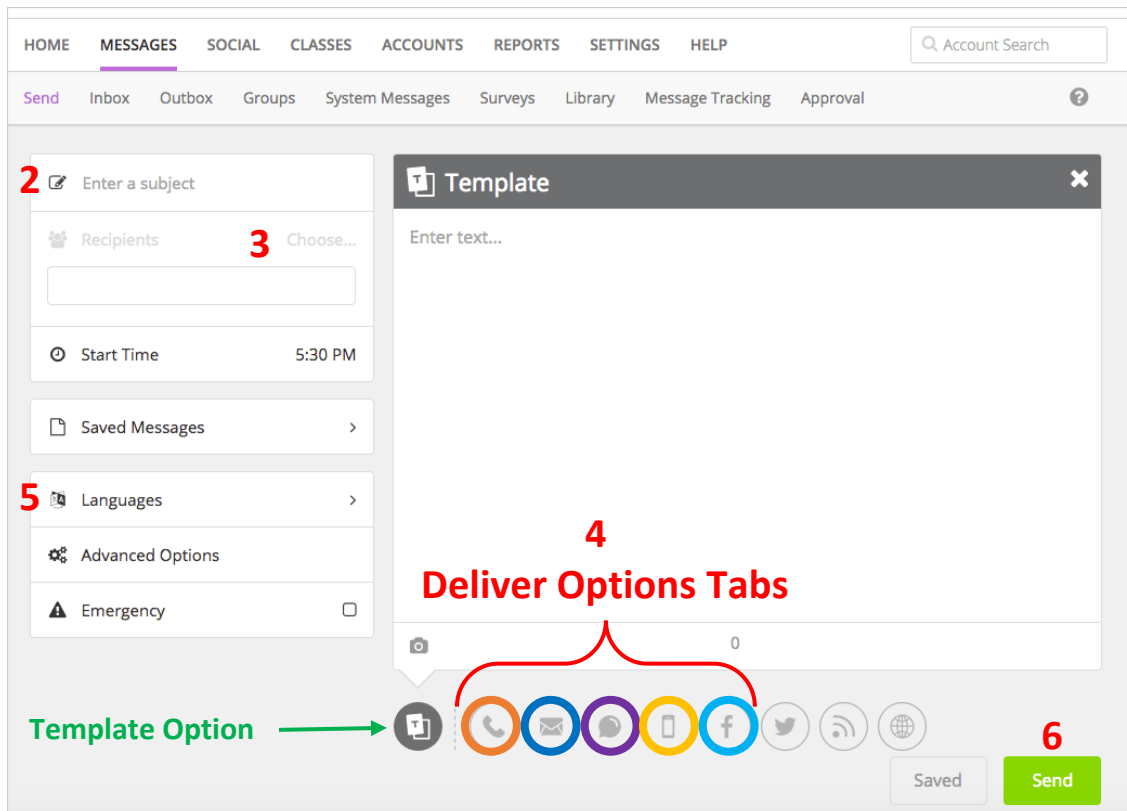
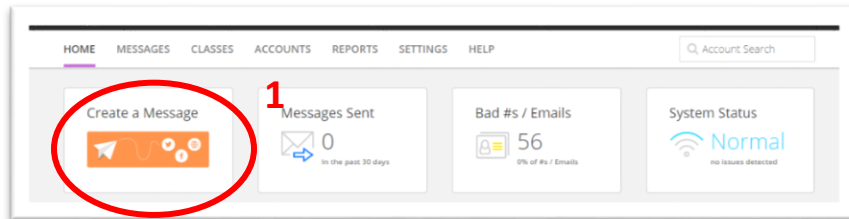


Create and Send Messages

You can create and customize messages to send to recipients by phone, email, text, app, and/or Facebook.

1. From the Blackboard dashboard, select **Create a Message**.



2. Type the **Subject** for the topic of the message.
3. **Add Recipients** - Select recipients by groups, schools, grades, and even individually.
 - a) Select the "Choose" link next to Recipients.
 - b) Select "**From a list**".
 - c) Type a recipient's name in the Search box, or select a group from the list, or open the group and select specific users. *Identify recipients by either the student's name or the parent's name. All messages are delivered to the parent by default.*
 - d) Select Done.

4. Select one or more Delivery Options.

- To send a message using a single delivery option, such as email, simply click on the appropriate tab and enter your message.
- To send a message using multiply delivery options (for example, email, text and Facebook), choose the **template option** to autofill all other delivery options.

