

# MVP Communicator: How to Use

Administrator User Guide



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## How to Log in

1. Log in to the MVP Communicator with your Fresno State assigned email.



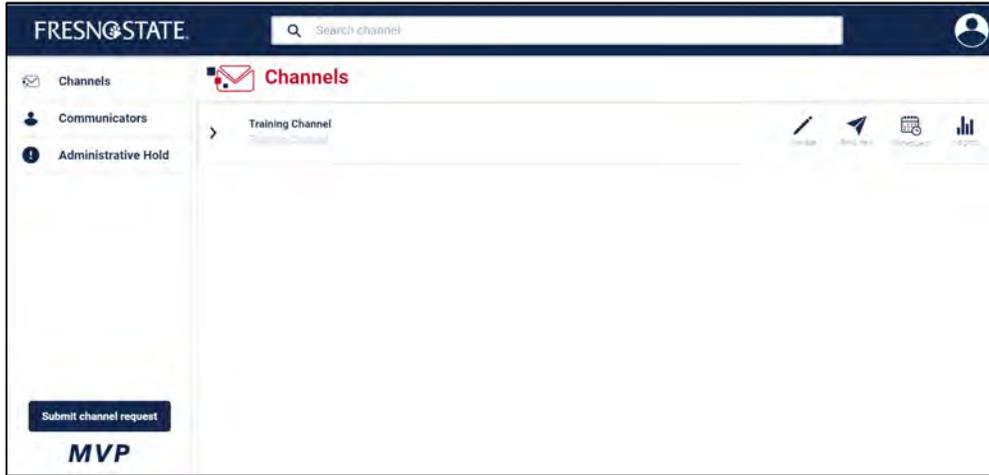
2. After selecting "LOGIN" you will be notified that a verification code has been sent to your email inbox.



3. Enter the verification code into the "Verification Code" field and select VERIFY.

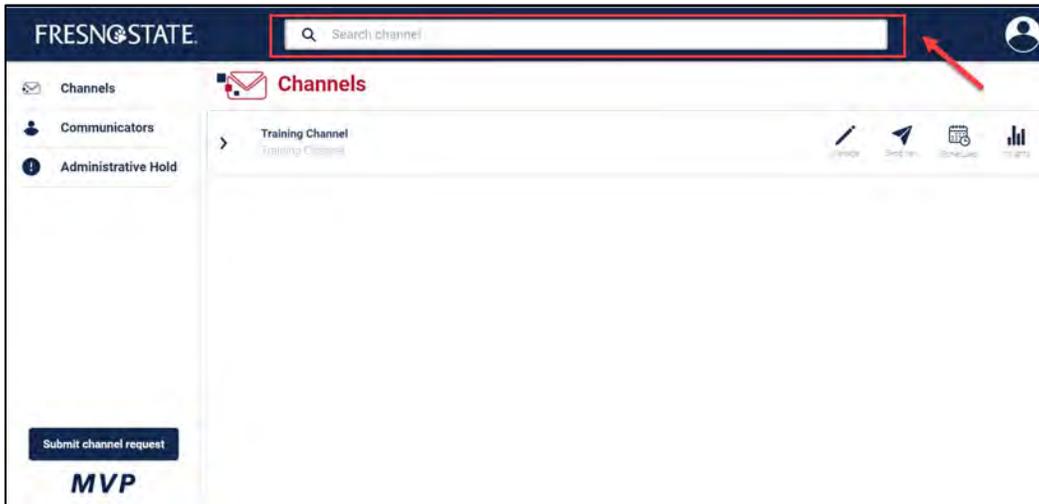


- After you have logged in you will be directed to the home page.



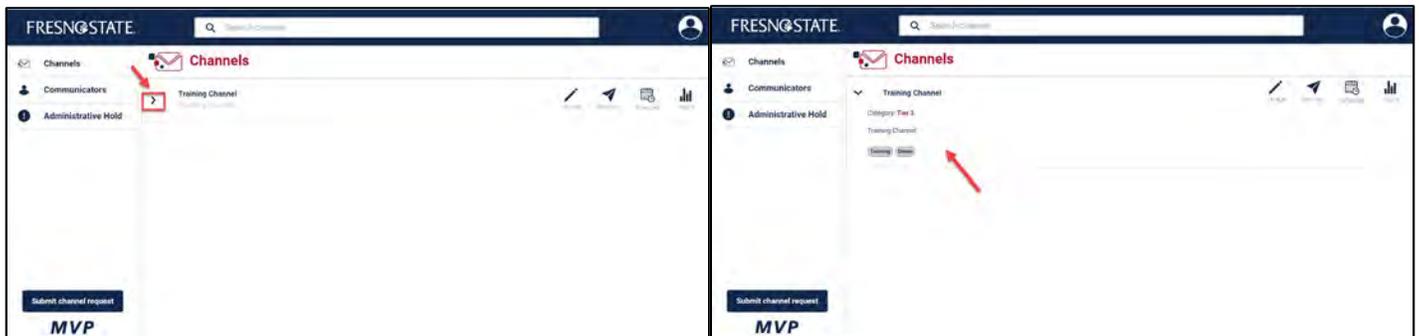
## Search For a Channel

- To search for a specific channel, use the search bar located at the top of the screen.



## View Channel Information

- To view the channel information, click on the dropdown to expand the channel banner. The information listed here will include the channel description, category, and associated tags.

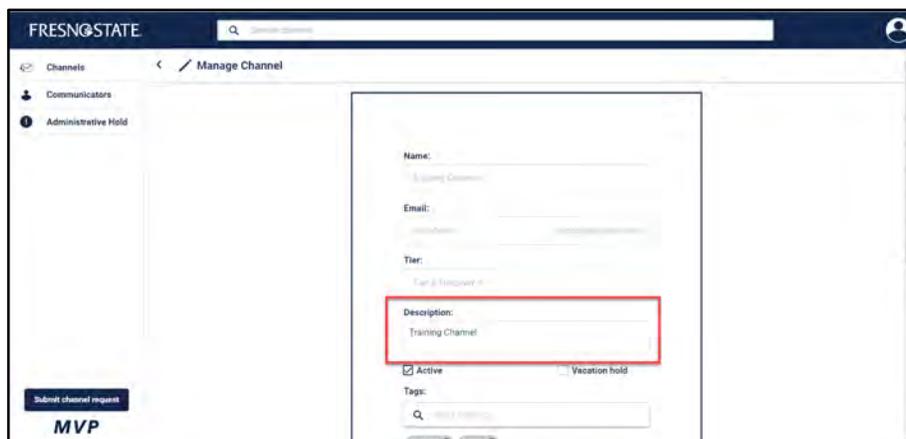


## Manage a Channel

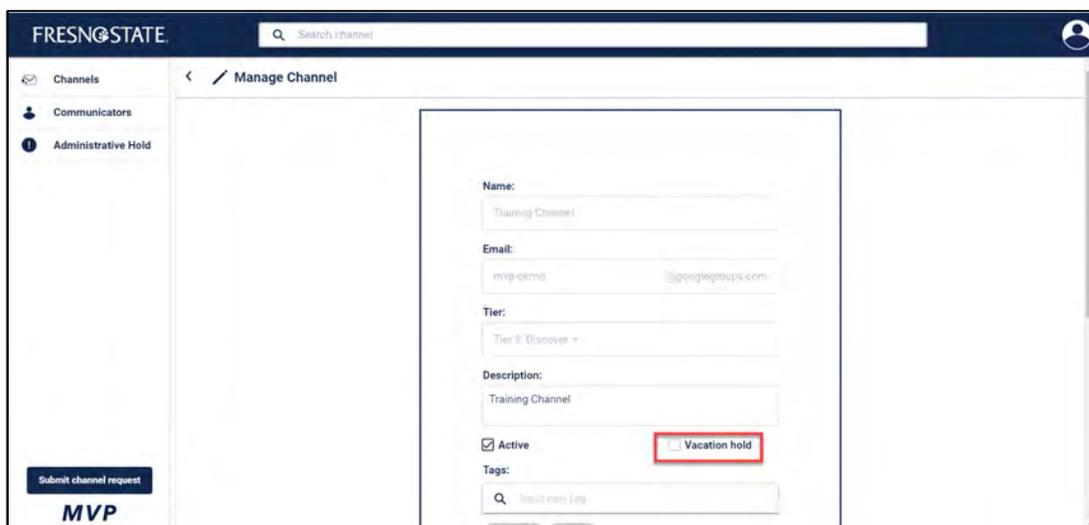
1. To manage select the manage icon located in the channel banner of the home page. You will then be redirected to the Manage Channel page.



