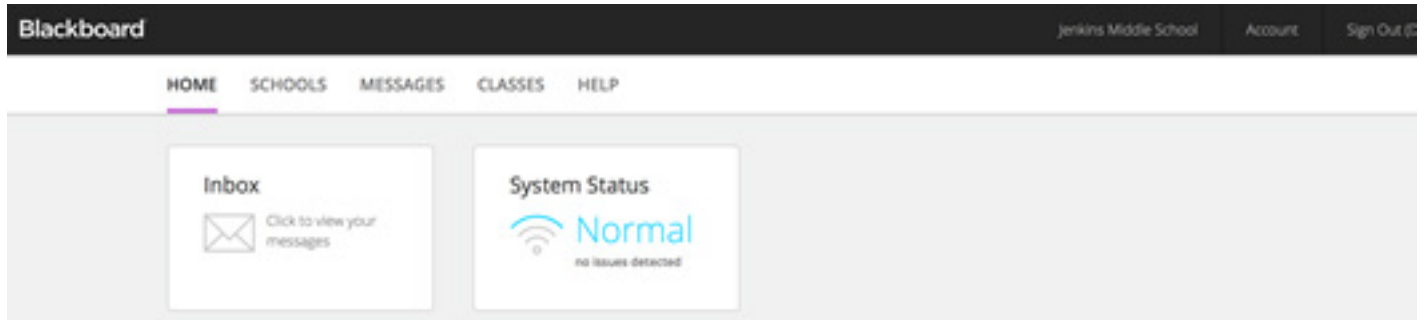




Mass Notification System (The D11 Loop) and Mobile App Information for Principals, School and District Administrators

Q: What is our Mass Notification System?



A: District 11 has a mass notification messaging system, The D11 Loop (Blackboard's mass notification system), that allows us to communicate with parents/guardians concerning their child's assignments, schedule, grades, attendance, lunch balance, and special events happening at school. In addition, in the event of an emergency, The D11 Loop is the fastest, most reliable way that our schools or the District can get need-to-know information directly to parents/guardians, using the mass notification suite of email, text, phone, and app push notifications.

The D11 Loop utilizes the contact information for families that they have provided to your school and have been documented in the Q student database. It is important that you communicate with your parents/guardians regularly to ensure they have accurate phone numbers and e-mail addresses on file in Q. Everything in the The D11 Loop notification system and the District 11 app is uploaded through Q, so even if a parent/guardian were to change their contact information in the system portal, it would change back to the contact information contained in Q during the next upload.

Q: How Do Parent's/Guardians Access Mass Notification System Portal?

A: Parents and guardians may log on to the The D11 Loop notification system portal at any time to check their child's grades, attendance, notifications, and lunch balance. The D11 Loop portal website address is: d11.org/loop. *The parent/guardian login and password are the same login and password used for the Q Parent Portal.

Q: How Do D11 Staff Members Access the The D11 Loop Portal?

A: All D11 staff may access their system portal using the following credentials:

- The login is your District 11 email (ex: john.doe@d11.org).
- The password is your network password (the password you use to log onto your computer).
- All contact information must be updated through Human Resources in the PeopleSoft system. Even if D11 employees change their contact information in the portal, it will revert back to what is contained in PeopleSoft during the next upload.
- Depending on an employee's permissions/role, the portal dashboard may look different for different roles.

Q: How Do Parents/Guardians "Opt In" to Receive Texts?

A: Parents/guardians MUST log in and "opt in" to receive texts from their student's school and District 11.

- Go to the The D11 Loop web page at d11.org/loop;
- Click on *Account* in the upper right portion of the window;
- On the Account Info page, scroll down to *Delivery Addresses*, click the *Add* drop-down box;
- Choose the Text/SMS Number;
- Add the phone number, with the area code, and click save.

Q: Does School District 11 Have a Mobile App?

A: Colorado Springs School District 11 has mobile app that is available for free in the iTunes and Google Play app stores!

The mobile app allows users to sign up for push notifications to receive messages from an individual school or from the school district. In addition, grades are now accessible through the mobile app, simply by using your Q Parent Portal login and password information and logging in!

Also available at your fingertips through this app are the district-wide and school calendars. Now, you will never miss an important event happening in School District 11 schools again!

There is something else parents will never miss: what's for breakfast and lunch. Using the *Menu* icon on the app, users can check breakfast and lunch for the current and upcoming months.

