

# Quick Start Guide

## SENDING A MESSAGE



### Select a Message Type

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

A screenshot of the "Send a Message" form. The "Message Type" dropdown menu is set to "Emergency". The "Title" field contains the text "Hurricane Warning!". There is a "To..." button below the title field.

### Add Recipients

Enter the name of a contact type (such as Student) or a Group next to the **To...** button.

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

Or click the **To...** button and use the **+** button to expand a filter options and use the checkboxes to make a selection.

A screenshot of the "Send a Message" form. The "Message Type" dropdown menu is set to "Outreach". The "Title" field contains the text "Event Cancellation". There is a "To..." button below the title field.

### 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):

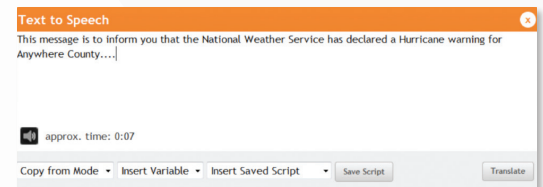
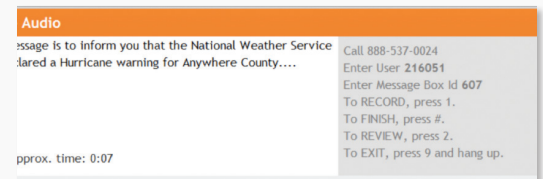
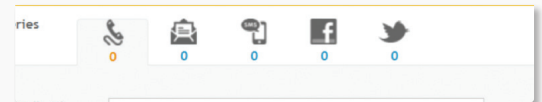
4. Click the "Add Audio" button, and type your script in the text box (click "Save Script" to save your script for later use).

- 5 Dial the toll-free number listed on the right side of the screen.

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

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

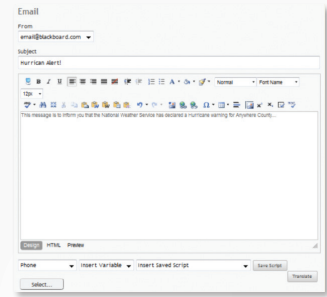
6. Click the "Add Text" button.
7. Type your script in the text box..



## Create an Email Message

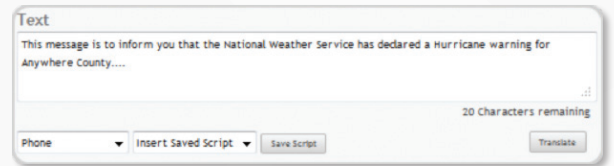
1. Click the Email tab.
2. Type a Subject in the Subject field.
3. Compose your message in the text box.

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



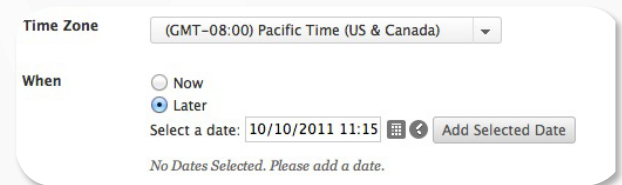
## Create an SMS Message

1. Click the SMS tab.
2. Type your text in the Text box. There is a 140 character limit.



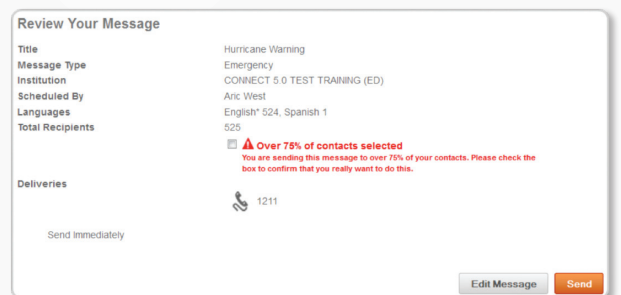
## Schedule and Confirm Your Message

1. Select your time zone from the Time Zone drop-down list.
2. Choose to send your message Now or Later.  
If you've selected "Later," type in a date and time in the Select a date field or use the Date and Time buttons to select your desired message send date and time.
3. Click "Add Selected Time" 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.  
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.  
When your message has a status of Completed, you can find it and view delivery details by clicking on the Sent tab.



## 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) 360-2155 or email us at [connectsupport@blackboardconnect.com](mailto:connectsupport@blackboardconnect.com).