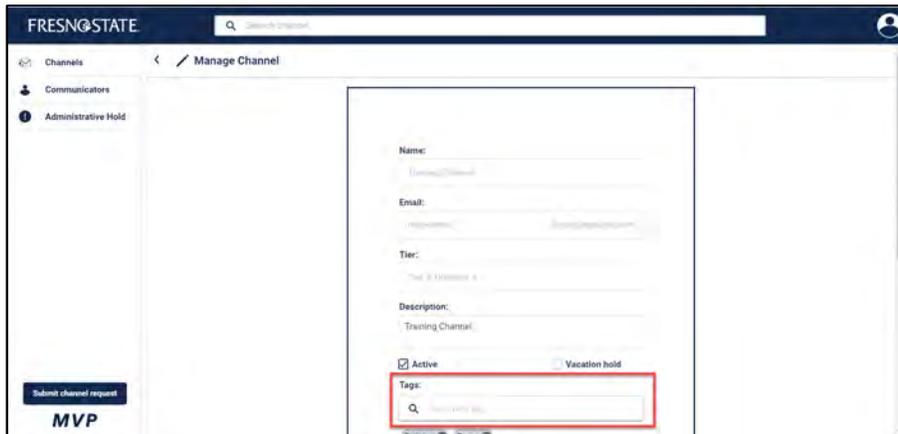
2. Here you can edit the channel description, this information is viewable to students.



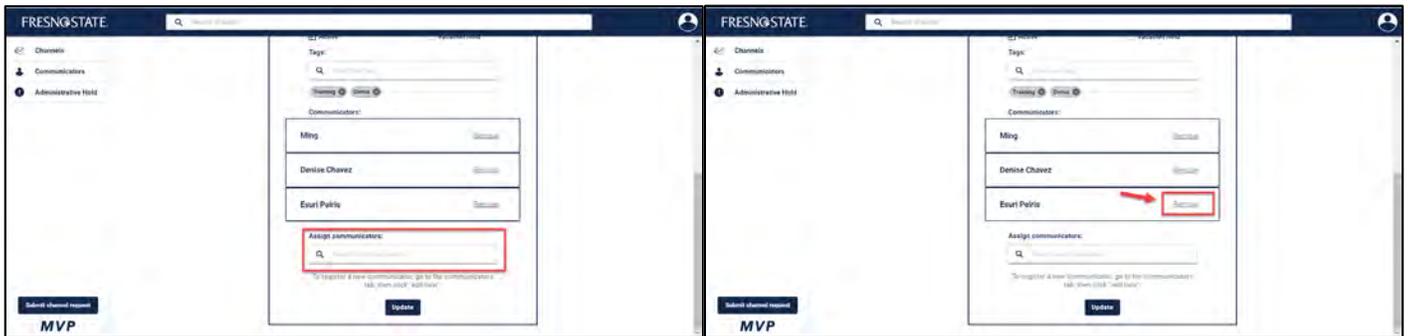
3. You can set a vacation hold which will halt all assigned communicators' ability to send emails from the channel.



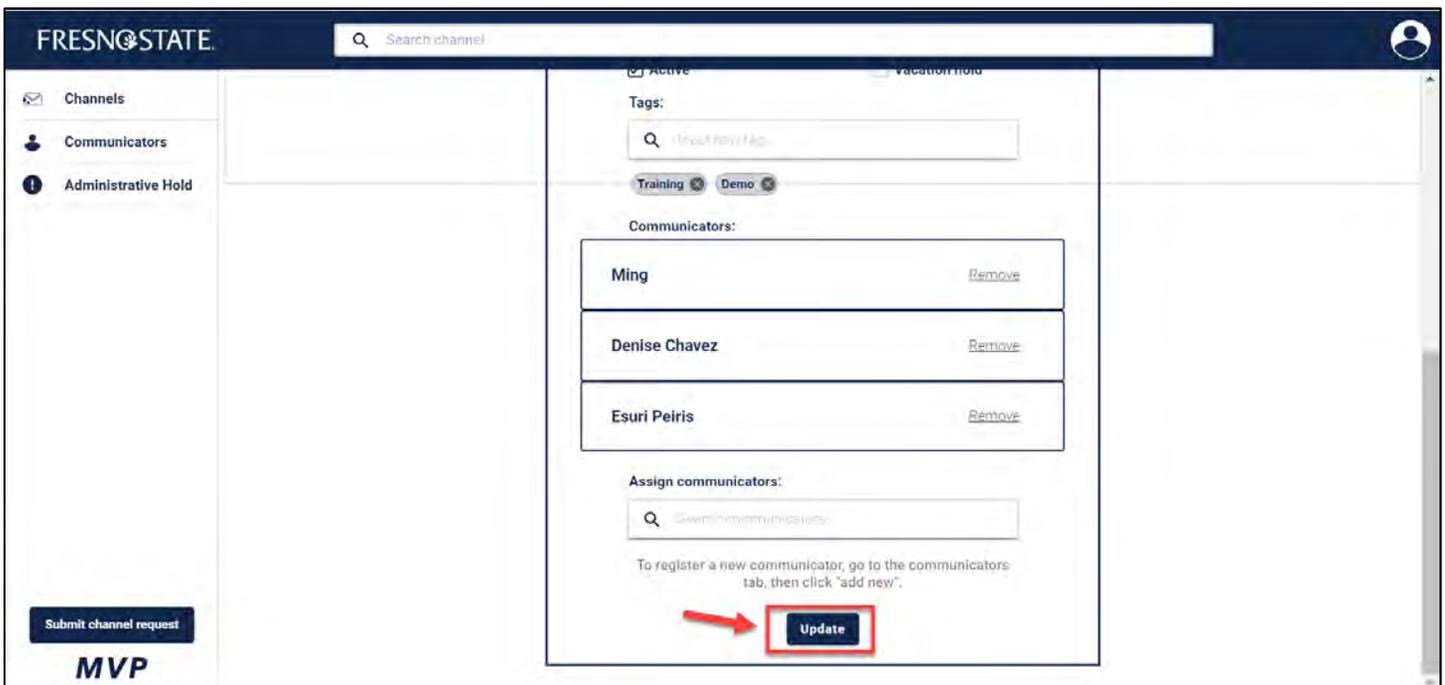
4. You can input custom tags for the channel.



5. You can add and remove communicators to the selected channel. **Please note that communicators will need to be registered in the system first before they can be assigned to channels.**

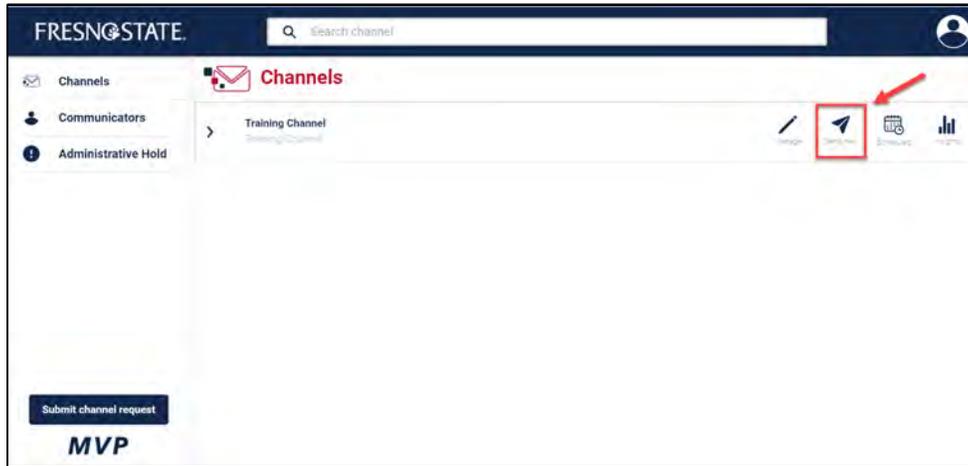


6. Click update to save changes.

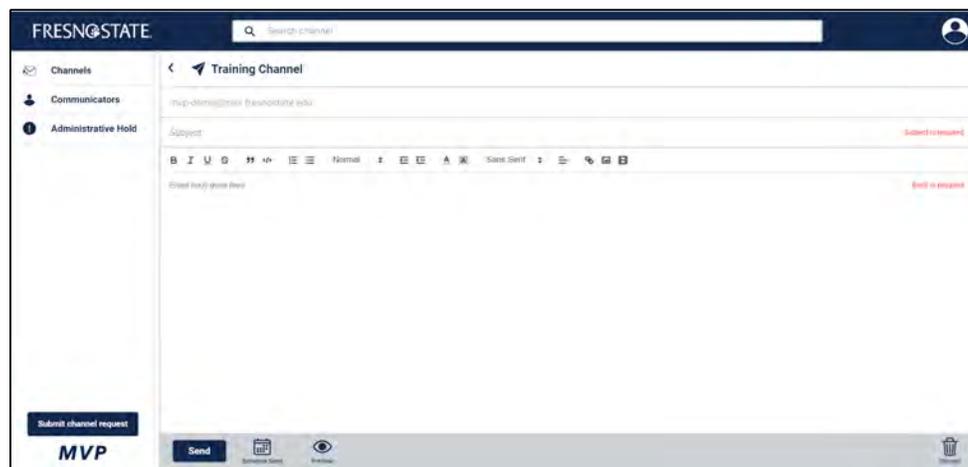


## Send a New Email

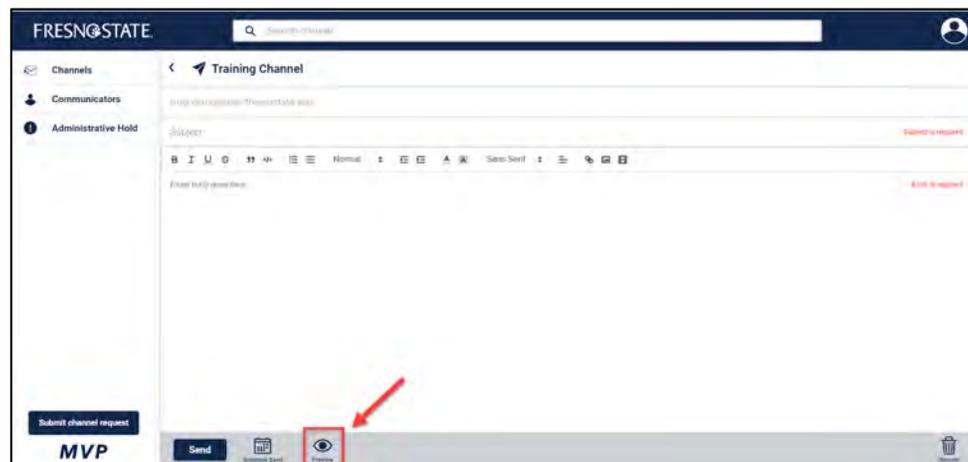
1. To send an email select the send new icon that is located in the channel banner of the home page. You will then be redirected to the Send New Email page.



