Quick Start Guide

SENDING A MESSAGE

Blackboard connect™ 5

Activate Safe Mode to practice creating and scheduling a message, without it being sent.
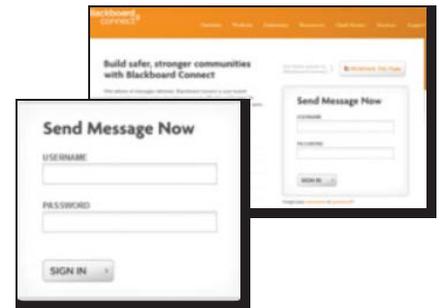
Activate Safe Mode

<u>Consider Working in SAFE MODE before you begin!</u>

Login 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.

   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.

Message Type	Emergency ⬍
Title	Hurricane Warning

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.

5. Click the "Done" button to save your selections and return to the Send a Message page.
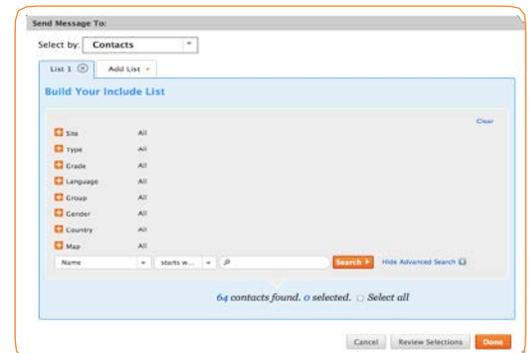
Create a Phone Message

1. Click the phone tab on the Send a Message page.

2. Select an available Caller ID from the "CallerID" drop-down list.

3. Check the TTY checkbox to send the message to TTY-enabled devices (for speech and hearing-impaired recipients).

For Voice (use a phone to record a message):

4. Click the "Add Voice" button and type your script in the text box.

5. Click the "Save Script" button to save your script for later use.

6. 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):

7. Click the "Add Text" button.

8. Type your script in the text box.

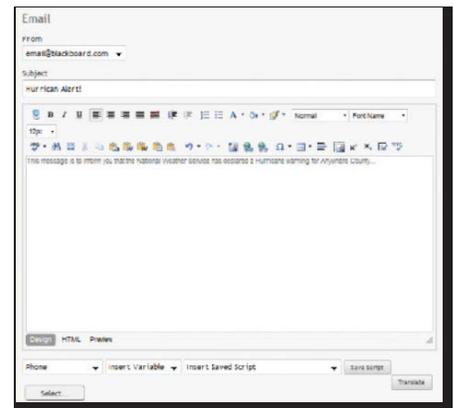9. Click the "Save Script" button to save your script for later use.
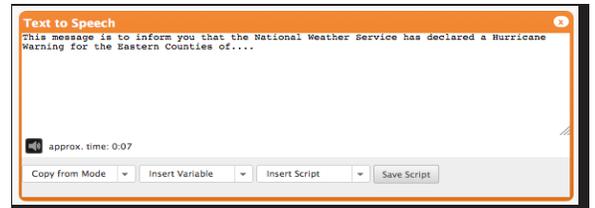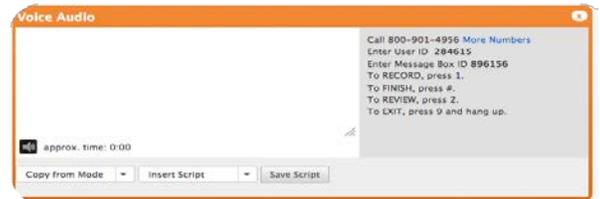
Create an Email Message

1. Click the Email tab.

2. Select a From email address using the drop-down list.

3. Type a Subject in the Subject field.

4. Compose your message in the text box. Use the Formatting tools to customize your email.

5. 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.
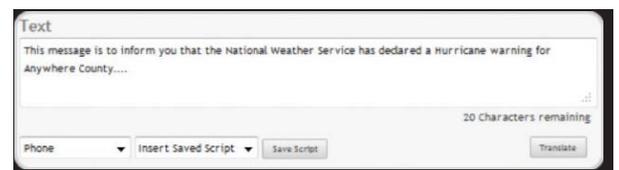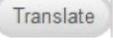
Create an SMS Message

1. Click the SMS tab.

2. Type your text in the Text box. There is a 140 character limit.

3. 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.

Translating Your Text to Message

1. Click the **Add Text (1/2)** button under the phone tag: .

2. Click the **Translate** button located in the Orange Text-to-Speech box. This will open the Translate Message Pop-Up window.

If you have provided text for your English message, the content will be copied into this window. If you have not provided an English version or the message text does not appear in the box (see image below), simply type your English message in the top box.
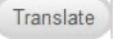
3. Click the **Translate** button located between the text fields. Connect 5 will quickly translate the message and display the translated text in the text field below. **THIS MUST BE REPEATED for email and text messages**.

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 **Add Selected Date** button to save your selected date and time.

4. Click the "Next" button to continue.

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.

Questions?

Call Dee Patterson 205.682.5997 to answer most questions. If they are not available, please call Bb Connect 24-hour Client Care at (866) 435-7684