That's not all! Other features on the app include the following: a district-wide directory, a resources section for parents and students, a place to make school payments and check you're *My School Bucks* account balance, social media updates, sports scores and news, and the Parent Portal.

You can download the Colorado Springs School District 11 app here:



iTunes - <https://itunes.apple.com/us/app/colorado-springs-sd-11/id1251023895?mt=8> or
 Google Play - <https://play.google.com/store/apps/details?id=com.blackboard.community.d11>
 or search Colorado Springs SD 11 in the app stores



You can find

 in the app store.

For Administrators with APP Permissions Only

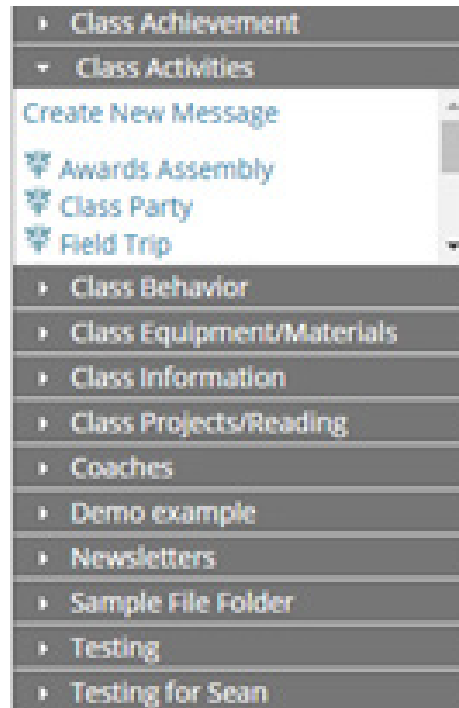
There is also an administrator app to generate messages, access student and staff directories, and monitor social media comments. You may download this app by logging onto The D11 Loop portal and entering your cell phone number in the box that says *Get the Admin App*.

What is Teacher Messaging?

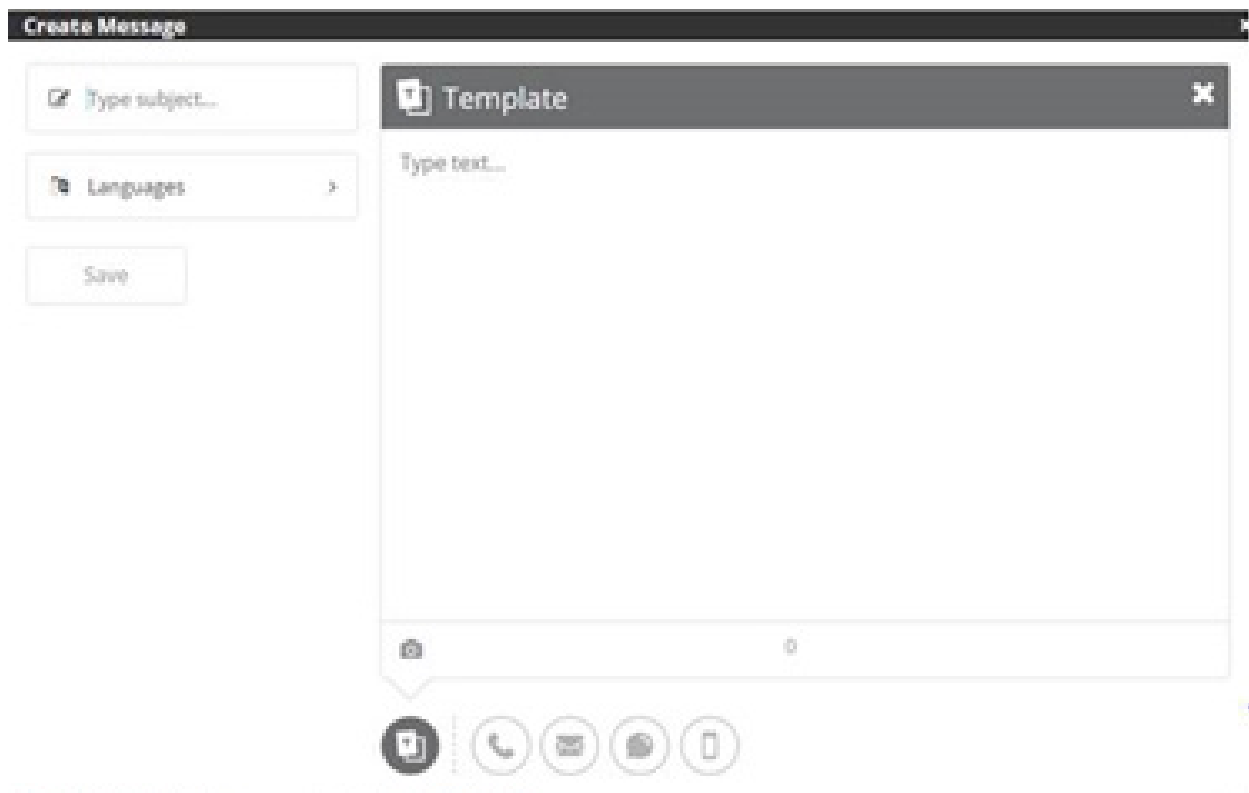
Teacher Messaging is a tool that allows classroom teachers the ability to easily communicate with the families of the students in their classrooms. It is a safe environment in which teachers may email, text, and call parents/guardians, and it also gives teachers a way to monitor which messages reach parents/guardians and which ones don't. Teachers will need to watch a four-minute video showing how to use the interface.

