



THE D11 LOOP

(Blackboard Mass Notification System)

FEATURE OVERVIEW

- Send notifications by
 - Email
 - Text
 - Phone
- Phone call notifications from all District locations will be combined if multiple notifications are scheduled within similar time periods.
- Surveys
- Newsletters

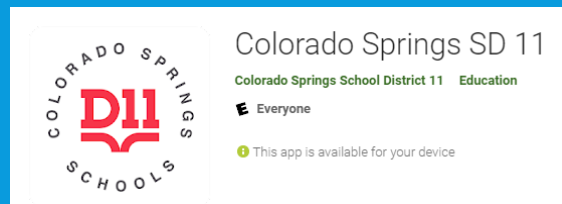
- **Use [Blackboard Help](#) links on each web page for detailed instructions**
Call Blackboard Support at 1-800-829-8107 for all support

LOGIN AND ACCOUNT PERMISSIONS

- Login Permissions vary by account - login with appropriate ID to manage each account:
 - Staff login – use email address (first.last@d11.org; network password)
 - Parent login – Parent Connection login and password
 - Student Login – Student Connection login and password

BLACKBOARD APPS

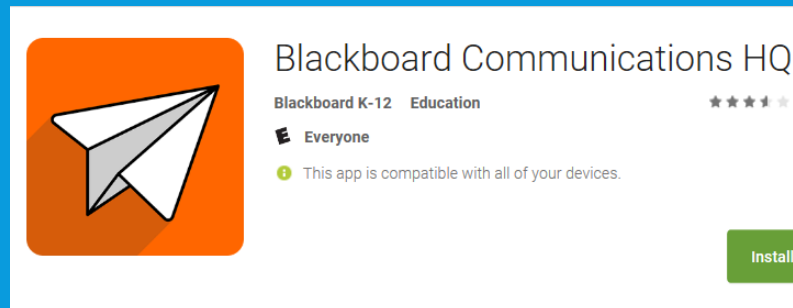
- New District App –



- Follow District 11 or Individual Location for notifications
- Staff, Parents and Students can login
- No login required to follow the District or School

BB COMMUNICATIONS HQ MESSAGE NOTIFICATION APP

- Login with District email and network password



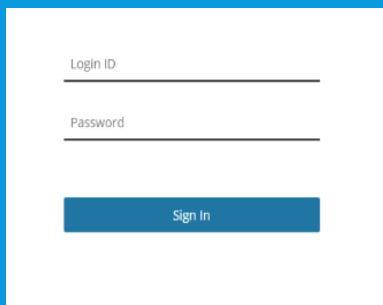
BB COMMUNICATIONS HQ MESSAGE NOTIFICATION APP FEATURES

- Directory
 - Staff Work Contact Information from PeopleSoft
 - Student Information from SIS available based on user permissions
- Messages
 - Create New Messages
 - Use Saved Messages
 - Message Tracking
- Settings
 - Configure Alerts
- [BB Communications HQ Mobile App Help](#)

D11 LOOP- BLACKBOARD NOTIFICATION SYSTEM ACCESS

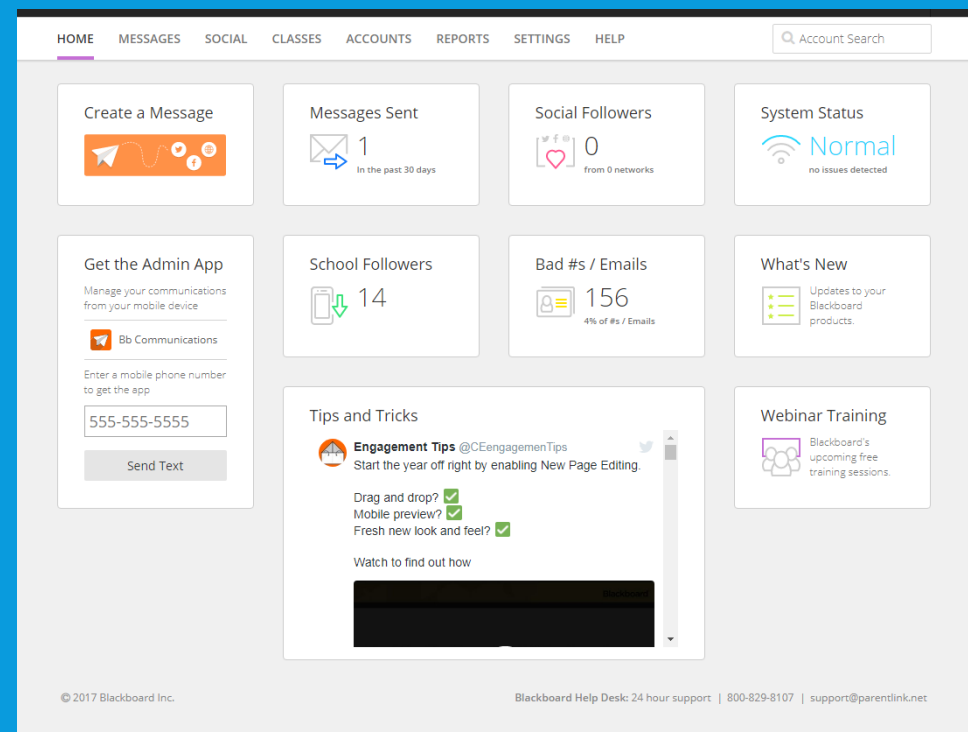
Colorado Springs School District 11 Blackboard Login Page

