



# THE D11 LOOP

(Blackboard Mass Notification System)

# FEATURE OVERVIEW

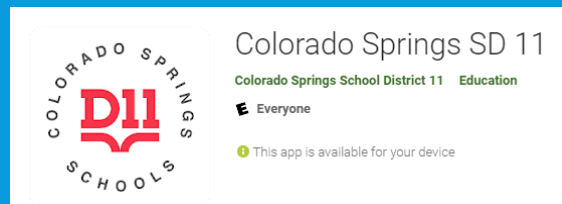
- Send notifications by
  - Email
  - Text
  - Phone
- Phone call notifications from all District locations will be combined if multiple notifications are scheduled within similar time periods.
- Surveys
- Newsletters
  
- **Use [Blackboard Help](#) links on each web page for detailed instructions**  
**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](mailto:first.last@d11.org); network password)
  - Parent login – Parent Connection login and password
  - Student Login – Student Connection login and password

# BLACKBOARD APPS

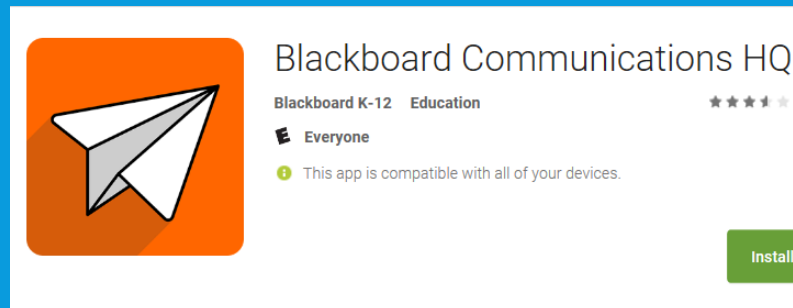
- New District App –



- 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



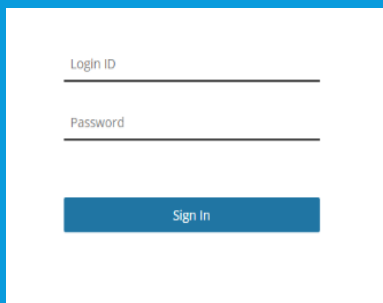
# BB COMMUNICATIONS HQ MESSAGE NOTIFICATION APP FEATURES

- Directory
  - Staff Work Contact Information from PeopleSoft
  - Student Information from Q available based on user permissions
- Settings
  - Configure Alerts
- [BB Communications HQ Mobile App Help](#)

# D11 LOOP- BLACKBOARD NOTIFICATION SYSTEM ACCESS

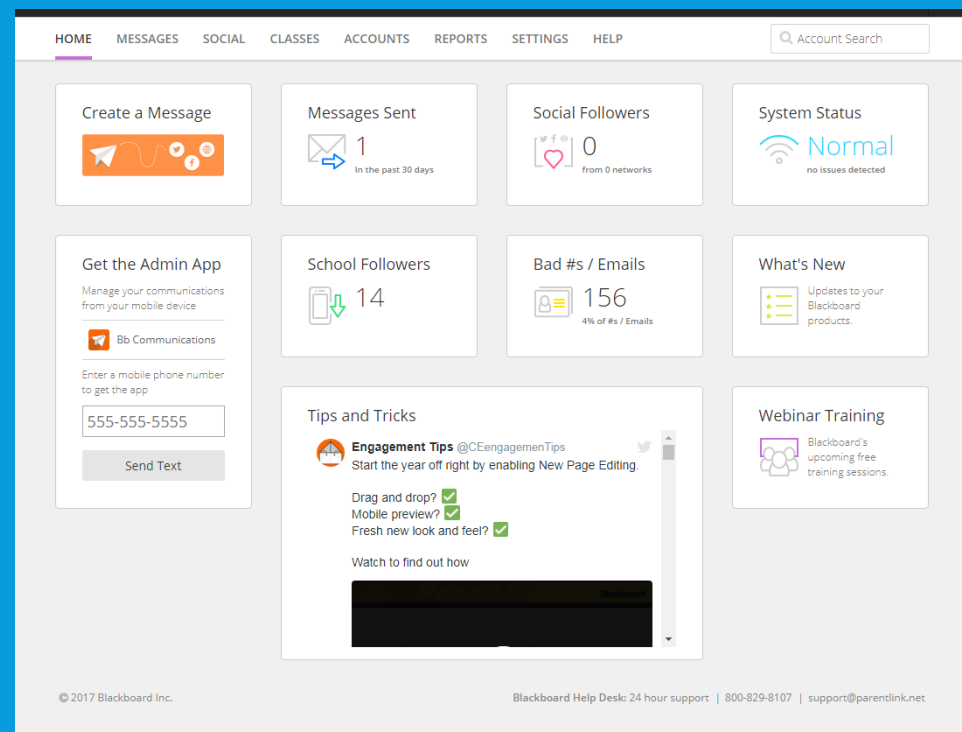
## Colorado Springs School District 11 Blackboard Login Page

