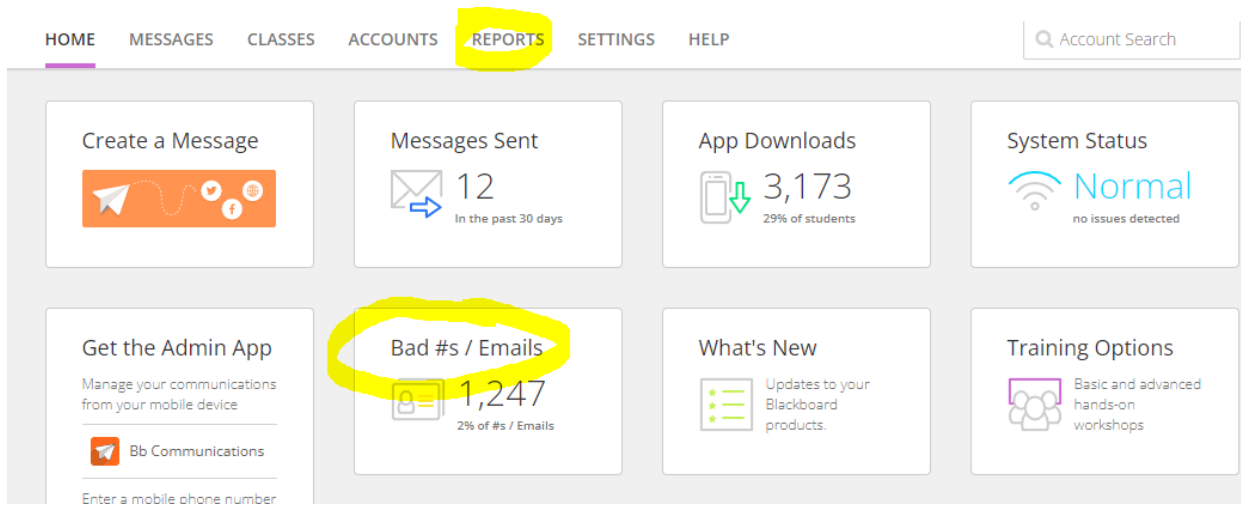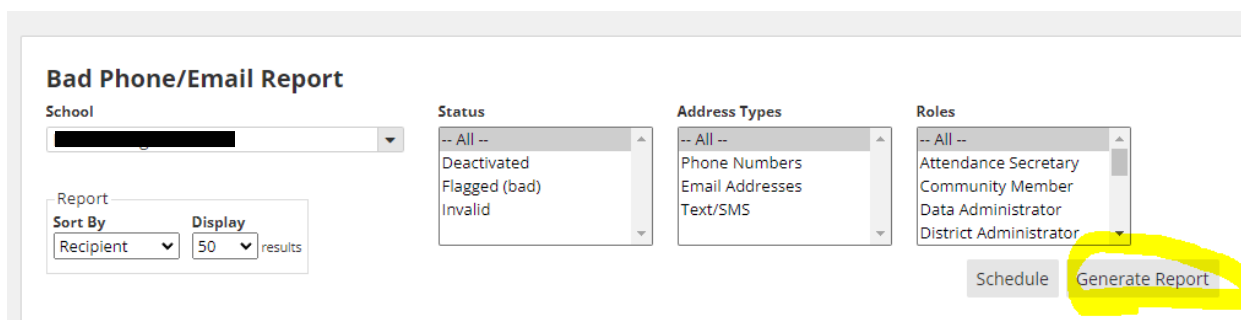# Helpful Hints about using the Bad #s/Email report in BB Mass Communications.

Sign in using Google. Access either by selecting Reports from the Menu or select the Bad #s/Emails Icon.

You can leave the defaults and Generate Report and it will show everything together.