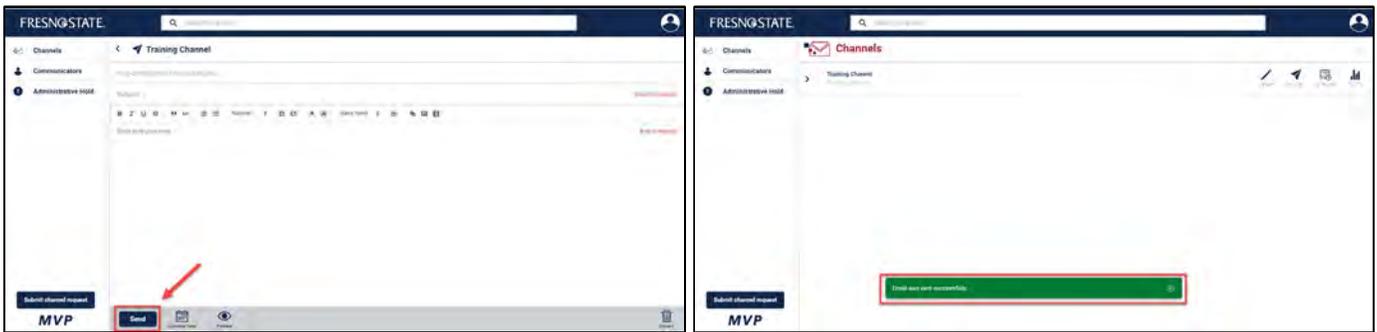
2. The email drafting page contains a subject field, a body field, and a rich text editor. Text can also be copied and pasted into the body text field.



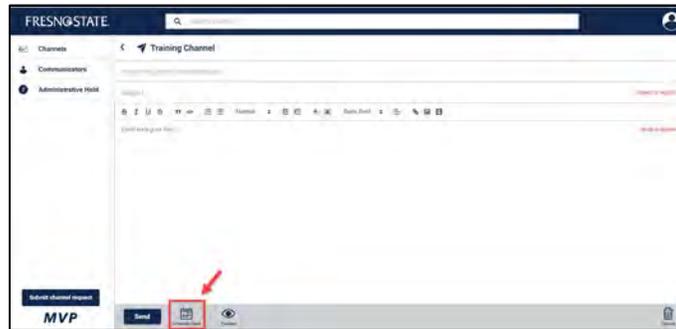
3. To preview an email before sending it, click on the preview icon located next to the schedule icon.



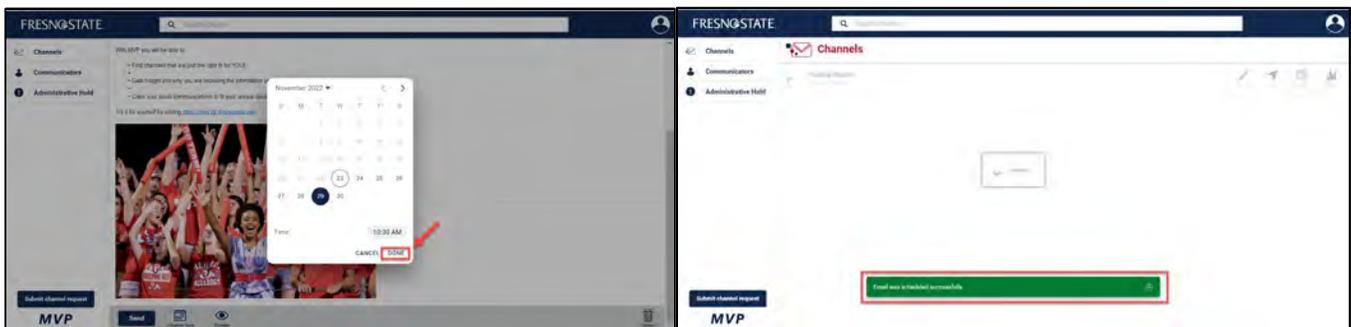
4. To send the email click the send button. You will be directed back to the home page and should see a confirmation pop-up notifying you that the email has been sent successfully. **Please note this will send out the email to recipients immediately.**



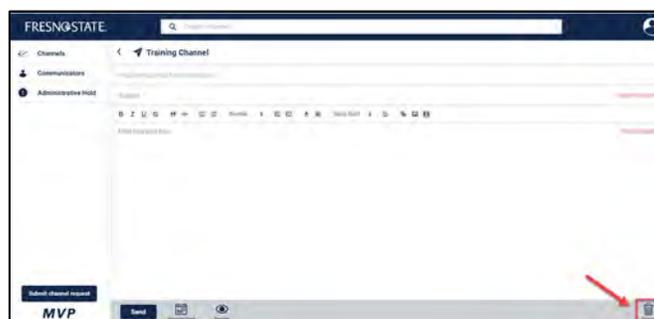
5. To schedule an email to send out later select the Schedule Send icon located next to the send button.



6. Select the desired date and time then click done. You will see a notification at the bottom of the screen if the email has been scheduled successfully.