Must use Google Chrome, Firefox or Safari Staff, Student and Parent Portal to system



A login form with two input fields: 'Login ID' and 'Password'. Below the fields is a blue 'Sign In' button.

- D11 Staff use email address and network password
- Students use Student ID and network password
- Parents use Parent Connect ID and Password



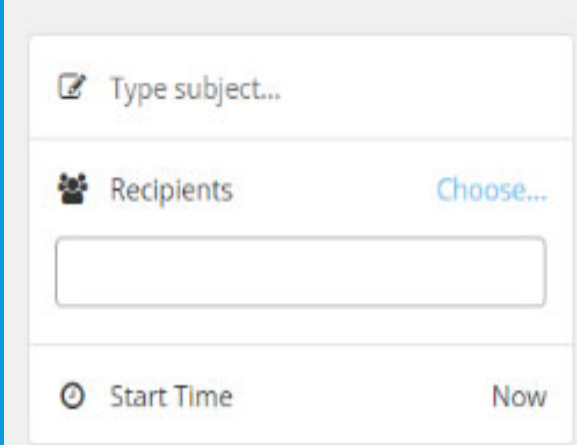
A screenshot of the Blackboard dashboard. The top navigation bar includes links for HOME, MESSAGES, SOCIAL, CLASSES, ACCOUNTS, REPORTS, SETTINGS, and HELP. A search bar labeled 'Account Search' is on the right. The dashboard features several widgets: 'Create a Message' with a send icon; 'Messages Sent' showing 1 message in the past 30 days; 'Social Followers' showing 0 followers from 0 networks; 'System Status' showing 'Normal' with no issues detected; 'Get the Admin App' with a 'Bb Communications' app icon and a 'Send Text' button; 'School Followers' showing 14 followers; 'Bad #s / Emails' showing 156 bad numbers/emails (4% of total); 'What's New' with updates to Blackboard products; 'Tips and Tricks' with engagement tips and a video player; and 'Webinar Training' with upcoming free training sessions. The footer contains copyright information for Blackboard Inc. and contact details for the Blackboard Help Desk.

BB COMMUNICATIONS HQ MESSAGE NOTIFICATION APP FEATURES

- New Message
 - Create Messages
 - Schedule Messages
 - Select Language(s)
- Saved Messages
- Message Tracking – check status of messages

CREATE MESSAGE - RECIPIENTS

- Type a Subject
- Select Recipient
 - Staff and Student Records are uploaded daily
 - Type in Recipients Box – ie: Adams Parents shows All Adams parents, 5th grade parents, bus 156 parents, etc.
 - Blackboard creates many groups
 - District 11 is creating other groups. ie: Football, etc.
- Set Start Time



The screenshot shows a form with three main sections:

- Type subject...:** A text input field with a pencil icon on the left.
- Recipients:** A section with a group icon, the text "Recipients", and a "Choose..." link. Below this is an empty rectangular input box.
- Start Time:** A section with a clock icon, the text "Start Time", and the word "Now" to its right.