You must watch the [training video](#) before you can view this page.

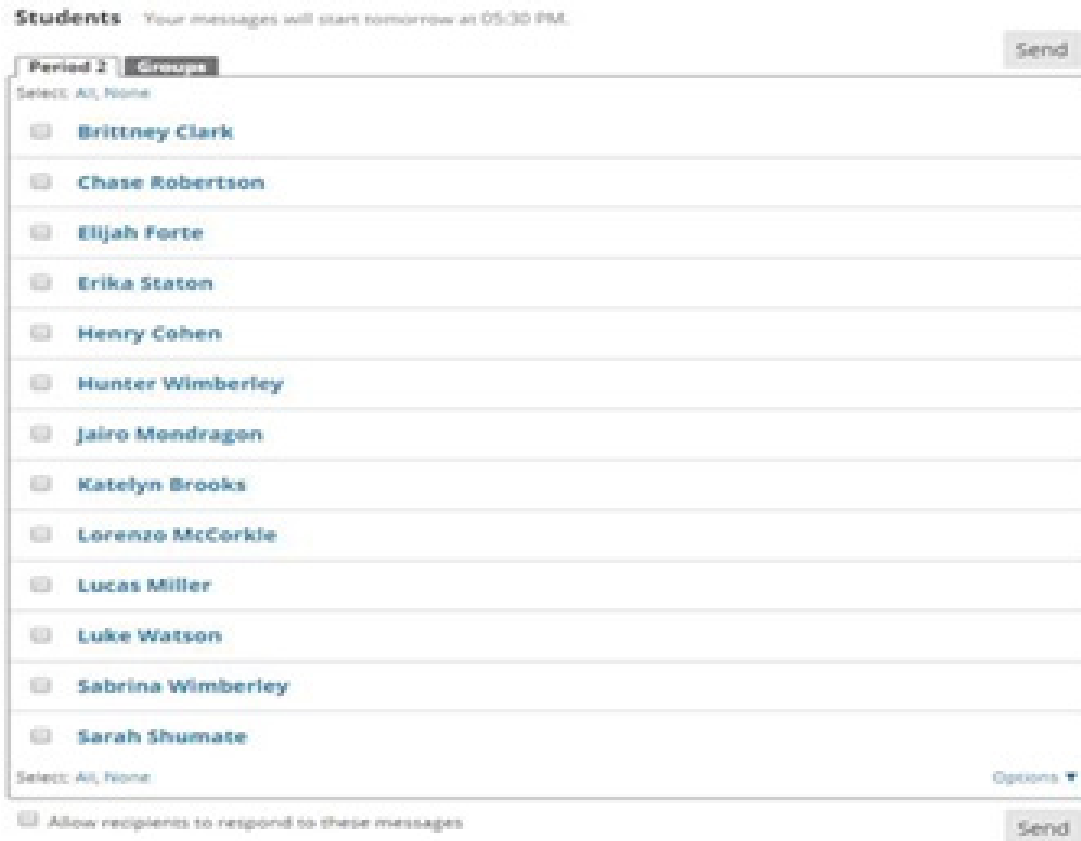
Teachers have a library of pre-canned messages they can use. There are several categories that the messages fall under, and each category has multiple pre-canned messages regarding that category.