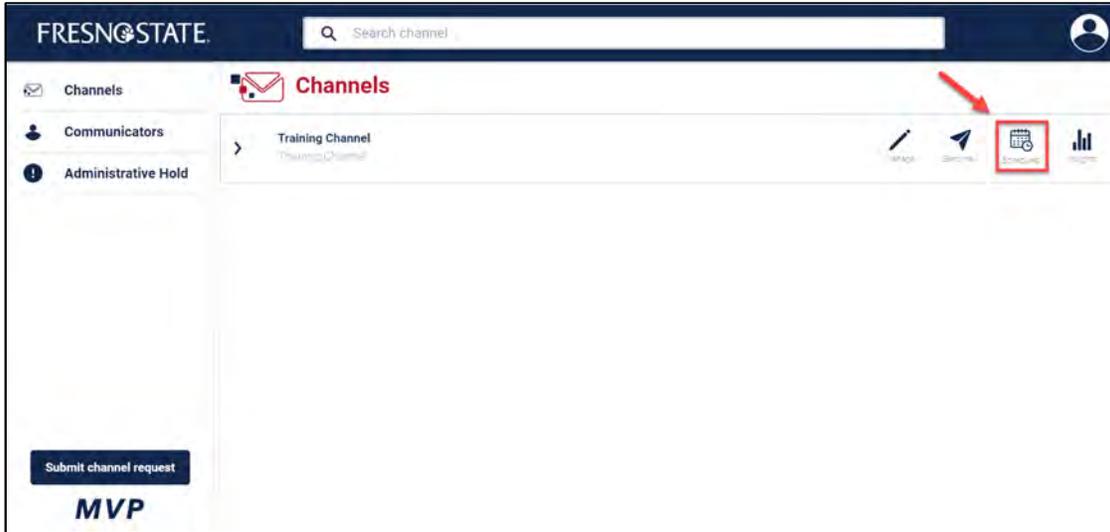


7. To discard the draft, click on the bin icon that is located on the bottom right side of the email body.

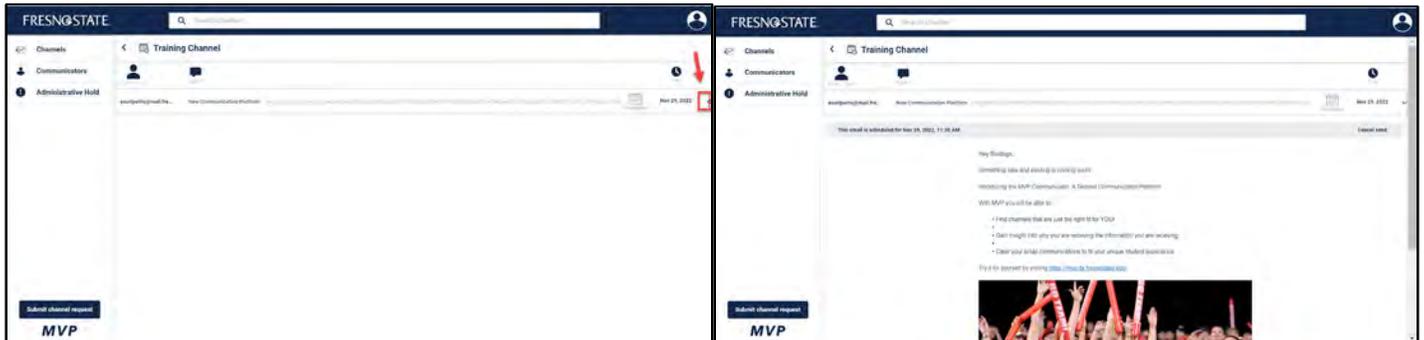


## Manage Scheduled Emails

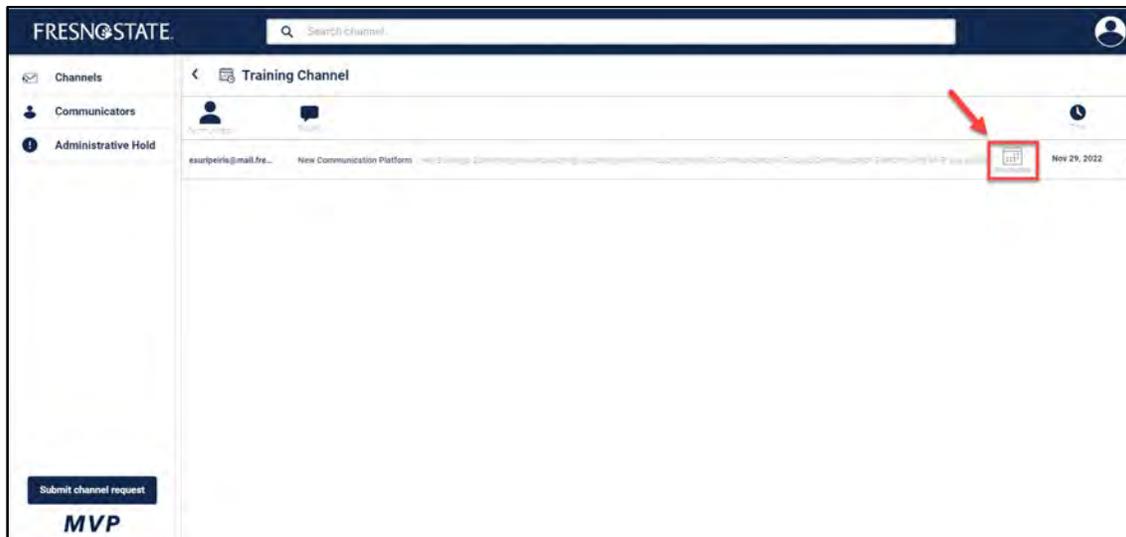
1. To manage scheduled emails, select the scheduled icon located in the channel banner of the homepage. You will then be redirected to the Scheduled Emails page.



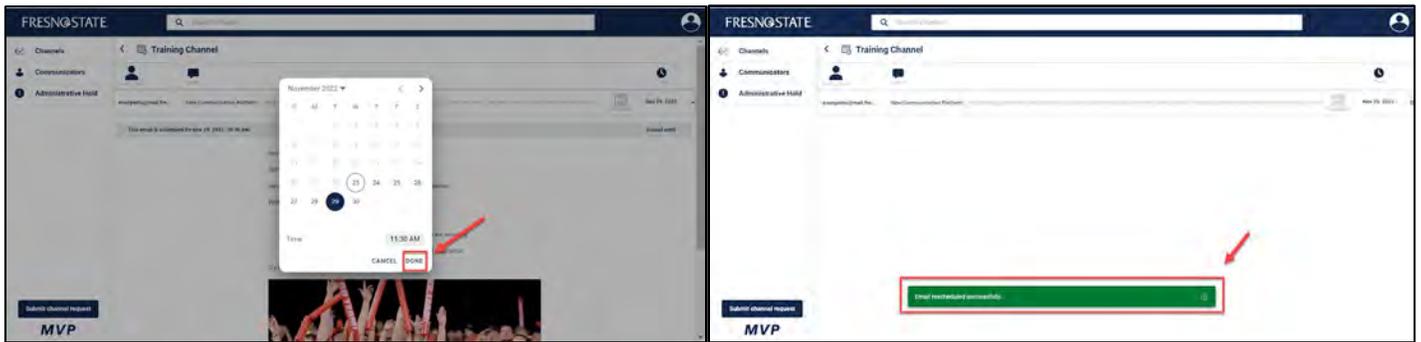
2. The email banner can be expanded and collapsed by clicking on the banner or the dropdown.



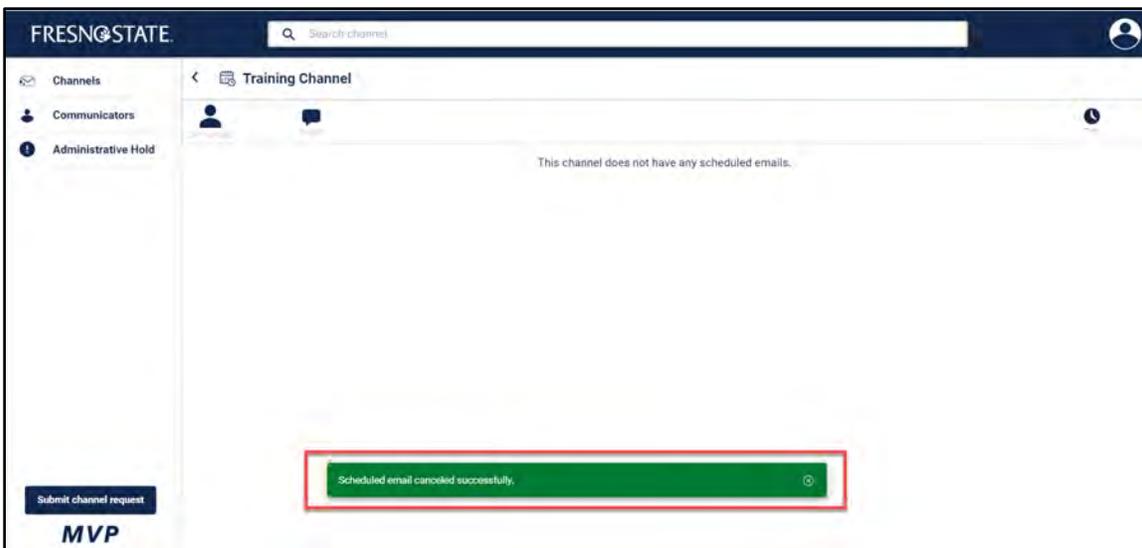
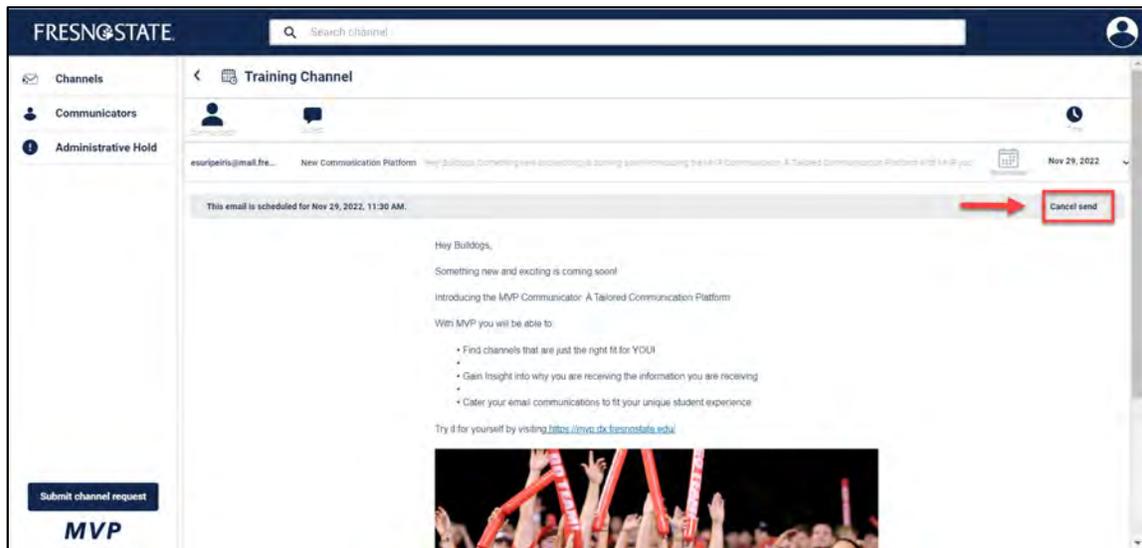
3. To reschedule the email, click the calendar icon.



4. Select a new date or time. Then click done. You will see a confirmation pop-up notifying you that the email has been rescheduled successfully.