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.

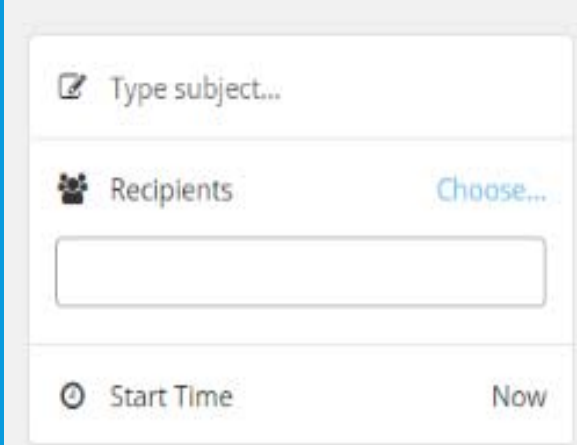
# BB COMMUNICATIONS HQ MESSAGE NOTIFICATION APP FEATURES

- 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, 5<sup>th</sup> 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 text input box.
- Start Time:** A section with a clock icon, the text "Start Time", and the word "Now" on the right.

# D11 LOOP- BLACKBOARD NOTIFICATION SYSTEM

- Staff Administration Features

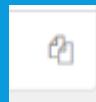
- Create Messages

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

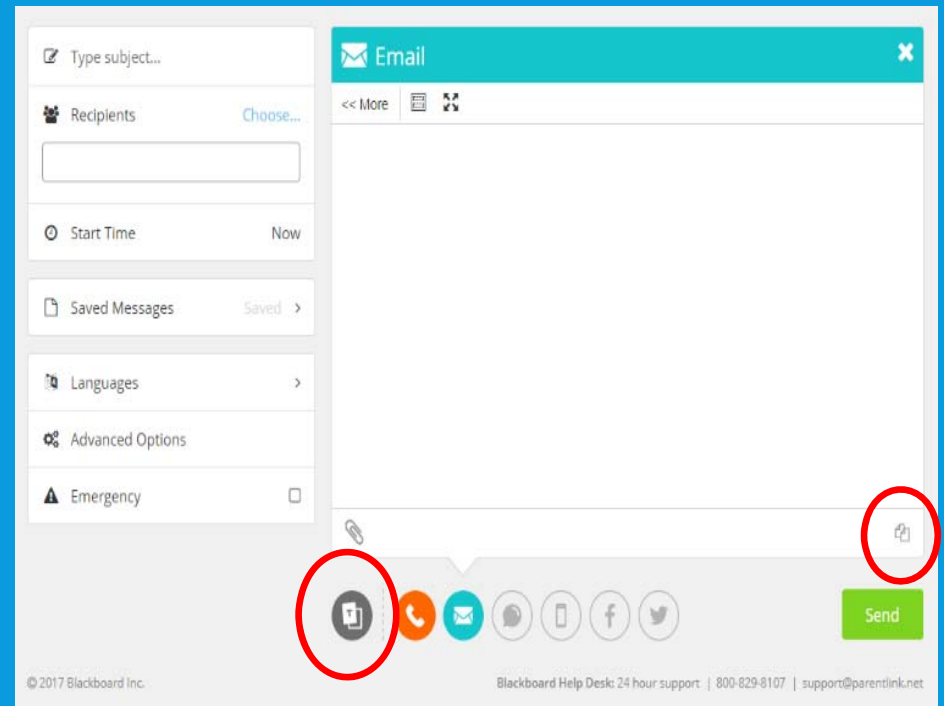
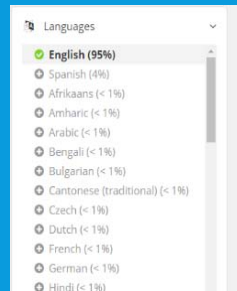


