

## 4 Groups

### Create a Basic Group

1. Click the **MESSAGES** tab.
2. Click the **GROUPS** sub-tab.
3. Click the **ADD** button.
4. Select a school to which you would like to assign this group (district admins only).
5. Enter a meaningful group name.
6. Enter a unique Group ID number (especially for telephone use).
7. a. Private groups are number 1-99.
8. b. Public groups are number 100+.
9. Click a folder/sub-folder to display possible group members for selection.
10. Click the names of desired group members.
11. Click **SAVE**.

### Edit an Existing Group

1. Click the **MESSAGES** tab.
2. Click the **GROUPS** sub-tab.
3. Click the name of the group you wish to edit.
4. Click on the file folder in the **SELECTED MEMBERS SECTION** - click on the name(s) you wish to remove.
5. Click **SAVE**.

### Delete an Existing Group

1. Click the **MESSAGES** tab.
2. Click the **GROUPS** sub-tab.
3. Locate the desired group name.
4. Check the box to the left of the Group ID.
5. Click the **REMOVE** button.
6. Click **REMOVE** again to confirm removal.

## 5 Reporting

### View/Schedule a Messaging Tracking Report

1. Click the **REPORTS** tab.
2. Click **MESSAGE TRACKING**.
3. Set search criteria (school, message category, date range etc.) group.
4. Click the **GENERATE REPORT** button.
5. Click the **EXPORT** button to save or view as an Excel spreadsheet.
6. Click the **PRINT** button to print a copy.
7. Click the title of the message to view a detailed status and delivery report including call status numbers and delivery rates.
8. Click the **SCHEDULE** button to set up an automatic delivery of this report.
9. Use or change the name for this report
10. Set the time, and days on which you would like to have this report delivered.
11. List the recipients' email addresses separated by commas or on a separate line.

### View/Schedule a Contact Report

1. Click the **REPORTS** tab.
2. Click **CONTACT REPORT**.
3. Set search criteria (school, message category, recipient type, status, phone number, display and sort by).
4. Click the **GENERATE REPORT** button
5. Click the **EXPORT** button to save or view as an EXCEL spreadsheet.
6. Click the **PRINT** button to print a copy.
7. Click the **SCHEDULE** button to set up an automatic delivery of this report.
8. Use or change the name for this report
9. Set the time / days of the week for delivery.
10. Set the time, and days on which you would like to have this report delivered.
11. List the recipients' email addresses separated by commas or on separate lines.

# Blackboard

## Mass Notifications Quick Reference Guide



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# 1 Accounts & Help

## Login to Blackboard Mass Notification

1. Type your Blackboard URL into a web browser
2. Type your Login ID & Password.
3. Click **sign in**

## Change Login/Phone ID and Password/PIN

1. Click the **ACCOUNT** link near your name.
2. Click **EDIT LOG IN/PASSWORD**.
3. Change ID if desired
4. Confirm the new password.
5. Enter New Password.
6. Click **SAVE**.

## Create an Account

1. Click the **ACCOUNTS** tab.
2. Select the appropriate role type and school.
3. Click **CREATE NEW**.
4. Enter personal information and click **SAVE**.

## Access Manuals, FAQ's, Videos, etc.

1. Click on Help Tab
2. Click any of the links on this page to access the particular resources you desire.
3. Within this Customer Portal you will ind:
  - a Frequently Asked Questions
  - b Documentation (User guide, etc.)
  - c eTraining Program (Training videos)
  - d Instructional Webinars (Live/Archive)
  - e Offer Feedback (Share success, etc.)
  - f Contact Support (email/phone/tickets)

# 2 Messaging Basics

## Send a Custom Message

1. Click the **MESSAGES** tab on the main menu bar.
2. Provide the information, or selections, in the boxes on the left side of the screen (Subject, Recipients, etc.).
3. Tap the **TEMPLATE** icon on the bottom of the screen and enter your message.
4. Add Websites, Alerts (where applicable), voice, email, SMS, push notification, Facebook, Twitter or RSS feed.
5. Tap on any other appropriate icon at the bottom to view it as a voice, email, SMS, push notification, Facebook, Twitter or RSS feed.
6. Tap on the icon to select the types of messages you wish to send. Make sure the icons of the modes you wish to communicate in are in color
7. Select the **RECIPIENTS** for all methods of delivery, if needed, and either record the message or verify that the text of the messages conforms to the formats required for each of the message types chosen.
8. For Emergency Click on the Emergency button to the left and select **OK**.
9. Tap the **SEND** Button to send the message NOW. Click on the words **START TIME** to the left to schedule a specific Time and Date

## Edit a Previously Sent Message

1. Click the **CREATE A MESSAGE** button from the HOME tab or the **MESSAGES** tab on the main menu bar.
2. Click on the Saved Messages bar on the left side of the screen to view available messages.
3. Click on the folder titled Miscellaneous
4. Click the title of a message you want to edit.
5. Click the **EDIT** button
6. Click the **COPY** button if you would like to use this template to create your new message
7. Make necessary changes to the message (record new audio if details have changed.).
8. Optional: To change call times or priorities click **ADVANCE OPTIONS**, then modify delivery criteria and click **SAVE**.
9. Select **RECEIPTS**.
10. Click **SEND** if you wish to send the message out at the time indicated.

## Delete an Existing Message

1. Click the **MESSAGES** tab on the main menu bar.
2. Click a folder on the left side of the screen to view available messages.
3. Click the title of a message you want to delete.
4. Click the **EDIT** button.
5. Click the **DELETE** button.

# 3 Other Messaging

## Send a Message Using Blackboard Comms HQ Mobile App

1. Select **NEW MESSAGE** from the menu.
2. Tap the **TEMPLATE** icon and enter your message.
3. Tap on any other icon at the bottom to view it as a phone, email, SMS, push notification, or a Facebook, Twitter or RSS feed.
4. Tap on an icon to select the type of message.
5. Select the **RECIPIENTS** for all methods of delivery, and either record the message or verify the text of the message.
6. If needed, tap on the small icon in the bottom left of the screen for **LANGUAGE TRANSLATION**.
7. Tap on the **SMALL CLOCK ICON** in the center of the lower screen to change delivery times.
8. For an emergency message, slide the button in the lower right corner to the right.
9. Tap the **SEND** tab in the upper right corner to send the message in all selected formats.

## Stop a message from Delivery

1. Click the **MESSAGES** tab, **OUTBOX** sub-tab.
2. Find the message title listed in the Outbox.
3. Click the message title.
4. Click the **CANCEL MESSAGE** button.