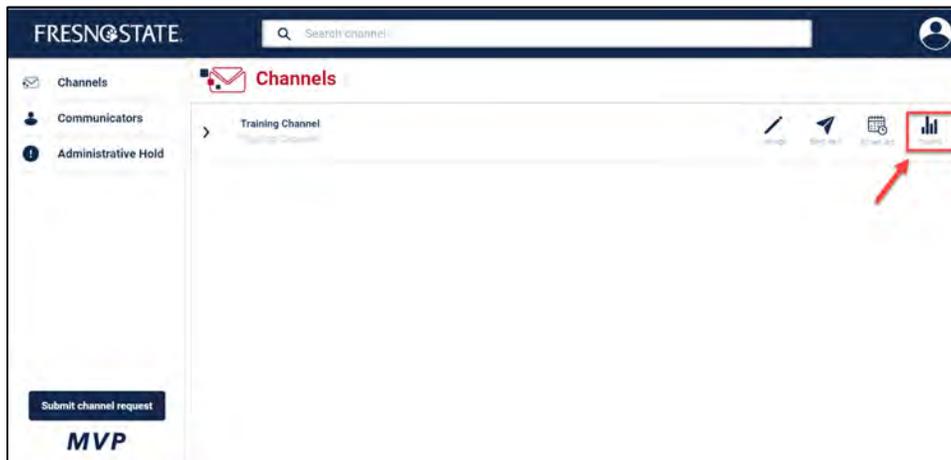


5. To cancel a scheduled email, expand the email banner that you want to cancel. Click the cancel send button located on the right side of the banner. You will see a confirmation pop-up notifying you that the email has been canceled successfully.

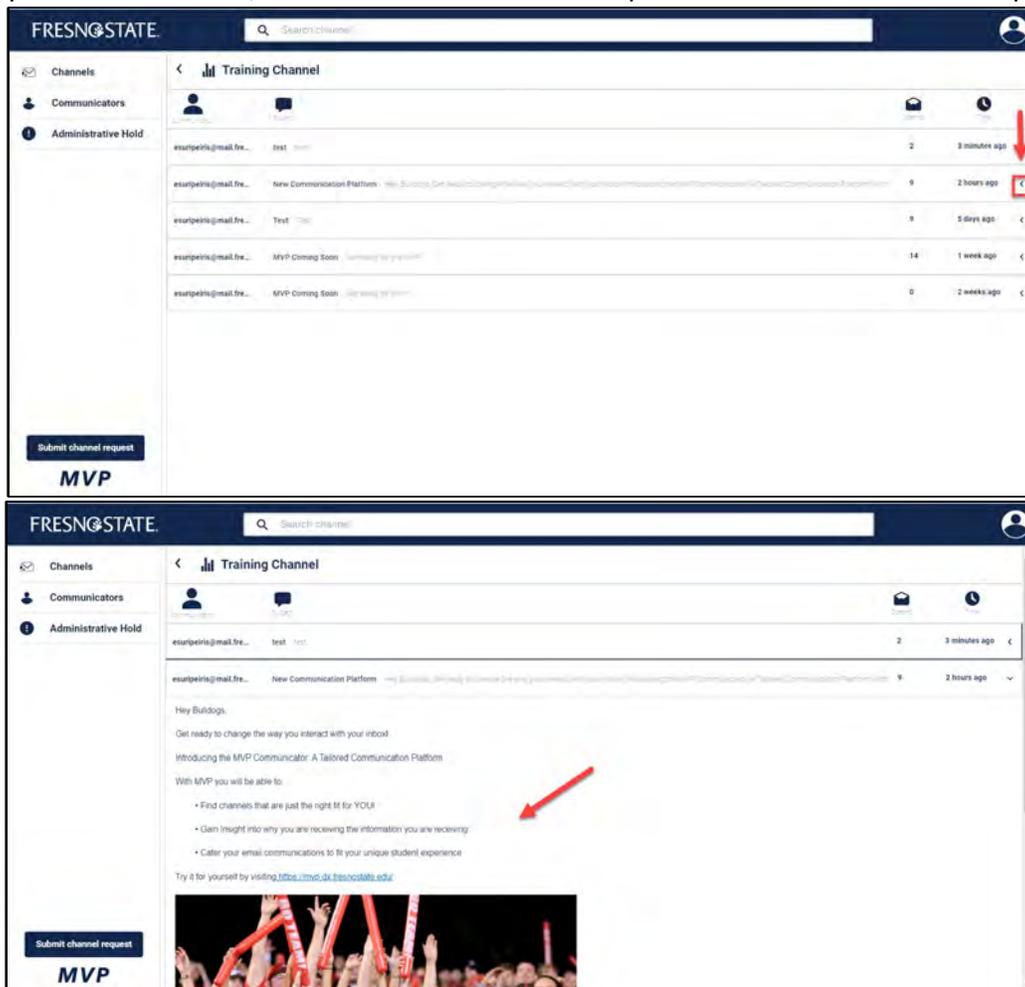


## View Channel Insights

1. To view channel insights, click on the insight icon located in the channel banner of the homepage. You will then be redirected to the Insights page. Insights include the communicator that sent the email, the subject line, a preview of the body text, how many recipients opened the email, and a timestamp.

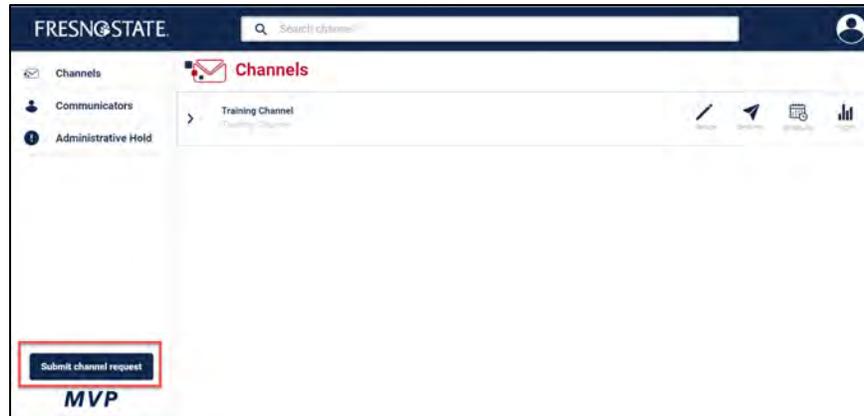


2. To view past email content, click on the email or the dropdown and the banner will expand



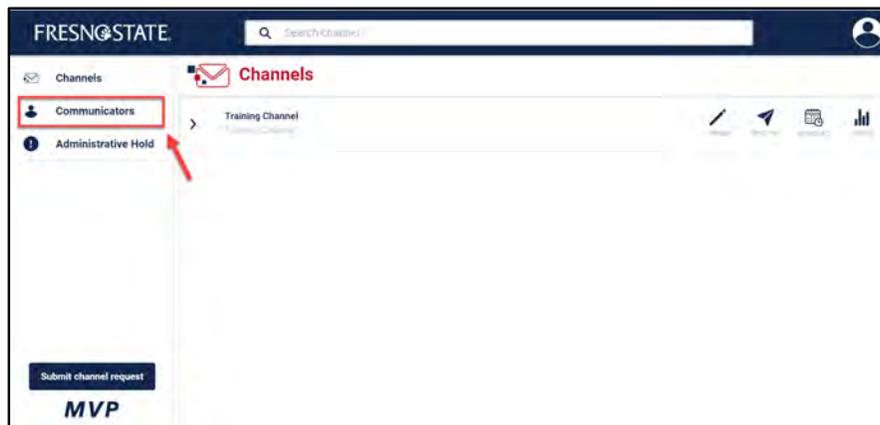
## Submit a Channel Request

1. To submit a request for a new channel, click the Submit Channel Request button located in the bottom left corner of the home page.

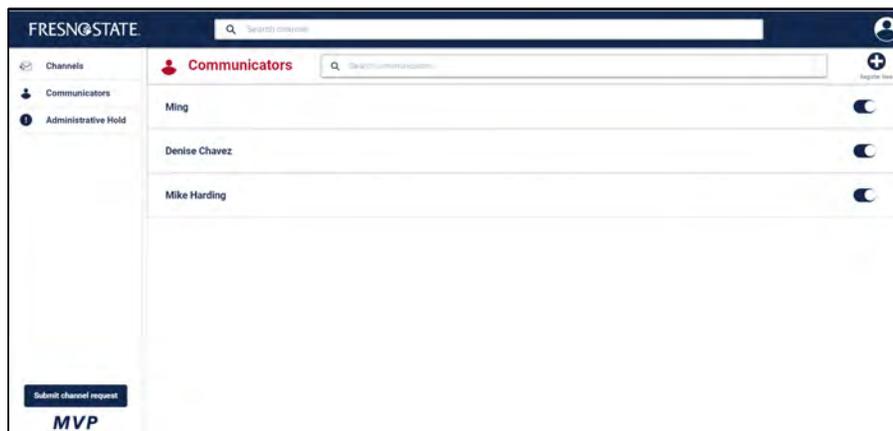


## View Communicators

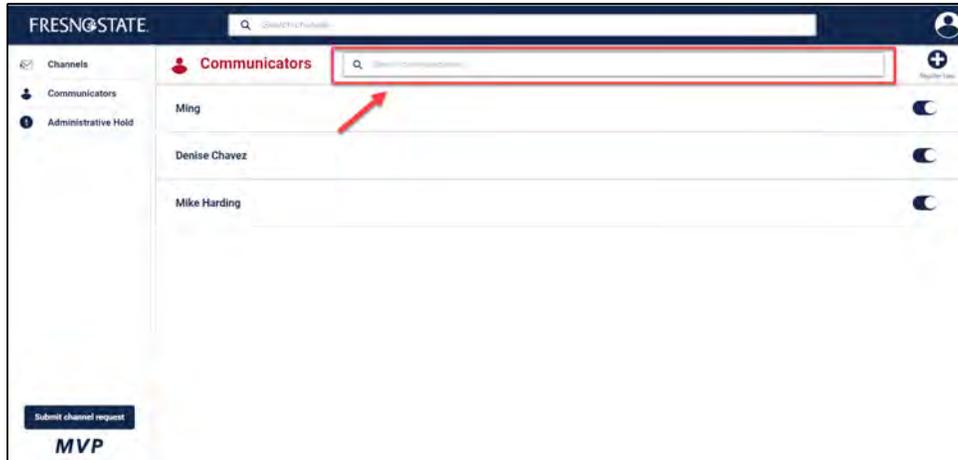
1. To manage communicators, select the Communicators option in the navigation bar located on the left side of the homepage.



