

Quick Start Guide

Sending a Message



Log in to Blackboard Connect 5

1. Go to **blackboardconnect.com**. You may want to bookmark this page for easier access in the future.
2. Enter your username and password and click **Sign In**.
3. Did you forget your username and/or password? Click the corresponding link below the Sign In button.

Get to Send Faster with Blackboard Connect 5

Blackboard Connect 5 is the newest version of our mass notification service. We built Connect 5 using feedback from you, our users, to make it faster and easier than ever to send a message. We encourage you to join hundreds of other Blackboard Connect clients who have already upgraded and who can now:

- Send messages **faster and easier** than ever
 - Streamlined, one-page message sending workflow
 - Custom, pre-set scenario templates; send a message in just a few clicks
 - Expanded message reach via Facebook, Twitter and RSS
- Deliver more **targeted and relevant** content
 - Customizable community portal and group subscriptions
 - Enhanced geo-mapping tools
 - Real-time message delivery reports

For faster access to Blackboard Connect [Bookmark This Page](#)

[Forgot your username or password?](#)

Select a Message Type

1. Click **Message Center** at the top of the page.
2. Choose the **Message Type** (Outreach, Emergency, or Attendance) you want to send.
3. Provide a **Title** for your message on the Send a Message page.

Add Recipients

1. There are several ways to add recipients.
 - a. Auto-complete options
 - i. Start typing a contact type (Student, Staff, etc.), group name (Soccer, Chess Club, etc.), or the word All in the field next to the **To...** button. When the auto-complete suggestion appears, click on it.
 - b. Filters
 - i. Click the **To** button, and use the + to expand a filter option, such as Grade.
 - ii. Check one or more filter boxes to make a selection. Click a checked box to de-select it.
 - iii. Click the **Search** button to execute your search.
 - iv. Check off individual recipients you want to add, or click the **Select All** checkbox to select all contacts that were found in your search.

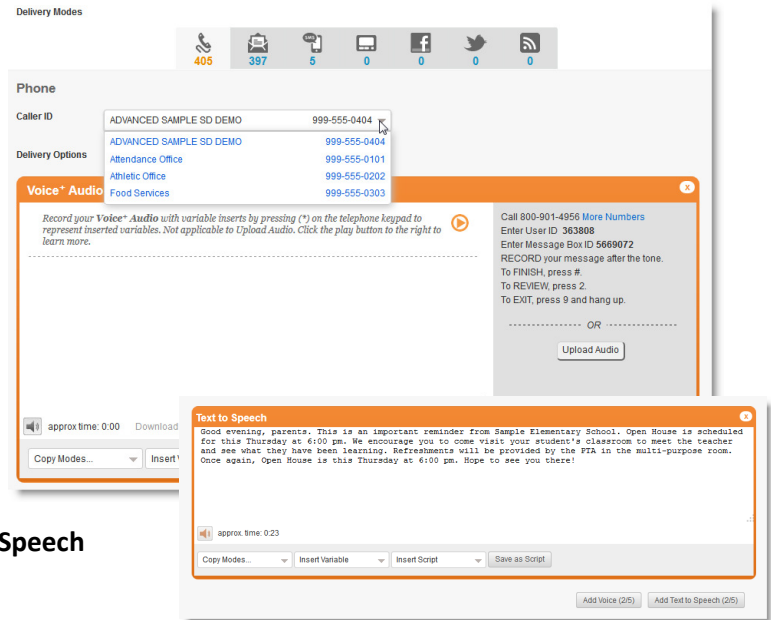
38 contacts found. 6 selected. Select all

Name	Type	Name	Type	Name
<input checked="" type="checkbox"/> Altman, Daniel	Student	<input checked="" type="checkbox"/> Blackmon, Adam	Student	<input type="checkbox"/> Doubrava, Jac
<input checked="" type="checkbox"/> Alvarado, Ethan	Student	<input checked="" type="checkbox"/> Bledsoe, Bobby	Student	<input type="checkbox"/> Douglas, Carr
<input checked="" type="checkbox"/> Anderson, Lizbeth	Student	<input checked="" type="checkbox"/> Burgess, Jaborie	Student	<input type="checkbox"/> Ethredge, Alex