	Recipient	Role	Bad Address	New Number	Date Flagged	Date Deactivated	Good Addresses	Status
☐		Parent	828-215-2441			Jan 05, 2022	📞📱	⚠
☐		Parent	828-358-9117		Mar 18, 2022		📞✉	🚩
☐		Student	828-572-0397		Mar 17, 2022			🚩
☐		Parent	336-918-6796		Mar 22, 2022		📞✉	🚩
☐		Parent	828-292-1263			Mar 21, 2022	📞✉📱	⚠
☐		Parent	828-292-1263			Mar 21, 2022	📞✉📱	⚠
☐		Parent	828-201-6159		Mar 17, 2022		📞✉	🚩
☐		Parent	336-200-3934		Mar 17, 2022		📞✉	🚩
☐		Parent	336-200-3934			Nov 15, 2021	📞✉	⚠
☐		Parent	828-234-1232			Mar 14, 2022	📞✉📱	⚠
☐		Parent	828-234-1232			Mar 14, 2022	📞✉📱	⚠
☐		Parent	828-205-8292		Mar 18, 2022		📞📱	🚩
☐		Student	828-493-1762			Feb 15, 2022		⚠
☐		Student	7584641					❶
☐		Student	828-221-4790	33▓▓▓▓		Jan 07, 2022		⚠
☐		Parent	828-205-6490	8▓▓▓▓		Jan 21, 2022	📱	⚠
☐		Student	828-205-6490	8▓▓▓▓		Jan 21, 2022		⚠
☐		Student	828-572-0522		Mar 17, 2022			🚩
☐		Parent	828-729-8360			Nov 03, 2021	📱	⚠

Or you can sort it by the Status. Just choose which item and type then Generate Report.

Bad Phone/Email Report

School

Status
- All -
Deactivated
Flagged (bad)
Invalid

Address Types
- All -
Phone Numbers
Email Addresses
Text/SMS

Roles
- All -
Attendance Secretary
Community Member
Data Administrator
District Administrator

Report

Sort By Recipient
Display 50 results

Schedule Generate Report

Displaying 1-21 of 21 addresses.

Send Message Export Print

	Recipient	Role	Bad Address	New Number	Date Deactivated	Good Addresses	Status
☐		Parent	828-215-2441		Jan 05, 2022	☎ ☐	⚠
☐		Parent	828-292-1263		Mar 21, 2022	☎ ✉ ☐	⚠
☐		Parent	828-292-1263		Mar 21, 2022	☎ ✉ ☐	⚠
☐		Parent	336-200-3934		Nov 15, 2021	☎ ✉	⚠
☐		Parent	828-234-1232		Mar 14, 2022	☎ ✉ ☐	⚠
☐		Parent	828-234-1232		Mar 14, 2022	☎ ✉ ☐	⚠
☐		Student	828-493-1762		Feb 15, 2022		⚠
☐		Student	828-221-4790		Jan 07, 2022		⚠
☐		Parent	828-205-6490		Jan 21, 2022	☐	⚠

The status symbols will show more information if you hover over them.

ate Deactivated	Good Addresses	Status
Jan 05, 2022	☎ ☐	⚠
Mar 21, 2022	☎ ✉ ☐	
Mar 21, 2022	☎ ✉ ☐	
Nov 15, 2021	☎ ✉	⚠

Deactivated: Deactivated by T-Mobile USA on Jan 05, 2022. Click to activate.

e Deactivated	Good Addresses	Status
n 05, 2022	☎ ☐	⚠
	☎ ✉	🚩
	☎ ✉	
ar 21, 2022	☎ ✉ ☐	⚠

Flagged: Marked as a bad address based on delivery results. Delivery attempts will be limited.

Displaying 1-1 of 1 addresses.

Bad Address	New Number	Date Flagged	Date Deactivated	Good Addresses	Status
y.18@gmail				✉	❗

Invalid: Invalid address format

Here's a chart with an explanation of the different status symbols and their descriptions. Knowing what they mean will help you decide what needs to be done to correct the problems.

Icon	Description
✅ Enabled	Available for use. Messages will be sent to address.
🚩 Flagged	Marked as a bad address based on delivery results. Delivery attempts will be limited.
❌ Disabled	Not available for use. No messages will be sent to address.
❗ Invalid	Invalid address format including phone numbers missing all ten digits or email addresses without @ symbols.
🚫 Blocked	Listed on the do-not-contact list. Addresses are added by: 1. Administrator manually adds the address on the do not contact list. 2. Recipient unsubscribed from emails. 3. Recipient texted STOP for SMS messages. 4. Recipient called the opt-out hotline for phone numbers.
⚠️ Deactivated	Phone number has been deactivated by the phone carrier.

To see more information, choose one recipient to view information regarding the error. Click on the name of the person to open up an account window.

