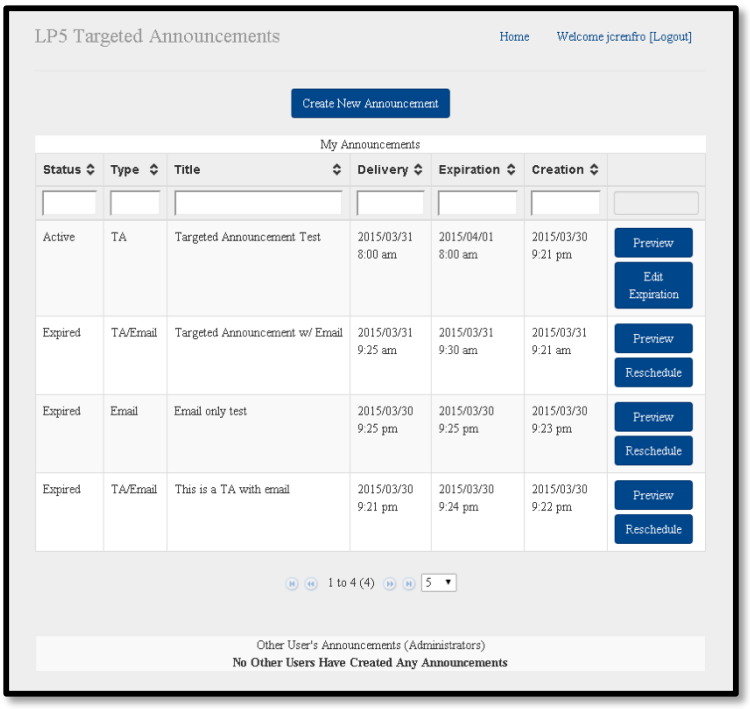
Campus Announcement (No Email)

- Subject
- Message
- Announcement Start Date
- Announcement Expiration Date

The system will validate usernames/Banner IDs entered. Once processed, you will receive an email confirmation. If any of the recipients are invalid, the email will let you know which ones were invalid (and removed from the announcement). If all the recipients are invalid, the entire targeted announcement is voided.

Managing Existing Messages

Each message created will show up in the table on the dashboard. The dashboard can be used to sort or filter the messages. Each message can be in one of three statuses. The options available for messages depend on the status of the message.



Active

- Preview - Shows a quick preview of the message

- Edit Expiration – Active messages allow for changes to the expiration date only.

Scheduled

- Preview - Shows a quick preview of the message
- Edit - Allows you to change any aspect of the message
- Delete – Removes the message.

Expired

- Preview - Shows a quick preview of the message
  Reschedule – Creates a copy of message which can be modified and rescheduled for delivery. The original will be kept for history.

Locating Help Resources

Service Desk Request

Submitting a Ticket

- Login URL:
  - https://umhelpdesk.memphis.edu

Call the ITS Service Desk (901-678-8888)

- Call the Service Desk for immediate assistance with login problems or issues with using myMemphis portal.
- If you do not receive a response from the Service Desk Request within 24 hours, please email The Center for Teaching and Learning at umtech@memphis.edu.