User Manual

Connect 5 Importing Guide

January, 2015

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About Importing Data

Importing and managing your Recipient's contact information is one of the most crucial steps in mass notification. Outdated or incorrect contact information can result in your Recipients not receiving your messages.

Blackboard Connect 5 allows you to import your data from your data management or student information system (SIS) directly into the Connect 5 User Interface. Additionally, Blackboard Connect offers the ability to automate updates without having to go through the manual process each time any information may have changed.

To accomplish this, Blackboard Connect has created an importing process called **Importer 2,** which offers a more efficient importing process, support for double-byte characters, and additional fields and column headers for your contact information.

Enhanced Importing Process

Connect 5 has an enhanced importing process that can accept, queue, and load your data based on the available resources. Additionally, once the import process is complete, you will receive an email that provides a complete list of results for your import instead of waiting for your results to be generated by your import scripts.

Enhanced Reporting

View your importing history right from your Connect account and get specific, line-by-line, details for errors that will be available for 5 days.

More supported fields.

Connect 5 supports new contact fields so you can integrate even more information from your database into Connect.

- International country codes
- Support for Phone Extensions
- Ability to upload up to:
    - 10 fields for voice
    - 10 fields for SMS text numbers
    - 4 email addresses
    - 2 pager numbers
    - 2 fax numbers
    - Latitude and longitude for Geo Mapping

For more information and requirements for Importer 2, please visit Behind the Blackboard or contact your Client Care Representative.

Creating a Standard Import File

Most data management and student information systems allow you to select specific data using queries or reports, which can then be exported to a spreadsheet or .CSV file. In order for your exported data to be recognized by the Blackboard Connect import process, your data must be saved in a comma or tab delimited file format. For specific help exporting data, refer to your database documentation.

Once you have exported your file into a .csv or .txt delimited file format, you will need to edit your data file to ensure the data you want to import into your Connect 5 account is included in your file and that the header columns match the headers required for importing into your Connect account.

You may find it helpful to open your exported file in a spreadsheet application, such as Microsoft Excel, to determine if the data you have exported looks as expected.

- Make sure your column headers match the list of Blackboard Connect Data Fields.
- Column Headers WITH Reference Codes (student or employee ID's, for example), are required to have the following: **Institution**, **ContactType**, **LastName**, ReferenceCode
- Data files WITHOUT Reference Codes require: **Institution**, **ContactType**, **LastName**, at least one **Phone** or **Email** or **SMS.**
- Top Level users wanting to import multiple sites in one file are required to provide a field called ***Institution***. This field will contain the name of the account that the contact belongs to.
- Do not include data columns that you don't want Connect to load.

NOTE: If you don't use a database to store your contact data, entering this information into a spreadsheet application such as Microsoft Excel® then following the directions below will be easier than entering the data manually on the site.

NOTE: Any leading zeroes may be removed by Microsoft Excel, making your data inaccurate.

Verifying your column headers are accurate

The top row of your data file *must* include Blackboard Connect's column header names. This is to ensure that the Blackboard Importer 2 process can accurately determine how the data in your csv file should be imported and stored in Connect 5. These column headers can be listed in any order.

When adding your column headers, make sure that the headers match the headers listed in this manual. Please note to include any underscores as some headers may require them (HomePhone_cc, WorkPhone_ext, etc.).

List of Data Fields

Basic Information

Data Field	Column Header	APP	Description
Reference Code	ReferenceCode	All	ReferenceCode is a unique identifier provided for each contact (i.e. StudentID or EmployeeID)—this identifier should be a code that stays with the student or employee from year to year. The ReferenceCode field automatically updates your Connect 5 contacts without creating duplicate records. NOTE: This field is required if you wish to use the Call List Importer or the preserve data option.
First Name	FirstName	ALL	Your recipient's first name should be listed in your data file under this column header.
Last Name	LastName	ALL	Your recipient's last name should be listed in your data file under this column header.
Gender	Gender	ALL	Your recipient's gender should be listed in your data file under this column header as either **M** for *Male(s)* or **F** for *Female(s)*.
PIN	PIN	ALL	Place the PIN number in this column if your account utilizes PIN numbers for recipients to provide before receiving their messages,
Language	Language	ALL	Specify English, Spanish, etc in this field to specify the primary or preferred language of your recipient. *See the appendix for more information.*
Contact Type	ContactType	ALL	Using this field eliminates the need to create separate import data files for each of the different contact types such as Students, Admin, Faculty, Staff, and Other.
Site Name	Institution	K-12, Higher Education	Specifies the Site Name associated with the Recipient. This is required for multi-level site imports. *See the appendix for more information.*
Agency	Agency	CTY, Gov	
Terminate	Terminate	ALL	Any data in this field will cause the contact row to be removed from your account. Leaving the data fields empty will have no effect on your data.