Keep in mind, you can not change the mistakes in BB Mass Communications. If you have errors on staff, they must be told to go to Timekeeper and request corrections to their information. Once the staff file has updated, it will correct in the nightly upload and be corrected in BB Mass Comm.

If they are students or parents, you will have to make corrections in PowerSchool. Then the change will be updated overnight in BB Mass Comm.

For phone numbers that are deactivated or bad, you will need to **ALWAYS CONTACT THE PARENT REGARDING THE BAD NUMBER TO CONFIRM BEFORE REMOVING IT FROM PS.**

Open the person's account. You can see all their information.

From the tabs along the top of the account, click the Contacts tab.
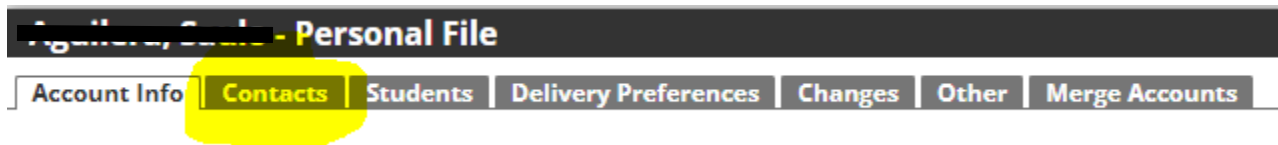
This window gives you information about any contact made by the system. It tells us two things on this person.

- The Text message was sent. Looking on the previous screenshot, the little **chat bubble labeled primary shows SMS** is enabled for that number. If we click on that information under the status, we will see more details.
- They have no email address. Looking back on the previous screenshot, that is correct.

If you click the message under the **Status**, you will see more information.

You can click the "New HHS Notification System" text under **Message** and it will show you what the message was.

Here is another example of a bad phone number on both the parent and student. The # from the student is Home Phone from Demographics. It's also the number listed for the mother. The triangle says the # has been deactivated on 1/21/2022. It gives a possible new cell # for the person. **I would suggest you call and verify the number before making a change in PS. You don't want to send STUDENT information to the wrong person.**

If you see **Operator Intercept** in the Status of the contacts, that means the phone call could not go through, that it isn't a working number.

Keep in mind, that you do have shared contacts. If a parent has students at multiple schools, you may see contact (message) info from the other schools when you look at the details. Make sure to update the student's phone number in Demographics if the number is invalid.

Please visit the Learning Center and watch an 18 minute video about the Bad Phone/Email report. It is very helpful and worth your time.

https://cerc.blackboard.com/LearningCenter

Click Learning Center, then Mass Notifications. Then select Live Event Recordings from the dropdown menu. **Search for the session recorded on 2/8/22**. The one with a date of 3/8/22 is wrong, it's about Blackboard Reach, which we don't have.

I learned from watching the video that you can send messages from inside the report to someone asking them about their contact information, provided they have another contact # or email that is valid.

Select the recipient and hit Send Message.

Bad Phone/Email Report

School			Status	Address Types
	▼		-- All -- Deactivated Flagged (bad) Invalid	-- All -- Phone Numbers Email Addresses Text/SMS

Report
Sort By	Display
Recipient ▼	50 ▼ results

Displaying 1-7 of 7 addresses.

| ☐	Recipient	Role	Bad Address	Date Flagged	Good Addresses	Status
☐		Parent	828-695-3230	Mar 17, 2022		⚑
☐		Parent	828-548-0050	Mar 17, 2022		⚑
☐		Parent	828-695-3230	Mar 17, 2022	📞	⚑
☐		Parent	828-572-2081	Mar 17, 2022	📞	⚑
☐		Parent	828-572-2081	Mar 17, 2022	📞	⚑
☑		Parent	828-572-0397	Mar 17, 2022	📞	⚑
☐		Parent	630-563-2788	Mar 17, 2022	📞	⚑

Send Message

It will open the Message screen. Give the message a **Title** and choose which method you will use to contact them about the invalid number. In this example, I chose **Email**.

If you have never sent a message in this system, it will prompt you to enter your email address. This allows recipients to respond to your message.