2. You will be redirected to the Communicators page. Located on the center page is the list of current communicators registered in the system.

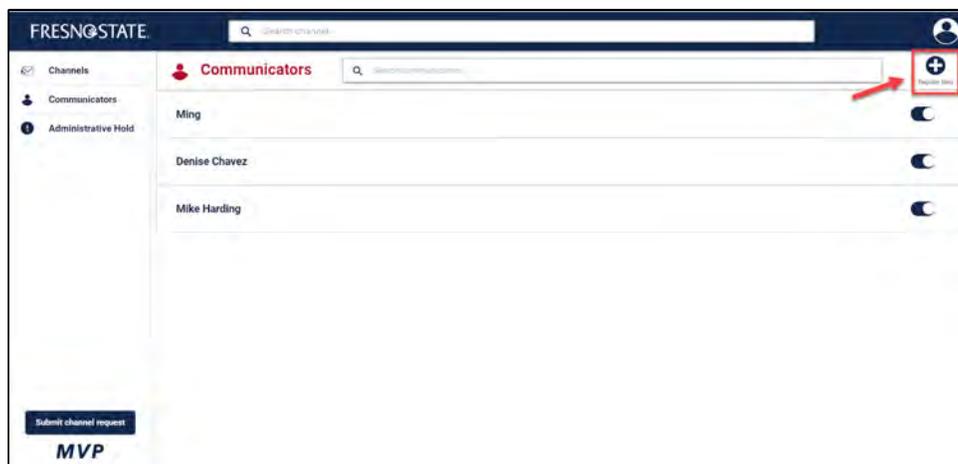


3. Located at the top of the page is a search bar to search for registered communicators.

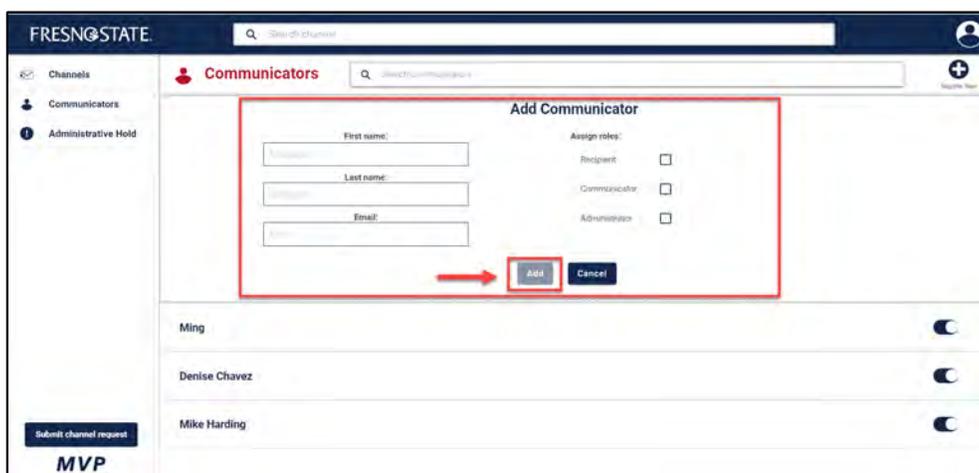


## Register a New Communicator

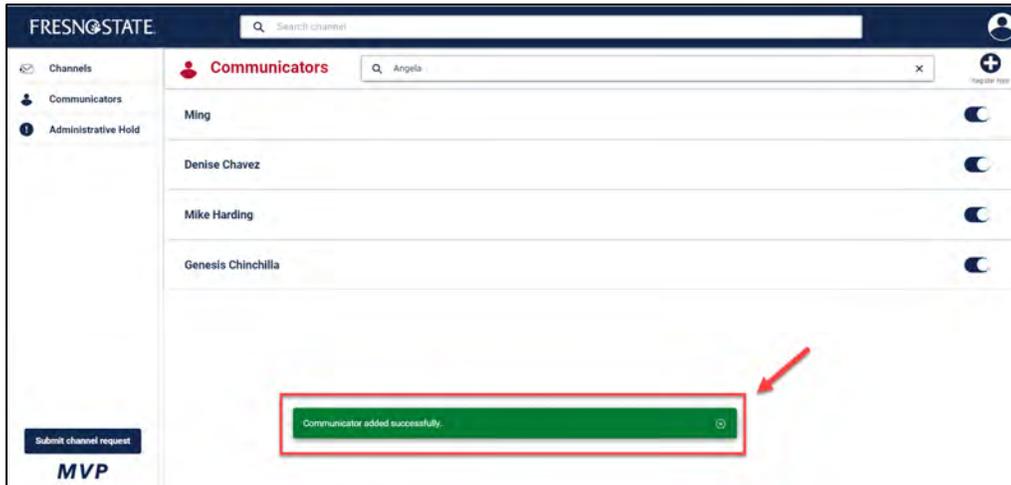
1. Click the Register New button located in the top right corner of the Communicators page next to the search bar.



2. Enter the Communicator's information into the fields and select the role type. Please note that you must enter the communicator's Fresno State assigned email.

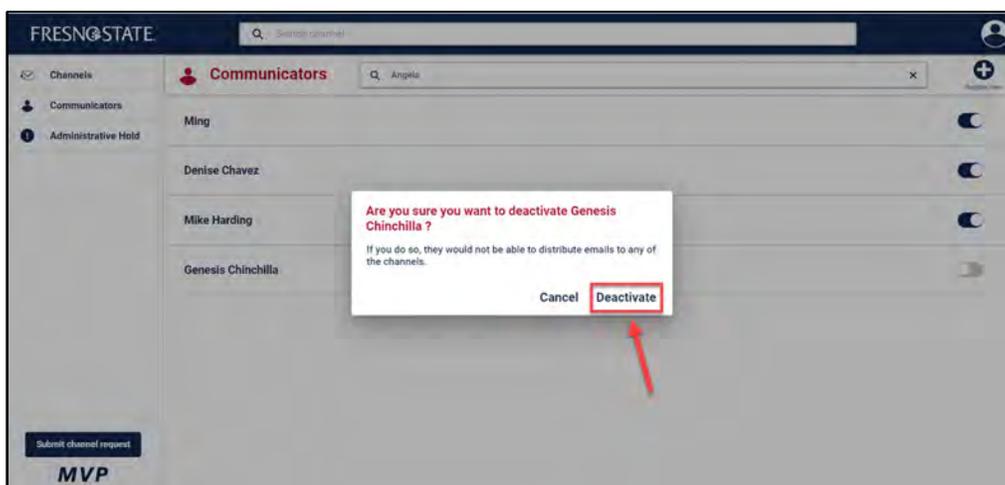
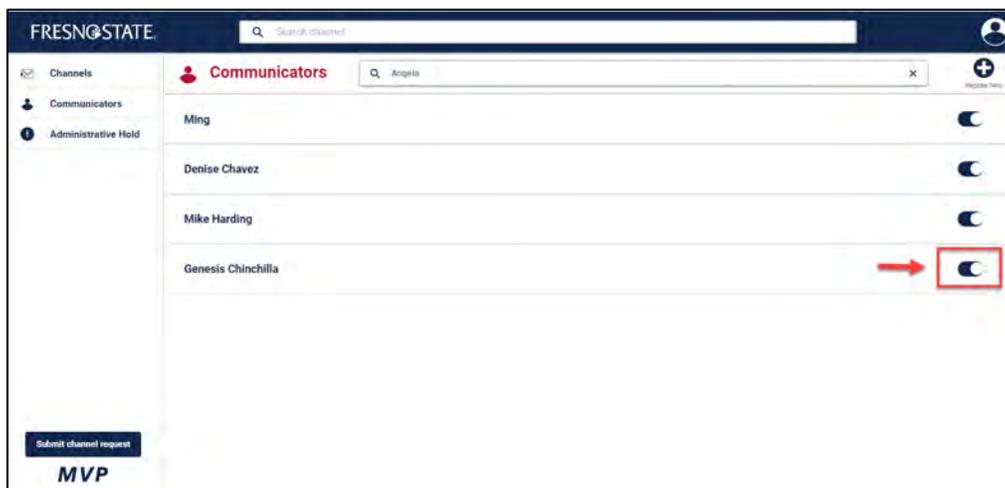


3. Click add to complete the action. You will now see the new communicator on the list and see a confirmation pop-up notifying you that the communicator has been added successfully.

