# 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.



Last updated: 10/21/2022

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

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Channels	Channels	
Communicators	Training Channel	/ 1 📾 📶
Administrative Hold		testa fectar reput
Submit channel request		

#### Search For a Channel

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

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Communicators	> Training Channel	/ 1 📾 📶
Administrative Hold		and and an article of all
Submit channel request		
MVP		

## **View Channel Information**

1. 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.



Last updated: 10/21/2022

## 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.

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Channels	Channels	
Communicators     Administrative Hold	Training Channel	
Submit channel request		

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

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Communicators		
Administrative Hold		
	Name: Long Common Email: Tier:	
	Tarl & Unevent # Description: Training Channel	
Studenet channed requests	Active Vacation hold Tagu:	
MVP		

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

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Channels < / Manage Cha	inel	
Communicators		
Administrative Hold		
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	Training Cremme!	
	Email:	
	mitp-elime geoglegroups.com	
	Tier:	
	Tier 2 Discover =	
	Description:	
	Training Channel	
	Active Vacation hold	
Submit channel request	Tags:	
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4. You can input custom tags for the channel.

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Communicators		
Administrative Hold		
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	Tier:	
	That is Drawning a	
	Description:	
	Training Chantel	
	Active	Vacation hold
Submit channel request	Tags:	

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.

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6. Click update to save changes.

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Channels	Tags:	
Communicators	Q, (Insultient/Age	
Administrative Hold	Training (Demo () Communicators:	
	Ming Remove	
	Denise Chavez	
	Esuri Peiris Remove	
	Assign communicators:	
	Q. Source communications	
Submit channel request	To register a new communicator, go to the communicators tab, then click "add new".	
MVP	opuate	

Last updated: 10/21/2022

# 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.

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Communicators	> Training Channel	/ 🕇 📾 📶
Administrative Hold		and the second second second
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-		
Submit channel request		
MVP		

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.

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Communicators	mup-dimini, mini freudostané edu	
Administrative Hold	Support	Sachingard
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Submit channel request	Send 🕑 💿	Û

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

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Communicators	Imprenos con Presentala con	
Administrative Hold	Sauper	Secure concerns
	8 J U O 11 4+ E Ξ Normal 1 E E A & SensSerf 1 E 9 B B	
Submit channel request	Dear Nolpasse Inter	- Uni Ingent
MVP	Sand Example Terr	Û

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.

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Communicators	representation in the second se	Commissionators	1 1 13 14
• Administrative Hold	Noger (	Administrative Head	the sold they be
	E F U B F U B F Server, F B B F A B Server F B A B B Encoderances		
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5. To schedule an email to send out later select the Schedule Send icon located next to the send button.

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Communicators	and the second se	
Administrative Hala	and the second s	lacross.
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	Known and the second	*****
	/	
Salvet dama inquest		
MVP	Sind 🔛 🔍	<u> </u>

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.

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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.

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Channels	Channels	
Communicators	Training Channel	/ 4 📖 11
Administrative Hold	Contraction of the second	and see the
Submit channel request		
MVP		
Submit channel request		

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.

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Channels	< 🗔 Trainir	ng Channel	
Communicators	1		0
Administrative Hold	esuripeiris@mail.fre_	New Communication Platform	Mey 29, 2022

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.

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Channels	Channels	
Communicators	> Training Channel	/ 1 🗟 📶
Administrative Hold		1
Submit channel request		
MVP		

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.

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Channels Communicators Administrative Hold	Channels Training Channel	2	1 0	du
Submit channel request				

#### View Communicators

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

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😒 Channels	Channels	
Communicators	Training Channel	/ 4 📾 📶
Administrative Hold		and first must not
Submit channel request		
MVP		

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

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Channels	Communicators	1 California and a second	C
Communicators     Administrative Hold	Ming		C
	Denise Chavez		C
	Mike Harding		c
Submit channel request			

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

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🔄 Channels	🕹 Communicators	- O
Communicators     Administrative Hold	Ming	C
	Denise Chavez	C
	Mike Harding	C
Submit channel request		

# 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.

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Channels	Communicators Q	
Administrative Hold	Denise Chavez	C
	Mike Harding	C
MVP		

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.

FRESN@STATE.	Q. Smith channel			9
Channels	Communicators	Q		0
Communicators     Administrative Hold		First name;	Add Communicator Assign roles: Recipient	
		Email:	Add Cancel	
	Ming			C
	Denise Chavez			C
Submit channel request	Mike Harding			C
MVP				

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.

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Channels	Communicators	Q Angela	× Orageter Harr
Communicators Administrative Hold	Ming		C
	Denise Chavez		C
	Mike Harding		C
	Genesis Chinchilla		C
	1.0	/	
Submit channel request	Communic	anter added successfully.	
MVP			

# 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.

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Channels	Communicators	Q, Angelis	× O
Communicators     Administrative Hold	Ming		C
	Denise Chavez		C
	Mike Harding		C
	Genesis Chinchilla		-> C
Sdmit charred request MVP			
FRESN@STATE.	Q. Sente cautie		
S Channels	Communicators	Q, Angels	× 0
Communicators     Administrative Hold	Ming		C
	Denise Chavez		C
	Mike Harding	Are you sure you want to deactivate Genesis Chinchilla ?	C
Substit charges frequent	Genesis Chinchilla	If you do so, they would not be able to distribute emails to any of the channels. Cancel Deactivate	3
		1	

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

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E Channels	Communicators Q Angela	×	0
Communicators Administrative Hold	Ming		C
	Denise Chavez		C
	Mike Harding		C
	Genesis Chinchilla		3
Saderit charood request	Communicator descriptional parsonals	#r _ ©	

#### Set a Vacation Hold

1. 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.

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Se Channels	Channels	
Communicators	> Training Channel	
Administrative Hold		
Submit channel request		
MVP		

2. Next, click the Vacation hold box

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Channels < / Manage Channel	21	
Communicators	-	
Administrative Hold		
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	Tier:	
	Tier 2 Discover =	
	Description:	
	Training Channel	
	Active	
Submit channel request	Tags:	
MVP	Q Insult new Legi	
	Tables Come C	

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

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Channels	Tags:		
Communicators	Q. threat how the		
Administrative Hold	Training 🔘 Demo 🕲		
	Communicators:		
	Ming	Remove	
	Denise Chavez	Remove	
	Esuri Peiris	Bentove	
	Assign communicators:		
	Q. Southtransmithicaters		
	To register a new communicator, go to tab, then click "add m	o the communicators ew".	
ubmit channel request			

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

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Substite channel requirest MVP		

#### 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.







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Communicators	> Training Channel	۲	1	1		.ht
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Submit channel request						
MVP						

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.