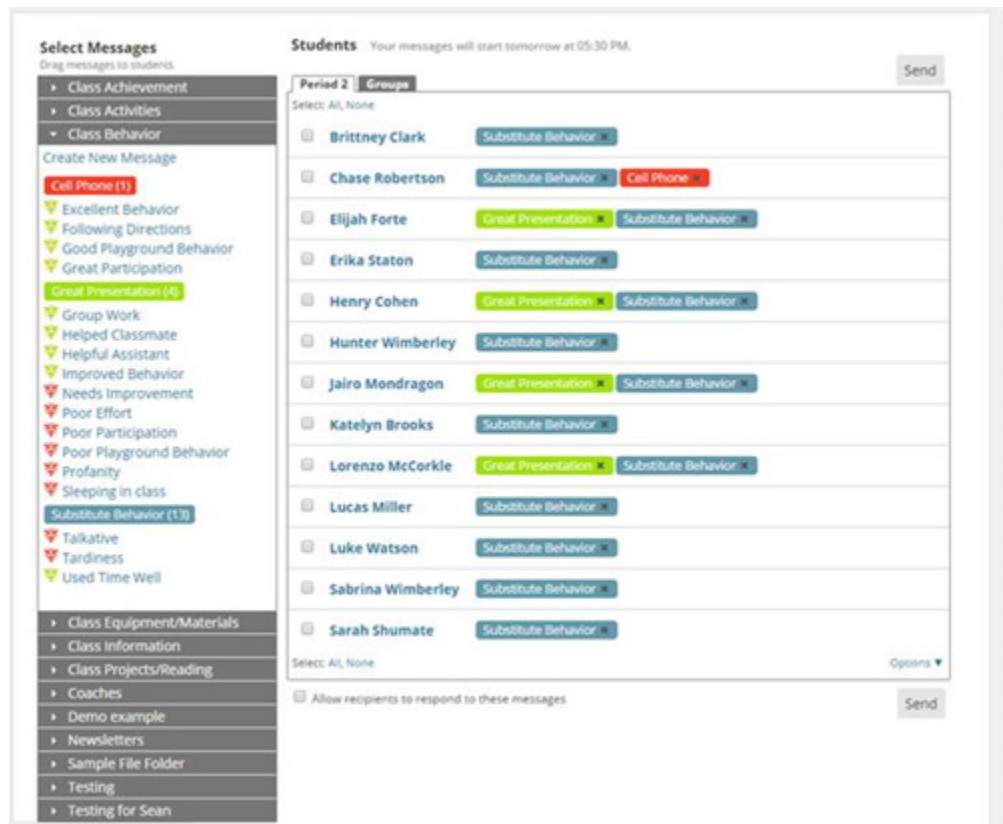
Teachers can create their own messages.



Teachers will be able to select which students get messages (they can only send messages to students in their classes).