D11 LOOP- BLACKBOARD NOTIFICATION SYSTEM

- Staff Administration Features

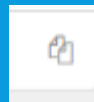
- Create Messages

- Select Template Icon to automatically copy typed text into each messaging type

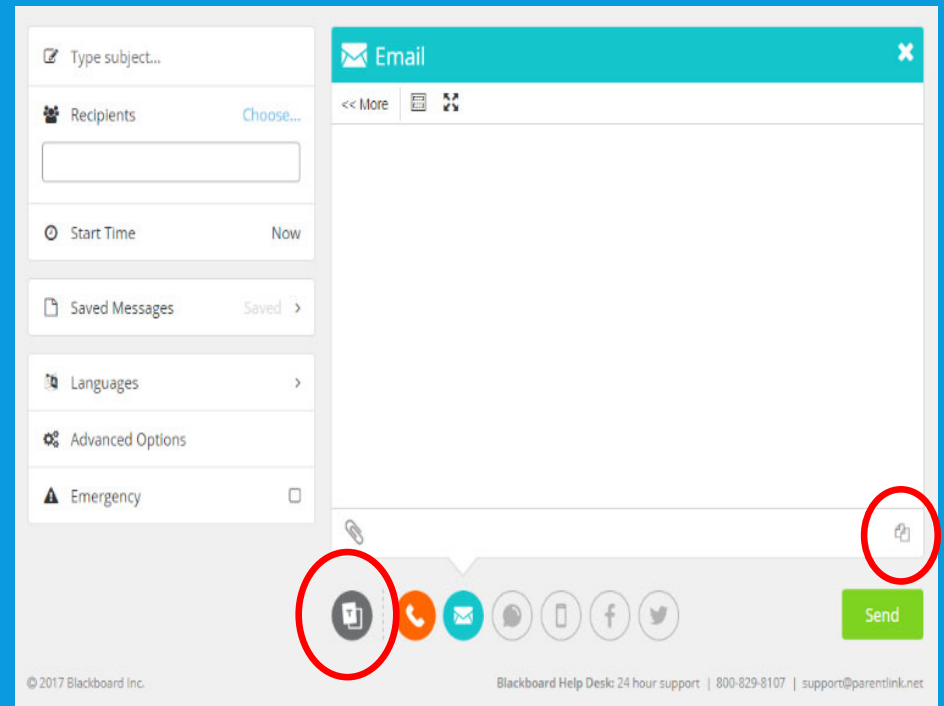
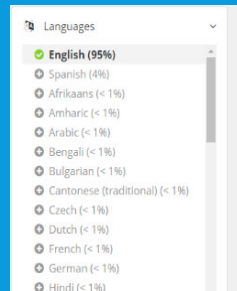


- OR

- Select Message Icon at bottom, type message, Select 2nd Message Icon and use Copy Icon



- Languages system will translate existing message to each selected language



CREATE MESSAGE ADVANCED OPTIONS

The screenshot shows a dialog box titled "Advanced Options" with a close button (X) in the top right corner. The dialog is divided into several sections:

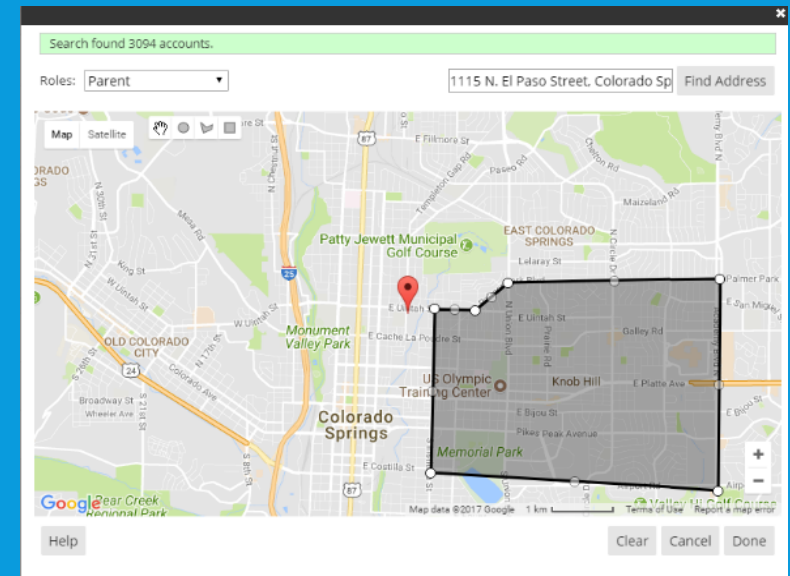
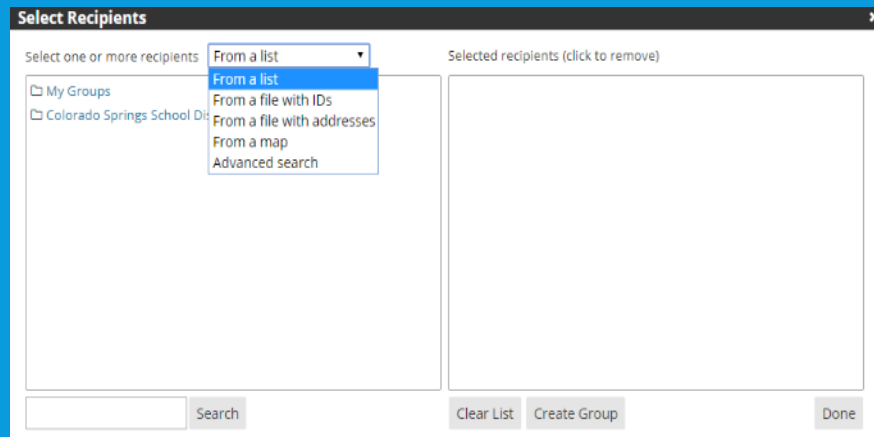
- Sending Organization:** A dropdown menu showing "Colorado Springs School District 11".
- Start Time:** Two input fields: "Aug 6, 2018" and "12:27 PM" with a plus icon to its right.
- Options:** A list of checkboxes:
 - Send messages during blackout times (09:00 PM - 07:00 AM)
 - Deliver to **ALL** 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 message recipients to respond to this message via voice recording
 - Use merge tags with recorded audio ⓘ
 - Use custom caller ID for phone delivery
- Caller ID:** A dropdown menu labeled "Select Phone #".
- Email Delivery:** A checked checkbox "Use custom reply-to email address and name for email delivery" followed by a dropdown menu labeled "Select Reply-To Email".
- Message Category:** A dropdown menu showing "Miscellaneous".

At the bottom right of the dialog are "Close" and "Save" buttons.

- Set Start Date and Time
- Send messages during black out times
- Deliver to ALL recipient delivery addresses
 - Will send same message even if duplicate contact info
- Deliver to parents of students
 - Sends to students and parents if STUDENTS were selected
- Do not play header/footer prompts during outbound calling
 - Will NOT play school contact information
- Allow other users to send this message (public)
 - Puts message in Saved folder for future use
 - Allow message recipients to respond to message via voice recording
- Use Custom Caller ID/Email addresses (Configured in Settings>Organization Config>School Name>Delivery Options)

CREATE MESSAGE - RECIPIENTS

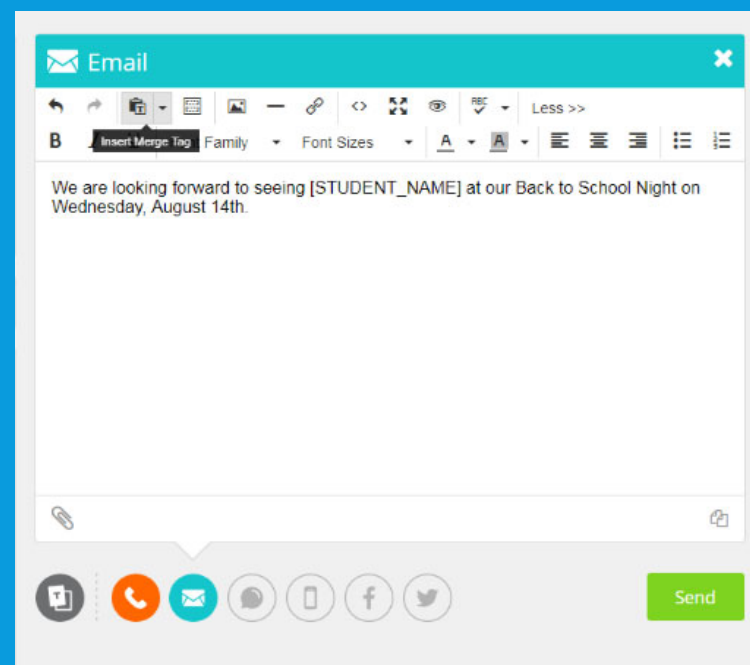
- Select Choose
 - Select Groups or individual recipients
 - Create custom groups from this list
 - Select Groups and/or individuals and add to recipient box
 - Can be private or public – add/remove members as needed
 - Custom groups won't be display in app until next day