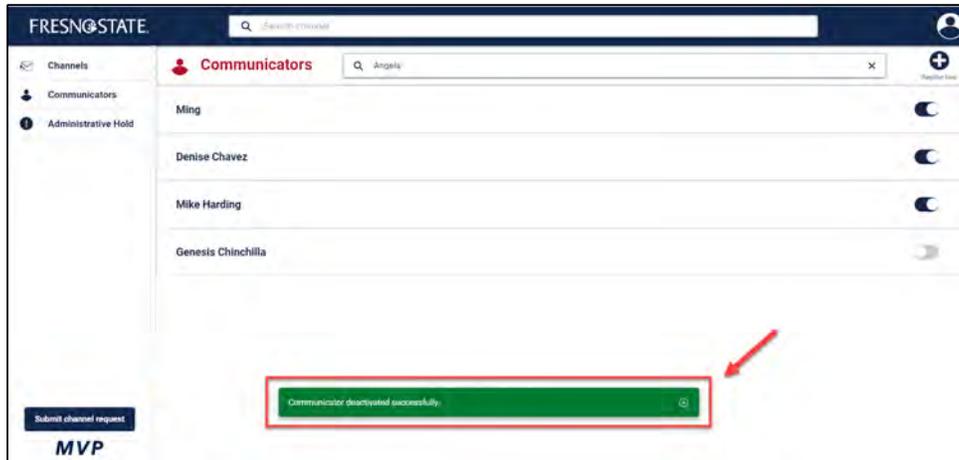


## Activate or Deactivate an Existing Communicator

1. To activate or deactivate a communicator toggle the switch located on the right side of the selected communicator.

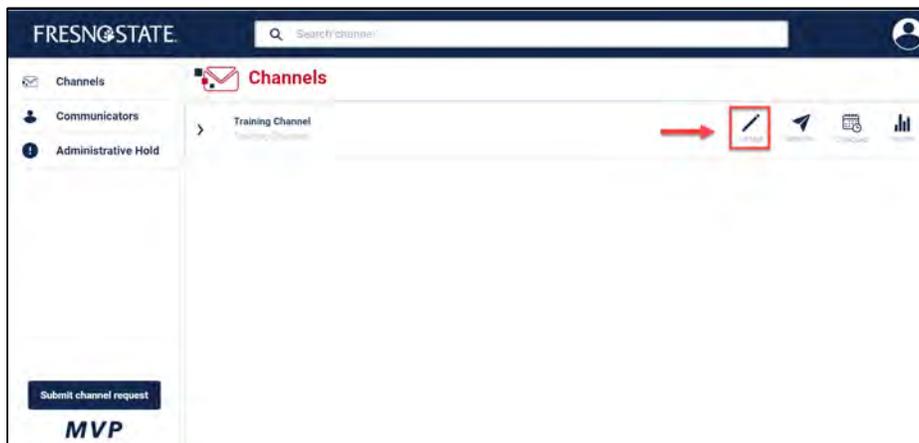


- Now, a green pop-up message will show if, the communicator was deactivated successfully

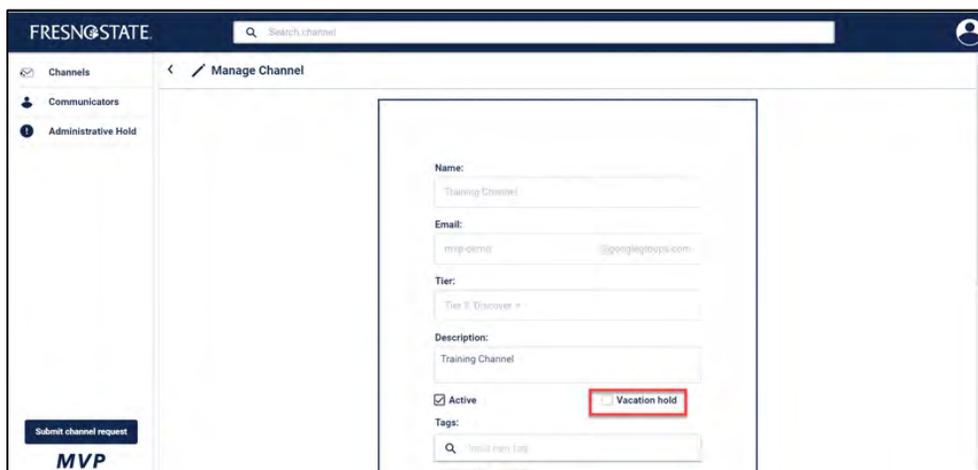


## Set a Vacation Hold

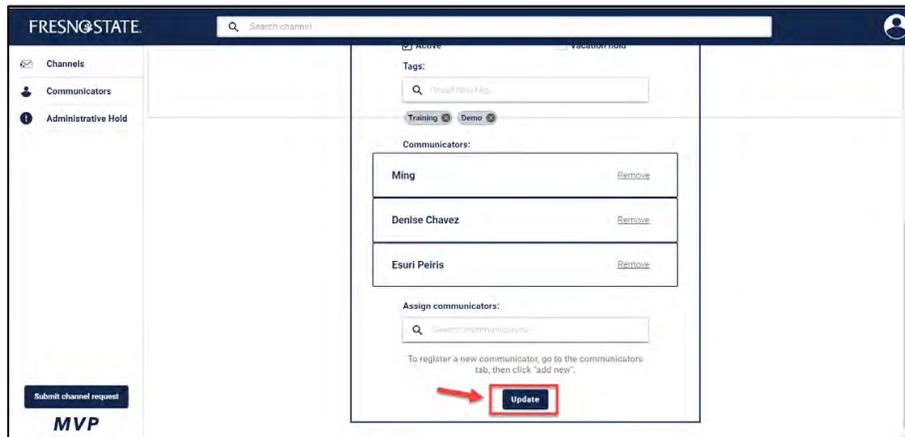
- A Vacation Hold halts all assigned communicators' ability to send emails to the selected channel. To set a vacation hold select the Manage icon located in the channel banner of the homepage. You will then be redirected to the Manage Channel page.



