



Blackboard Mass Notifications (BBcom)



The Community Engagement solution helps districts and schools improve communication within the community, while reducing resources needed to maintain that communication. Blackboard Mass Notification with Create Once Publish Everywhere (COPE) Technology, allows you to write your message once and select as many delivery options that are available to your district. Select from phone messages, emails, your mobile site, your website, any RSS feeds, or social networks.

Signing In

To sign in go to wacoisd.parentlink.net, and use these credentials. Alternatively log in using your [Google Account](#).

Login ID = Employee ID
 Password = User defined password

If this is the first time you log in or need to reset your password use the “**Forgot password**” option. The next screen you will see will look similar to the one below. Type your **employee id**, select “**Send Email**” and check your email for a reset link.

A new password will be sent to you via the email address configured in your Blackboard account. If you do not know your login ID please contact your school administrator.

[Don't have an account yet?](#)

If you have forgotten your password, please contact webmaster@wacoisd.org

Login ID

Password

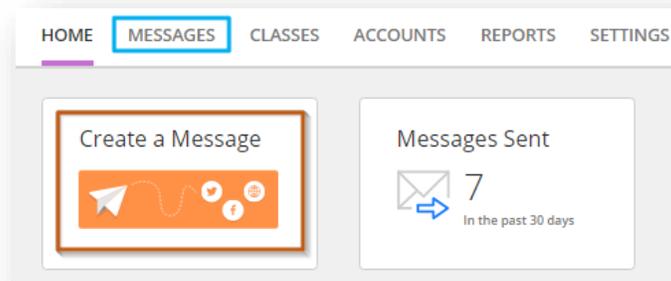
Or sign in using...

Facebook

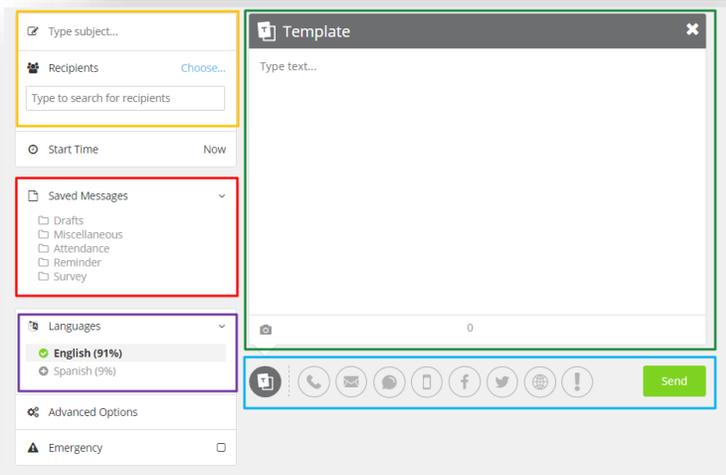
Google

Creating a Message

From the Home Tab click the “Create a Message” button or select the Messages tab. The Messages tab defaults to the message creation window.



1. Type the **Subject** for the topic of the message and add **recipients** (recipient search detailed below).
2. Select from **Saved Messages** to resend common messages or create your script on the **Template Board**. This message will be used on all delivery types you choose and can later be modified in each board (more on that later).
3. Select additional **languages** (translations). English is selected by default. To add a language click on the + sign beside the language. To remove the language select the trash bin icon that appears when hovering over the language.



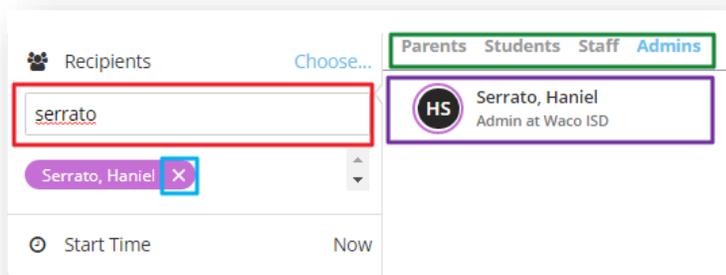
**Translation to the chosen language is provided for all selected delivery methods that are text based. Additionally it is also included when “Text to speech” is selected for the capture method (see below for more details) of the Phone Message option. For voice messages please provide an additional recording or file of the desired language.*

4. Select **delivery methods** (options detailed below) and press “Send”.

Recipients Search

Users are able to select recipients by groups, schools, grades, even individually.