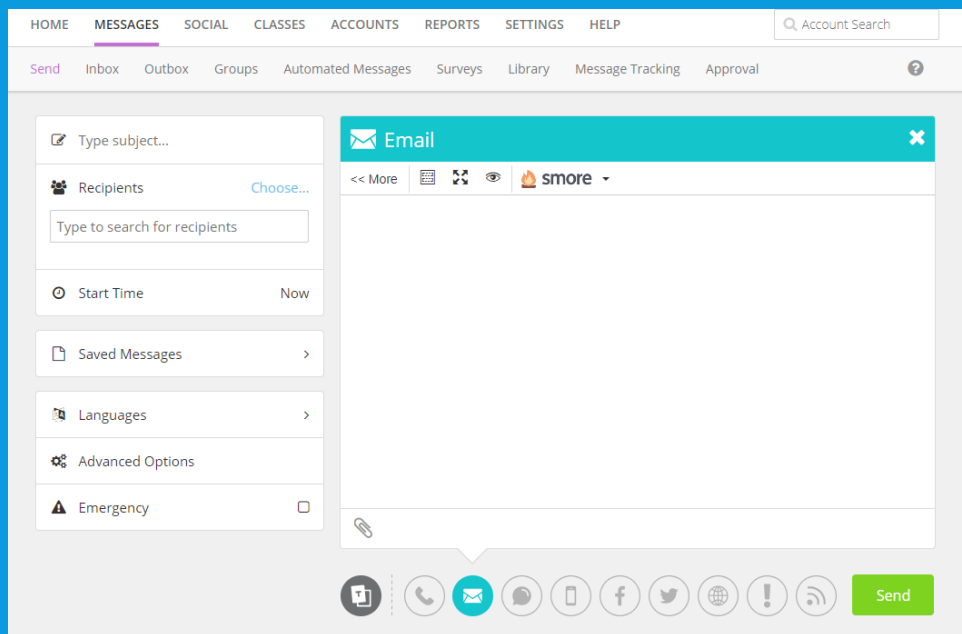
Can send notifications from a geographical area.

CREATE MESSAGE – MERGE TAGS

- Creating a message with merge tags
 - Type a email message. You **MUST** select merge tags through the Merge Tags feature. Do **NOT** copy and paste merge tags into the text.
 - If sending phone calls, in the Phone area of the Send Message interface, select Call me to record or Call in to record.
 - On the phone, read the script aloud. When you see a merge tag, pause briefly and then press the Star (*) button on your phone. Wait for the beep to continue reading your script.
 - Press Pound (#) when finished recording, and press 1 to save the message.



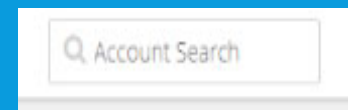
S'MORE NEWSLETTERS



- Click on down arrow next to smore icon
- Select Create Newsletter or choose from previously used
- Redirects you to smore website within same browser window
- Will create a new free smore account or login with existing account

REPORTS AND ACCOUNT MAINTENANCE

- Outbox
 - Displays All Messages
 - Click on Message Title for tracking report, message content and sending details
- Use Search box in upper right to search for individual student or parent
 - Provides quick links to:
 - Account Information
 - Contacts (Notifications)
 - Students (Parent Information Only)
 - Delivery Preferences
 - Student accounts also have: Attendance, Classes, Parents



SCHEDULING REPORTS

- Schedule Reports
 - Attendance report. Data not available until next day so date range must be yesterday.

Contact Report

School: Holmes Middle School

Date Range: Yesterday

Message Category: Attendance

Recipient Type: Attendance Secretary

Status: -- All --

Phone Number/Email: [Empty]

Display: 50 contacts

Sort By: Recipient Name

Shows contacts for batches expired for more than an hour.

Choose your report parameters and select Generate Report.

Schedule Report

Name: Attendance report

Send time: 4:00 AM

Days: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Email addresses: [Empty text area]

ADDITIONAL FEATURES AND SUPPORT

- System can Create and Send:
 - [Surveys](#)
 - [Newsletters](#)

- For Support:
 - [Blackboard Online Help](#)
 - 1-800-829-8107, option 1