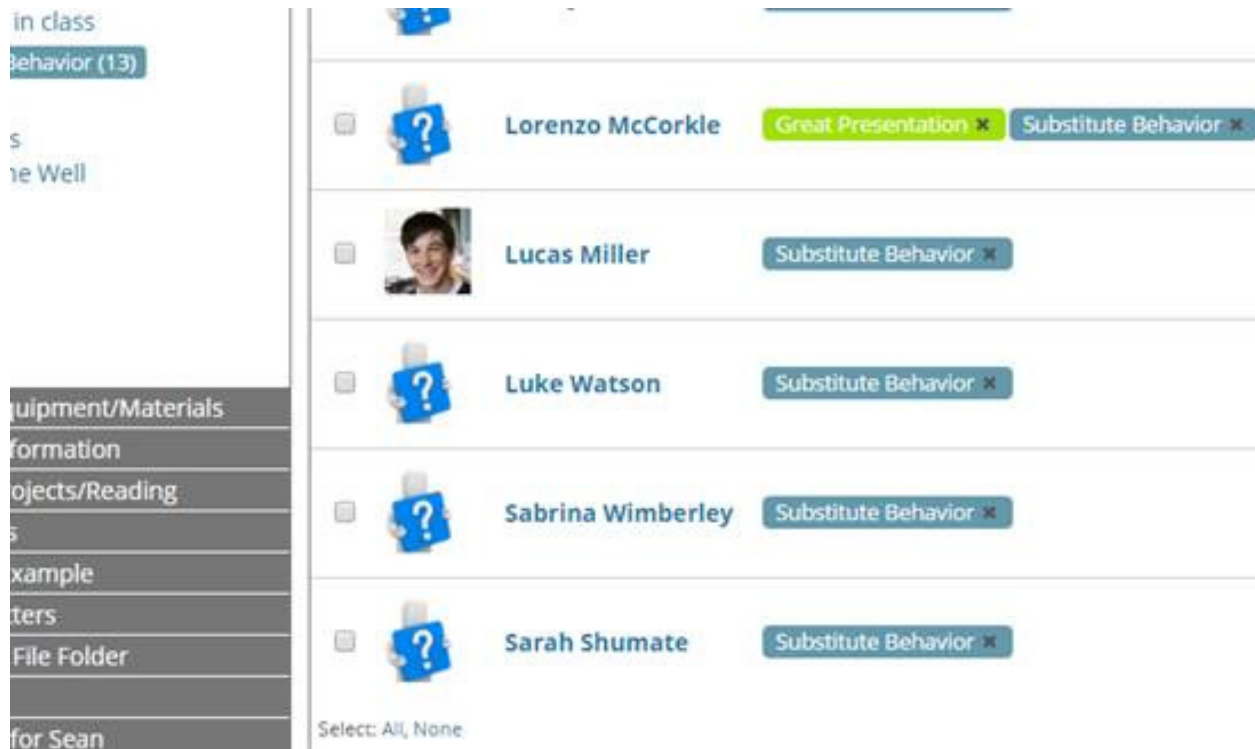


They can also send multiple messages to a child.



The interface is a drag and drop interface that lets them select the students on the list to the right and then

click on the message in the library to the left and drag that message over and drop it (QUICK AND EASY).



Teachers have access to *Message Tracking* to see the past messages they have sent (they can only see theirs). Principals are able to access all messages their school's teachers send and have access to robust reports showing analytics.

How To's:

How to Customize your News and Calendar Feeds:

- Select the *News Stream* icon, by default you will see all the District level news feeds;
- Select the *Wheel* in the top right hand corner;
- Select which school(s) you wish to follow;
- Choose which type of news you want to follow;
- Select **Back** and then *Done*;
- Now your customized selection will display in your News Section.
- Select the *Calendar* icon;
- Select the *Wheel* in the top right hand corner;
- Select which school(s) you wish to follow (*You will also have an option to select an elementary or middle school lunch menu to show up on your calendar.);
- Select *Done*;
- Your App is now customized.

How to Set up Push Notifications and Delivery Preferences:

- Open the App
- Click on the *No tifications* icon
- You will see *Alerts*;
- Your Inbox is any messages you have received through The D11 Loop Communication System; Alerts are push notifications that pop-up on your phone.
- To set-up an alert, select the *Wheel* in the top right hand corner.
- You can set up alerts for:
 - Any time a new message is sent;
 - When your student's class grades drops below a certain threshold;

- When your student's assignment grade drops below a certain threshold;
- When your student's grade has been updated by the teacher;
- When your student's teacher has posted a new assignment.
- To set a threshold, select an alert topic;
- Change *Off* to *On*;
- Then pick your threshold. It's that easy!

Possible FAQs Schools May Get

If my contact information is incorrect what do I do?

- Parents/Guardians: The contact information is pulled from the parent Q portal. You will need to contact your student's school to update the information within Q.
- D11 Employees: Employee contact information is pulled from PeopleSoft. Employees must contact Human Resources and have their information updated in the PeopleSoft system.

What is my login ID and password?

- Parents/Guardians: Your login and password for the app are the same as your login and password for the Q student database. If you need assistance retrieving that information, please visit <https://d11connect.d11.org/ParentPortal> and click on *Need Your Login Information*.
- D11 Employees: Your login is your long email (ex: Jane.Doe@d11.org), and your password is your network password.

Why don't I see my child's grades?

- The grades and assignments are pulled from the Q student database. If your child's grades are not posted in Q, then they won't be on the app at this time. Please contact your student's school to get information on how to access the Q Parent Portal.

Important Links

- Help Website: Most of the information contained in this document may be viewed online at www.d11.org/loop. Please note this link will be live August 1.
- Blackboard Help Menu: Most questions you may have can be answered by viewing this page: https://help.blackboard.com/Community_Engagement/Administrator.