When using the template option, you must go into each delivery tab to either customize or cancel the message for that option. To remove any delivery option for a specific message, go into the delivery tab and close out from the right hand corner. Once cancelled, the tab for that option will no longer be highlighted at the bottom of the screen.

Delivery Options: Please reference **Communications Guidelines** for specific guidelines on when to use each delivery option.

- **Phone messages** – Click tab to select one of the following recording options: Call Me to Record, Call in to Record, Upload Audio File, Text to Speech, or Use Microphone.
 - **Emails** – Click tab to update text and add images. Select this option to create, access and send S'more newsletters.
 - **Text/SMS** – Click tab and edit content to be less than 160 characters.
 - **Mobile App Notifications** – Click tab to update text and add any images. You can also mark the notification to appear only to known recipients and not to the general public of your mobile app.
 - **Facebook** - If your school has a Facebook page, click tab and edit content to be less than 160 characters and add images.
- 5.** Include language translations by selecting Add Language, and select each language needed. *You can remove any language with the Delete icon.*
- 6.** Select Send when ready to send the message.

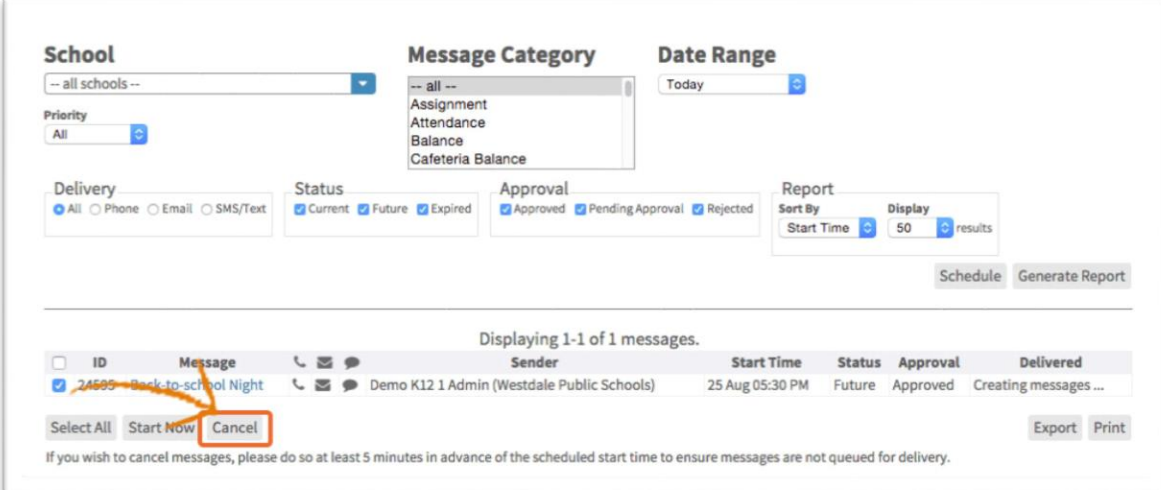
Advanced Message Options

1. Select Advanced Options.
2. Adjust the Delivery Schedule by setting a start date/time, and an end date/time.
 - To schedule messages to be sent multiple times, select the Add (+) icon to set multiple dates and times. Use this feature to send reminders to recipients multiple times for an upcoming event.
 - To send a message during blackout times, select Send messages during blackout times. *Do not send phone or text messages during blackout times.*
3. *Select Deliver to ALL recipient delivery addresses only during emergencies. ALL EMERGENCY NOTIFICATIONS WILL BE SENT FROM CENTRAL OFFICE.*
4. To save this message as public, select Allow other users to also send this message (public). This will allow anyone who downloaded the district app to view your messages.
5. Select Save when finished.

Cancel a message

Senders cannot cancel a message during its delivery; a message can only be canceled 5 minutes before the delivery is set to begin.