Please provide a reply-to email address to send via Email. ✖

Save

Now, type your message letting them know the number that is listed as invalid and which school you are contacting them from. Give them your name and school number so they can call if needed.
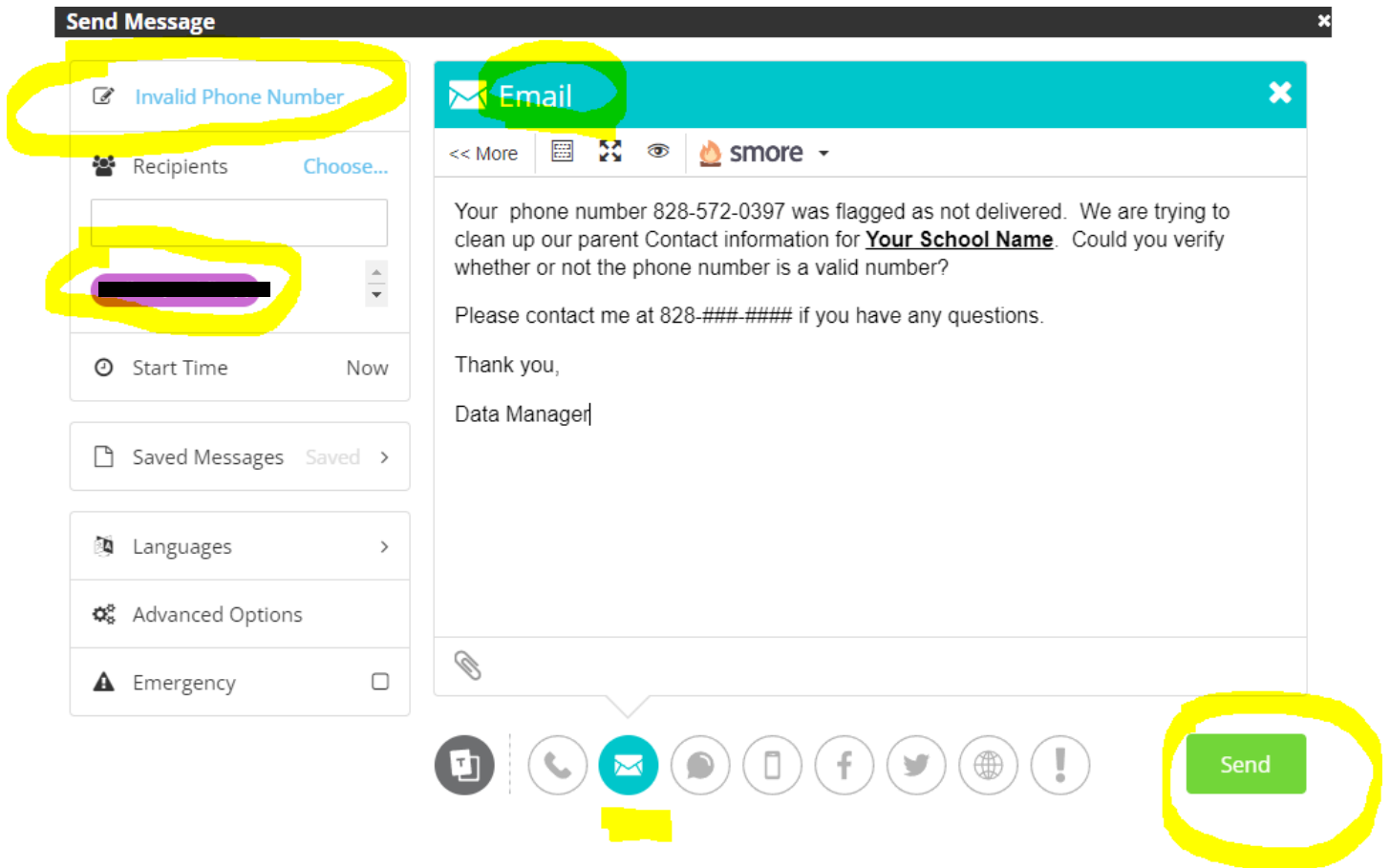
Then hit **SEND**.

Keep in mind that if you choose TEXT, you are limited to 160 characters. Email may be the best method for this purpose if available. I did this yesterday for two staff members and they responded to my email quickly.

Even though we are not "LIVE" with this new system, you can use it for these single messages to get your contact information corrected. The sooner we get the contact data clean, the sooner we can go to using this new system.

FYI: Another way to change reply-to email address. In the upper right corner, select **Account** and open your account information. Add your email address to the **reply-to email address** field and SAVE.