OR

- Select Message Icon at bottom, type message, Select 2<sup>nd</sup> Message Icon and use Copy Icon



- Languages system will translate existing message to each selected language



# CREATE MESSAGE ADVANCED OPTIONS

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

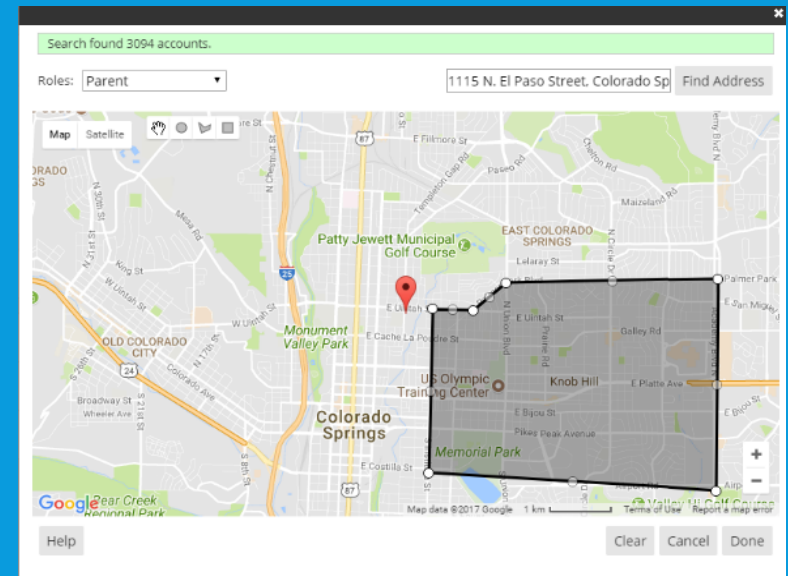
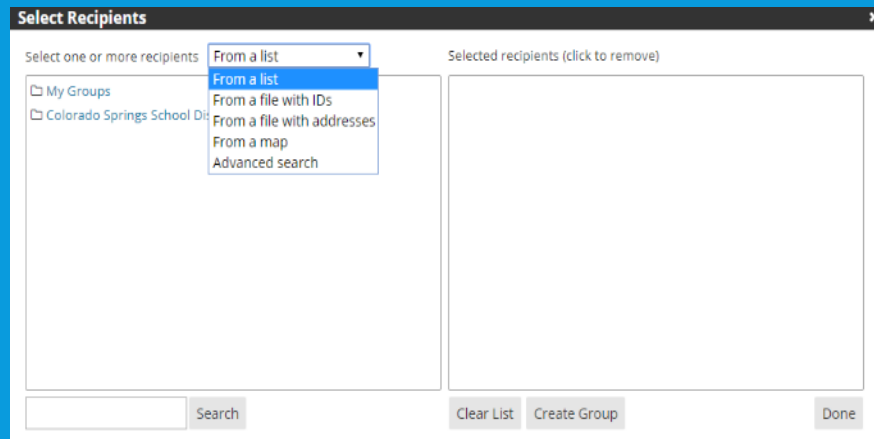
- Sending Organization:** A dropdown menu showing "Colorado Springs School District 11".
- Start Time:** Two input fields: "Aug 6, 2018" and "12:27 PM" with a plus icon to its right.
- Options:** A list of checkboxes:
  - Send messages during blackout times (09:00 PM - 07:00 AM)
  - Deliver to **ALL** 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 Reply:** A checkbox "Use custom reply-to email address and name for email delivery" is checked, with a dropdown menu labeled "Select Reply-To Email" below it.
- Message Category:** A dropdown menu showing "Miscellaneous".