1. From the Blackboard dashboard, select Messages > Message Tracking.



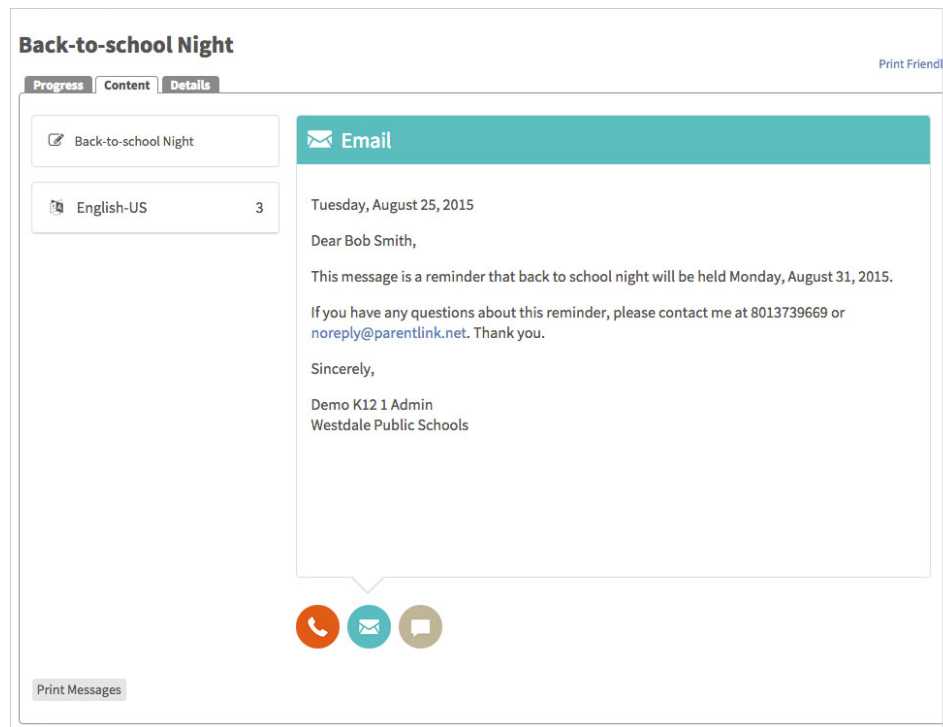
The screenshot shows the Blackboard Message Tracking interface. At the top, there are filters for School (set to "-- all schools --"), Message Category (set to "-- all --"), and Date Range (set to "Today"). Below these are sections for Priority (set to "All"), Delivery (set to "All"), Status (set to "Current", "Future", and "Expired"), Approval (set to "Approved", "Pending Approval", and "Rejected"), and Report (set to "Start Time" and "50 results"). There are "Schedule" and "Generate Report" buttons. Below the filters, it says "Displaying 1-1 of 1 messages." and shows a table with one message:

ID	Message	Sender	Start Time	Status	Approval	Delivered
24695	Back-to-school Night	Demo K12 1 Admin (Westdale Public Schools)	25 Aug 05:30 PM	Future	Approved	Creating messages ...

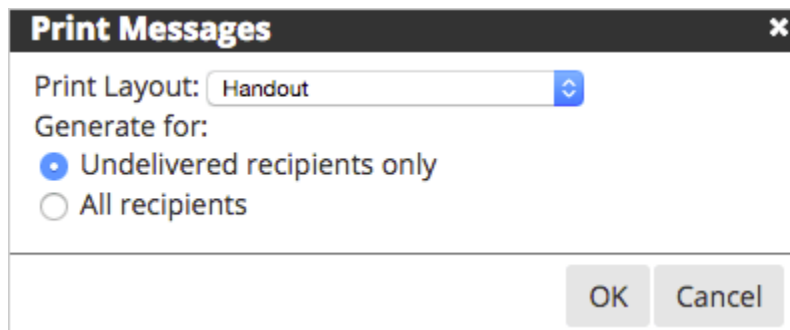
Below the table, there are buttons for "Select All", "Start Now", and "Cancel". The "Cancel" button is highlighted with a red box. At the bottom, there is a warning: "If you wish to cancel messages, please do so at least 5 minutes in advance of the scheduled start time to ensure messages are not queued for delivery."

2. Select the criteria to include the message you want to cancel in the Message Tracking report.
3. Select Generate Report.
4. Select the message you want to cancel.
5. Select Cancel.
6. Select OK on the warning message.

Print a message



1. From the Blackboard Communications HQ interface menu, select Messages > Outbox.
2. Select the name of the Message to open the Message Tracking page.
3. Select the Content tab to display the message content.
4. Select Print Messages.



5. Select the Print Layout and the recipients.
6. Select OK to create the PDF file, which you can print for users.