

# Quick Start Guide

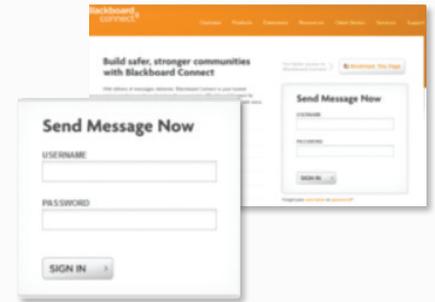
## SENDING A MESSAGE



### Login to Blackboard Connect 5

1. Go to [blackboardconnect.com](http://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.

Did you forget your Username and/or Password? Click the username or password link below the SIGN IN button.



### Select a Message Type

1. Click "Message Center" at the top of the page.
2. Choose a Message Type (Outreach, Emergency or Attendance) you want to send.
3. Provide a Title for your message on the Send a Message page.
4. Select "Request Confirmation" option to request a confirmation from your Recipient.



### Add Recipients

Add recipients for your message by using the field next to the button. There are different ways to add recipients.

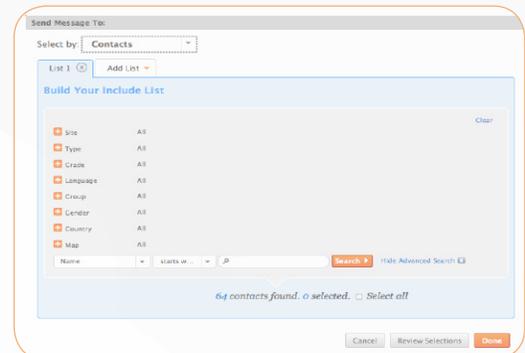
Start typing:

1. If you already know it, enter the name of a contact type (such as Student) or a Group next to the "To..." button. Then, select them as recipients.

You can also type All to select all of your potential recipients for your message.

Or, you can use Filters:

1. Click the button. Use the "+" button to expand a filter option, such as Grade.
2. Click a checkbox to make a selection. Click a checked box to de-select it.
3. Click the play button (located on the search line) to execute your search.
4. Check individual recipients you want to add or click the checkbox to select all recipients that were found in your search.



- Click the “Done” button to save your selections and return to the Send a Message page.



## Create a Phone Message

- Click the phone tab on the Send a Message page.
- Select an available Caller ID from the “CallerID” drop-down list.
- Check the TTY checkbox to send the message to TTY-enabled devices (for speech and hearing-impaired recipients).

For Voice:

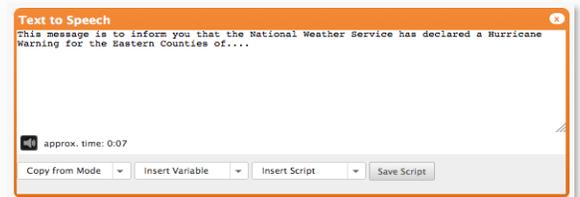
- click the Upload Audio button to upload an audio file

OR

- 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 Number and Message Box ID (located on-screen) when prompted.

For Text-to-Speech (a computerized voice will read your message):

- Click the “Add Text” button.
- Type your script in the text box.
- Click the “Save Script” button to save your script for later use.

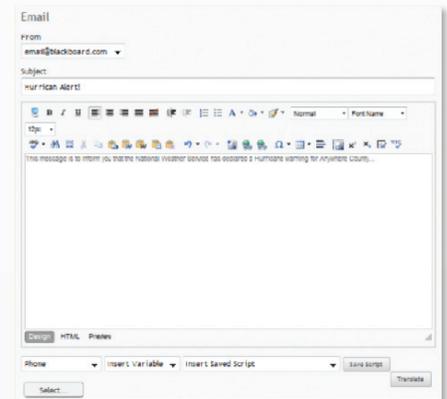


## Create an Email Message

- Click the Email tab.
- Select a From email address using the drop-down list.
- Type a Subject in the Subject field.
- Compose your message in the text box. Use the Formatting tools to customize your email.
- Click the button to save your script for later use.

OR

Use the drop-downs below the text box to copy from another mode (Phone, SMS, etc.) or select a script that was previously saved.

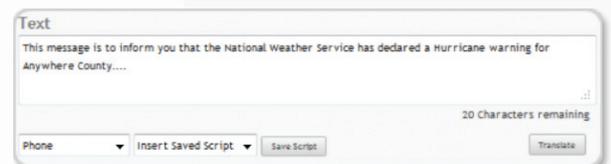


## Create an SMS Message

- Click the SMS tab.
- Type your text in the Text box. There is a 140 character limit.
- Click the button to save your script for later use.

OR

Use the drop-downs below the Text box to copy from another mode (Phone, Email, etc.) or select a script that was previously saved.



## Schedule and Confirm Your Message

1. Indicate the time you want your message sent by specifying your Time Zone and choosing whether you want to send your message “Now” or “Later.” Choosing “NOW” will send your message immediately after clicking the NEXT button and confirming your Message.
2. If you’ve selected “LATER,” click the  icon to select the day you want your message sent. Click the  icon to indicate the time you want your message sent.
3. When you’re done, click the  button to save your selected date and time.
4. Click the “Next” button to continue.

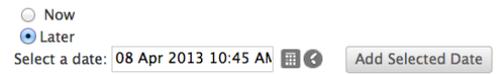


Time Zone: (GMT-08:00) Pacific Time (US & Canada)

When:  Now  Later

[ No Dates Selected. Please add a date. ]

Select a date - 8/3/2011 2:45 PM   then click here to add

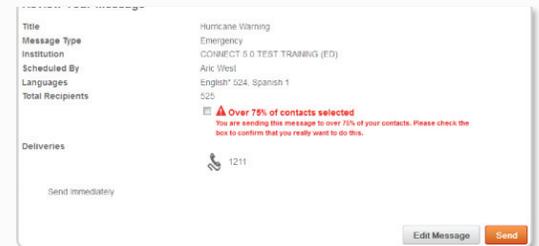


Now  Later

Select a date: 08 Apr 2013 10:45 AM   

## Review and Finalize Your Message

1. Review your message details. If you want to return to the Send a Message page to make changes, click the “Edit Message” button.
2. Click the “Send” button to schedule and send your message.
3. Until your message has a status of Completed, you can find your message by clicking on Outbox. You can Edit your message, or Cancel it.
4. When your message has a status of Completed, you can find it and view delivery details by clicking on the Sent tab.



Title: Hurricane Warning

Message Type: Emergency

Institution: COLLECT 5.0 TEST TRAINING (FD)

Scheduled By: Arik West

Languages: English\* 524, Spanish 1

Total Recipients: 525

**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:  1211

Send immediately

## Questions?

Answers to most questions can be found by clicking on the Behind the Blackboard link located in the lower right corner 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 Client Care at (866) 435-7684 or email us at [support@blackboardconnect.com](mailto:support@blackboardconnect.com).