

① Accounts & Help

Log into Blackboard BbComms Portal

1. Type your Blackboard URL into a web browser (listed on front page).
2. Type your Login ID & Password.
3. Click **LOGIN**.

Change Login/Phone ID and Password/PIN

1. Click the **MY ACCOUNT** link near your name.
2. Click **CHANGE LOGIN ID AND PASSWORD**.
3. Enter the new login ID and /or password.
4. Confirm the new password.
5. Click **SAVE**.

Create an Account

1. Click the **ACCOUNTS** tab.
2. Select the role type and school.
3. Click **CREATE NEW**.
4. Enter information and click **SAVE**.

Get Help

1. Click the **HELP** tab
2. Click on **Help Topics**.
3. Within **Blackboard Help** are:
 - a. Mass Notifications Help topics
 - b. Searchable Help
 - c. Training videos

② Message Basics

Send a Message

1. Click the **MESSAGES** tab.
2. Create a subject for your message.
3. Type recipients names or use the Choose link
4. Click the **TEMPLATE** icon and enter your message.
5. Click other appropriate icons at the bottom to set message to be delivered as a voice, email, SMS, push notification, Facebook, Twitter or RSS feed.
6. For an Emergency Message, click the button in the lower left corner of the screen.
7. Click **SEND** in the lower right corner to send the message in all selected formats.

Edit a Previously Sent Message

1. Click the **MESSAGES** tab on the main menu bar.
2. Click a folder on the left side of the screen to view available messages.
3. Click the title of a message you want to edit.
4. Click the **EDIT** button.
5. Make necessary changes to the message.
6. Click **SEND** if you wish to send the message out at the time indicated.

③ Other Messaging

Using Bb Comms HQ Mobile App

1. Tap **NEW MESSAGE** from the menu.
2. Tap the **TEMPLATE** icon and enter your message.
3. Tap any other icon at the bottom to set message to be delivered as a phone, email, SMS, push notification, or to Facebook, Twitter or RSS feed.
4. Select the **RECIPIENTS** for all methods of delivery.
5. Record the message or verify the text of the message.
6. If needed, tap on the small icon in the bottom left of the screen for **LANGUAGE TRANSLATION**.
7. Tap on the **SMALL CLOCK ICON** in the center of the lower screen to change delivery times.
8. For an emergency message, slide the button in the lower right corner to the right.
9. Tap the **SEND** tab in the upper right corner to send the message in all selected formats.

The Blackboard logo is displayed in white, bold, sans-serif font against a solid black rectangular background.

④ Groups

Create a Basic Group

1. Click the **MESSAGES** tab.
2. Click the **GROUPS** sub-tab.
3. Click the **ADD** button.
4. Select a school to which you would like to assign this group (district admins only).
5. Enter a meaningful group name.
6. Enter a unique Group ID number
 - a. Private groups are number 1-99.
 - b. Public groups are number 100+.
7. Click a folder/sub-folder to display possible group members for selection.
8. Click the names of desired group members.
9. Click **SAVE**.

⑤ Reports

View Messaging Tracking Report

1. Click the **REPORTS** tab.
2. Click **MESSAGE TRACKING**.
3. Set search criteria (school, message category, date range etc.) group.
4. Click the **GENERATE REPORT** button.
5. Click the **EXPORT** button to save or view as an Excel spreadsheet.
6. Click the **PRINT** button to print a copy.
7. Click the title of the message to view a detailed status and delivery report including call status numbers and delivery rates.

Schedule a Report

1. Click the **SCHEDULE** button to set up an automatic delivery of a report.
2. Enter a name for this report.
3. Set the time and days when you want this report delivered.
4. List the recipients' email addresses separated by commas or on a separate line.

View a Contact Report

1. Click the **REPORTS** tab.
2. Click **CONTACT REPORT**.
3. Set search criteria (school, message category, recipient type, status, phone number, display and sort by).
4. Click the **GENERATE REPORT** button
5. Click the **EXPORT** button to save or view an **EXCEL** spreadsheet.
6. Click the **PRINT** button to print a copy.

Blackboard Mass Notifications

Quick Reference: Basics



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Blackboard

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