1. Type name of person, campus or group you want to search for in the **search field**. You can look through the different results by selecting each group on the **Group Tabs**.
2. Select any individual or group by clicking on the **search results**.
3. You can remove recipients by clicking the “X” beside the individual or group name.



Delivery Methods

Select one or more delivery methods by clicking on the icons from the main send message page. To deselect a delivery method press the "X" on the top right of the message board.

Template - Create a template message to be used on all delivery types chosen. The message can be modified in each message board.

Phone messages - You can update the text from the template and select how to capture the message (see below for a breakdown of phone message capturing options).

Emails - If you created a template message, the content will be added here for emails. You can update the text here.

Text/SMS - If you created a template message, the content will be added here for text/SMS messages, but you may need to edit the content to be less than 160 characters.

Mobile App Notifications - For districts and schools that subscribe to Blackboard Mobile Communication app, the content will be added here for the app notifications. You can update the text and add any images.

District/School Websites - For districts and schools that subscribe to Blackboard Web Community Manager and have implemented the Universal Navigation bar, the content will be added here for your district or school websites. You can update the text and add any images.

Alerts - For districts and schools that subscribe to Blackboard Web Community Manager and have implemented the Universal Navigation bar, the content will be added here for your district or school website on-screen alerts. You can update the text and select which sites will display the on-screen pop-up alert message.

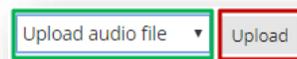
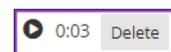
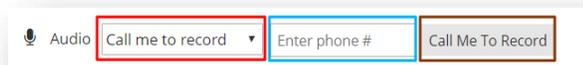
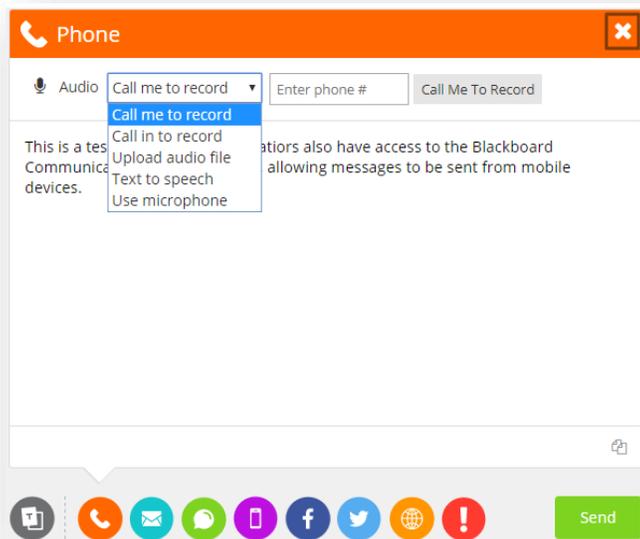
More on Phone Messages

Phone messages is just one of the ways to deliver a message to your audience, but it may be the most important way. If done correctly a voice message creates a sense of approachability to your audience.

1. Once logged in, go to the Messages Tab.
2. Select audio capture option from the drop down list:
 - a. **Call me to record** –
 - i. **Enter Phone Number**
 - ii. Click **"Call Me To Record"**
 - iii. Follow call prompt

- b. **Call in to Record**
 - i. Follow the on screen instructions

- c. **Upload Audio file**
 - i. Click **"Upload"** button
 - ii. Browse to file location
 - iii. Select file and click **"Open"**



Note: This icon shows your recording time and gives you a play back option. You can also delete the message here if you want to re-record.

d. Text to speech

- i. Type script on **message board**
- ii. **Enter phone # and send test call** to hear a sample



e. Use microphone

- i. Click microphone icon to start recording



- ii. Record your message
- iii. Click the stop icon to end recording

Helpful Links

| | | |
|--------------------------------|--|---|
| Cancel Message | Create and Send Newsletter | Create and Send Message |
| Message Outbox | Resend Message | Search for Recipients |
| View Inbox | Video – Send Messages | Videos |