At the bottom right of the window 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

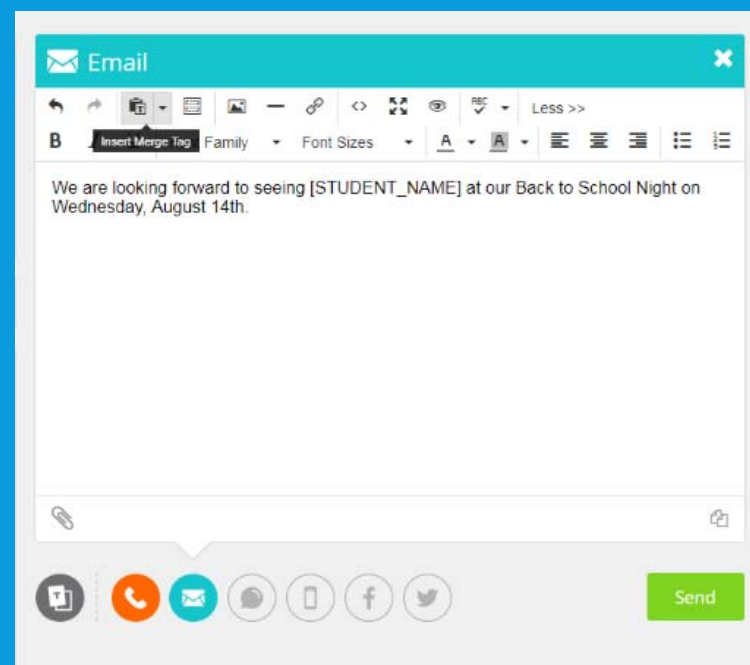
- Select Choose
  - Select Groups or individual recipients
  - Create custom groups from this list
    - Select Groups and/or individuals and add to recipient box
    - Can be private or public – add/remove members as needed
    - Custom groups won't be display in app until next day



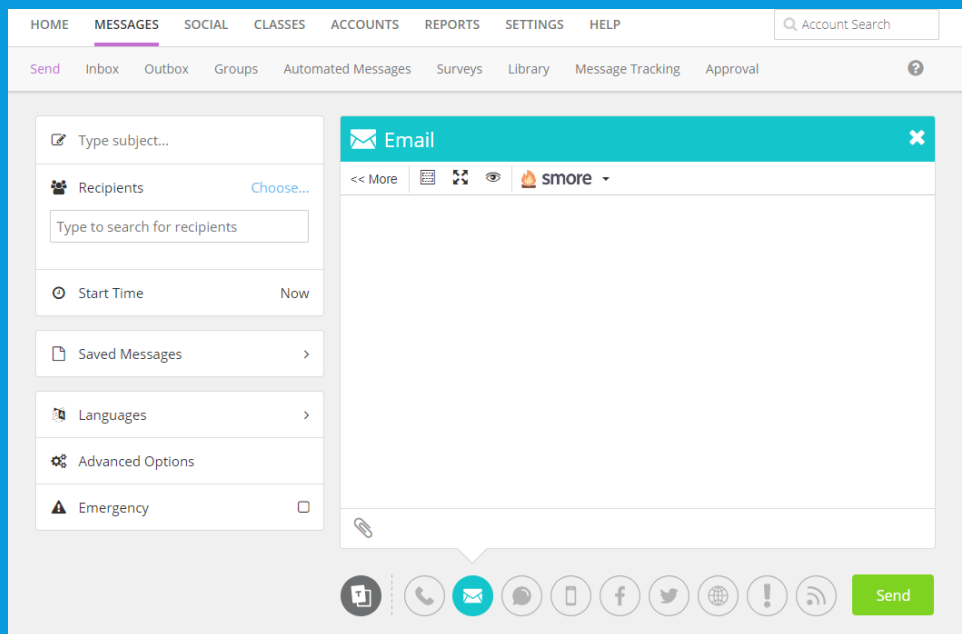
Can send notifications from a geographical area.

# 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.



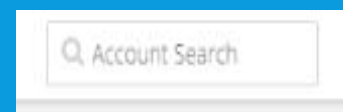
# S'MORE NEWSLETTERS



- 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