2. Click **Done** to save your selections and return to the Send a Message page.

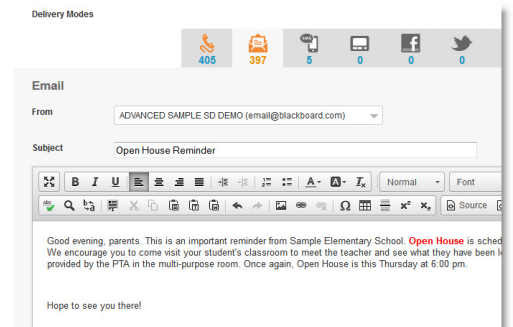
Create a Phone Message

1. Click the **phone tab** on the Send a Message page.
2. Select an available **Caller ID** from the drop-down list.
3. Check the **TTY** box if you have any hearing-impaired recipients.
4. To record the message yourself, click the **Add Voice** button and type your script in the text box. Dial the toll-free number listed on the right side of the screen. Follow the voice prompts and provide the **User ID** and **Message Box ID** (located on your screen). Press # when you are finished recording, and don't forget to press 9 to save your recording before hanging up.
5. For a text-to-speech message (a computerized voice will read the message), click the **Add Text To Speech** button and type your script in the text box.



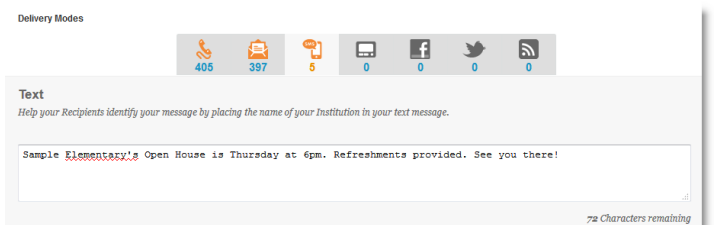
Create an Email Message

1. Click the **Email** tab.
2. Select a **From** email address using the drop-down list.
3. Type a **Subject** for your email in the Subject field.
4. If you wish to copy your phone script into your email, click the **Copy Modes** drop-down, and select **Copy From**. Select phone as your source mode, then click **Apply**. Otherwise, compose your message in the text box. Use the formatting tools to add emphasis.



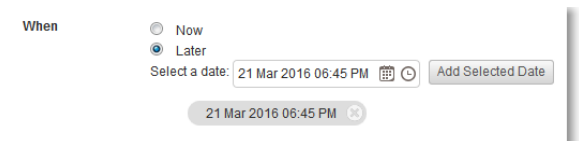
Create an SMS (Text) Message

1. Click the **SMS** tab.
2. Type your message in the box provided. There is a **160** character limit.



Schedule and Confirm Your Message




1. To send your message immediately upon confirmation, select **Now**. To set a send time in the future, select **Later**, then either type in the date and time in the **Select a date box**, or use the calendar and clock icons to select a date and time from the drop-downs.
2. Click **Add Selected Date** to save your date and time. You may select more than one date and time to send your message.
3. Click **Next** to continue.



Review and Finalize Your Message

1. Double-check your message details on the **Review** screen. If you want to return to the Send a Message page to make changes, click **Edit Message**.
2. If you selected more than 75% of your contacts to receive the message, you will need to check the warning box to confirm.
3. When everything is set as desired, click the **Send** button to schedule your message.
4. Your message will be in the **Outbox** until it has a status of Completed. From the Outbox, you can edit or cancel your message. Note that if you cancel a message before it has started sending, you will lose the message content.
5. Once your message has completed sending, you can view the delivery results under the **Sent** tab by clicking on the magnifying glass icon.

Review Your Message

Title	Open House
Message Type	Outreach
Institution	ADVANCED SAMPLE SD DEMO
Scheduled By	Sample User
Languages	English* 405, Spanish 180
Total Recipients	585
	<input checked="" type="checkbox"/> Over 75% of contacts selected You are sending this message to over 75% of your contacts. Please check the box to confirm that you really want to do this.
Deliveries	
	 585
	 574
	 9
Allow Responses	No
Send Time	21 March 2016 6:45PM (ET)

Questions?

Answers to most questions can be found by clicking on Behind the Blackboard, located at the top of every page. If you cannot find what you are looking for, or if we can be of service in any way, please call our 24-hour Support line at 866-360-2155. We also offer chat and email support Monday-Friday during business hours. For chat, click the link at the bottom of any Connect 5 screen. The email address for Support is connectsupport@blackboard.com.