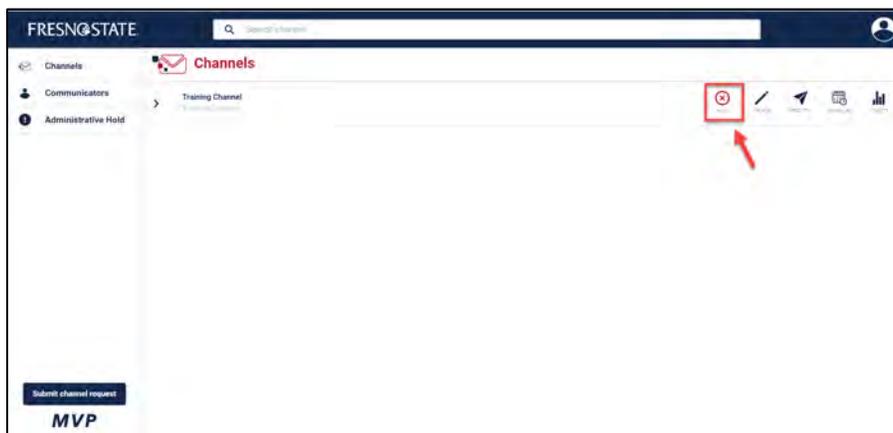
- Next, click the Vacation hold box



3. Then, select the update button located at the bottom of the page

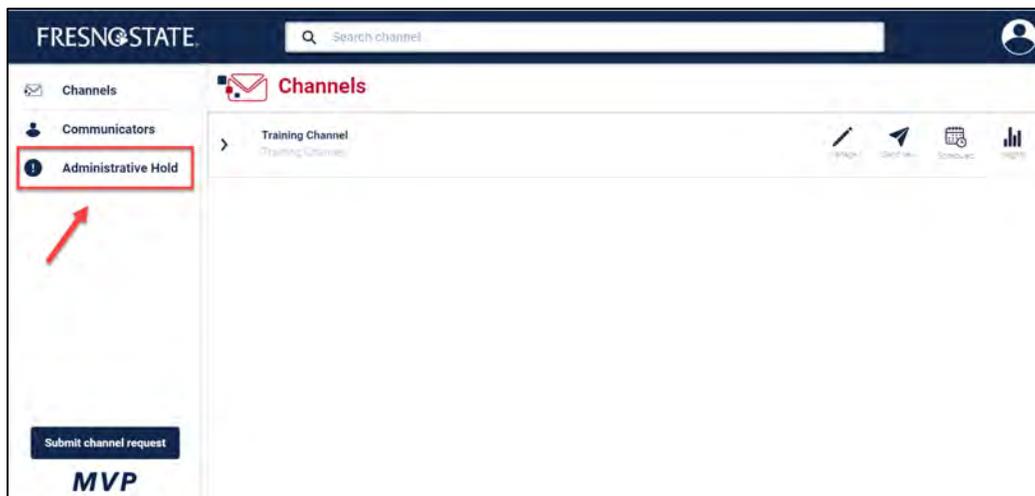


4. Now, the **Hold** icon will show in the banner of the channel

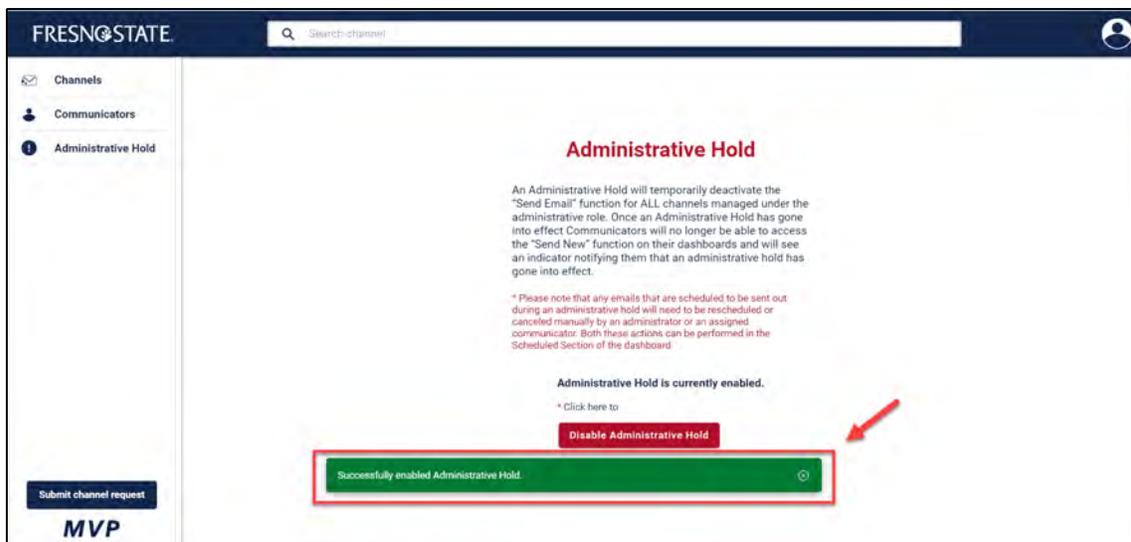
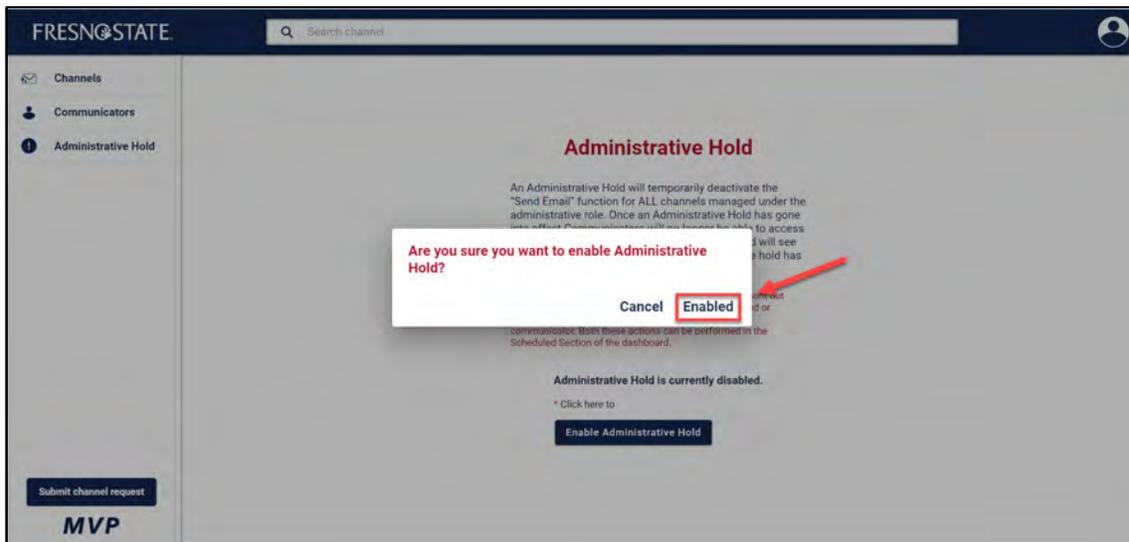
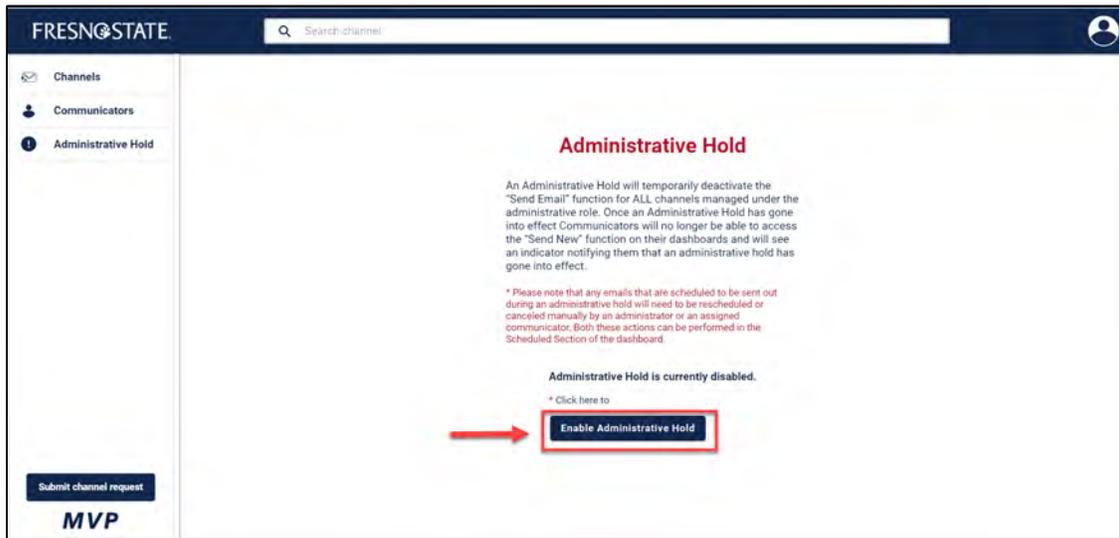


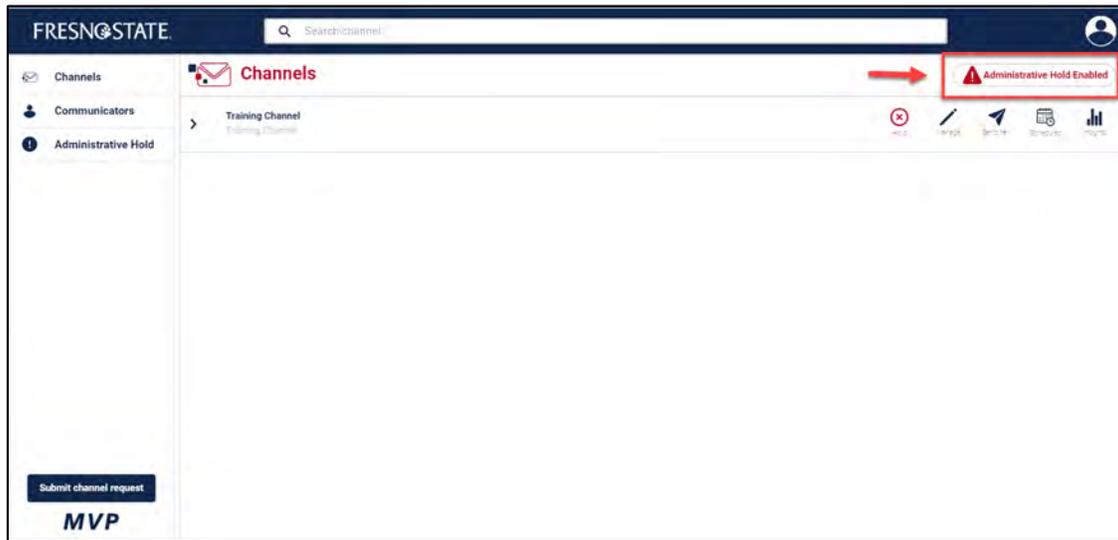
## Set an Administrative Hold

1. An Administrative Hold is a blanket hold that halts all communicators' ability to send emails for all channels in the MVP Platform. To enable an Administrative Hold, select the Administrative Hold option in the navigation bar located on the left side of the homepage.



2. Click the enable Administrative Hold button to enable a hold. You will see a confirmation pop-up notifying you that the action has been completed successfully.





3. Click the Disable Administrative Hold button to disable a hold. You will see a confirmation pop-up notifying you that the action has been completed successfully.

## How to Log out

1. Click the profile icon located in the upper right corner.
2. Select log out.

