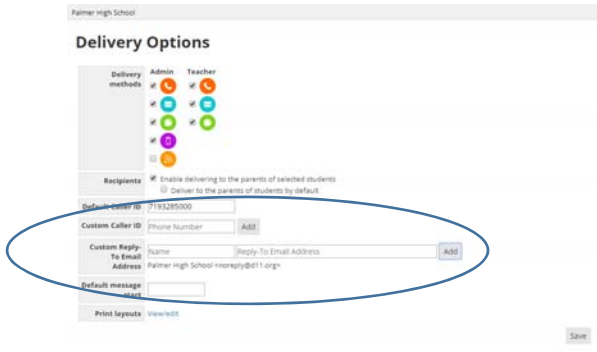


## Adding Custom Telephone Caller ID and Reply-To Email Sender Names and Addresses

New feature that lets the sender change the Caller ID or Email Name displayed to the Recipient

To add a custom caller ID or Reply-to Email Address:



Palmer High School

### Delivery Options

**Delivery methods:** Admin, Teacher

**Recipients:**  Enable delivering to the parents of selected students  
 Deliver to the parents of students by default

**Default caller ID:** 7193255000

**Custom Caller ID:** Phone Number  Add

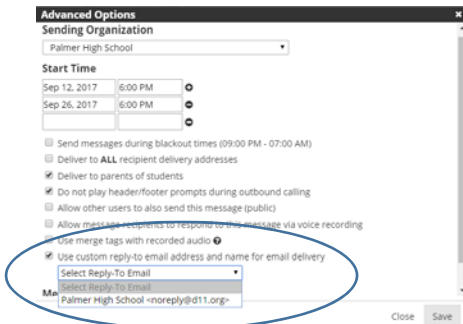
**Custom Reply-To Email:** Name  Reply-To Email Address  Add

**Default message:**

Print layouts View/Hide Save

1. From the Blackboard Communications HQ interface menu, select Settings > Organization Config.
2. Select your school name.
3. Select Delivery Options from the Settings area at the bottom.
4. Type the Custom Caller ID and select Add after each number.
5. Type the Name of the email group and the email address in the Custom Reply-To Email Address.
6. Save all changes.

To use the custom reply-to for messages:



### Advanced Options

**Sending Organization:** Palmer High School

**Start Time:**  
Sep 12, 2017 6:00 PM  
Sep 26, 2017 6:00 PM

Send messages during blackout times (09:00 PM - 07:00 AM)  
 Deliver to ALL recipient delivery addresses  
 Deliver to parents of students  
 Do not play header/footer prompts during outbound calling  
 Allow other users to also send this message (public)  
 Allow mass text recipients to respond to this message via voice recording  
 Use merge tags with recorded audio  
 Use custom reply-to email address and name for email delivery

**Message:** Select Reply-To Email  
Select Reply-To Email  
Palmer High School -noreply@11.org-

Close Save

1. When creating the message select the Advanced Options.
2. Select Use custom caller ID for phone delivery and select the phone number.
3. Select Use custom reply-to email address and name for email delivery and select the email group.
4. Select Save when finished.