Phone Headers

DataField	Column Header	APP	Description
PhoneNumber			Use the column headers listed under “Column Headers” to identify your recipient’s applicable phone numbers. All U.S. phone numbers should include an area code. If an area code is not included, the institution’s area code will be appended to the front of the provided number. Non-numeric characters will be automatically removed during the import process. Numbers loaded for PrimaryPhone, AdditionalPhone, and AttendancePhone can match one of the other entered phone numbers: HomePhone, WorkPhone, MobilePhone, etc. If they don’t match, the Connect system will put the number in an available blank phone field if there is one. **Additional Phone** If the AdditionalPhone column has no data for a contact, the importer will attempt to preserve a previously entered number in this field. To force the removal of AdditionalPhone data via import, you must put an asterisk (*) in the field Additionally, since many databases and SIS’s cannot provide additional phone numbers, the additional phone header is managed in Connect 5, rather than an import process.
	HomePhone	K-12, Higher Education	
	HomePhoneAlt	K-12, Higher Education	
	WorkPhone	K-12, Higher Education	
	WorkPhoneAlt	K-12, Higher Education	
	MobilePhone	K-12, Higher Education	
	MobilephoneAlt	K-12, Higher Education	
	PrimaryPhone	ALL	
	TTYPhone	ALL	
	AdditionalPhone	ALL	
	AttendancePhone	K-12	
	Phone1-6	CTY,GOV	
	Phone7-10	ALL	

Phone Extensions and Country Codes

DataField	ColumnHeader	APP	Description
Phone Ext	***[PhoneName]***_ext		Use these fields to include phone extensions. If you have recipients who reside outside the U.S, use **_cc** to include the country code.
CountryCode	***[PhoneName]***_cc		

Email Addresses

DataField	ColumnHeader	APP	Description
EmailAddress	EmailAddress	ALL	Use these fields to include recipients email addresses in your import.
	EmailAddressAlt	ALL	
	EmailAddress3-4	ALL	

Pager Numbers

DataField	ColumnHeader	APP	Description
Pager	Pager1	ALL	Use headers **Pager1** and **Pager2** to import pager numbers into your Connect 5 system.
	Pager2	ALL	

SMS Numbers

DataField	ColumnHeader	APP	Description
SMSName			Use headers **SMSPhone** and SMSPhone 2-10 to import phone numbers for SMS enabled devices. If you have recipients who reside outside the U.S, use _cc To include the country code for the SMS number.
	SMSPhone	ALL	
	SMSPhone2-10	ALL	
SMSCountryCode			
	[SMSName]_cc	ALL	

Address Headers

Data Field	ColumnHeader	APP	Description
AddressName			For K-12 or Higher Education institutions, use the Home address field to specify the recipient's home address. Use **Address2** to include a secondary address for the recipient. For Government and city users, use **Address** to add a single address for your recipient.
	HomeAddress	K-12, Higher Education,	
	Address	CTY/GOV	
Address2			
	Address2	ALL	
City			
	HomeCity	K-12, Higher Education	Use the given headers specify your recipients home city, or secondary city. For Government and City clients, use the **City** header.
	City	GOV,CTY	
	City2	ALL	
	HomeCity/PostTown/Locality	K-12, Higher Education	
	City/PostTown/Locality	CTY, GOV	
	City/PostTown/Locality2	ALL	
State			
	HomeState	K-12, Higher Education	Use the given headers specify your recipients home state, or secondary state. For Government and City clients, use the **State** header.
	State	GOV,CTY	
	State2	ALL	
	HomeState/Province/Territory	K-12, Higher Education	
	State/Province/Territory	CTY, GOV	
	State/Province/Territory2	ALL	
ZipCode			
	HomeZip	K-12, Higher Education	Use the given headers specify your recipients home zip code, or secondary zip code. For Government and City clients, use the **Zip** header.
	Zip	GOV,CTY	
	Zip2	ALL	
	HomeZip/PostalCode/PostCode	K-12, Higher Education	
	Zip/PostalCode/PostCode	CTY, GOV	
	Zip/PostalCode/PostCode2	ALL	

Address Fields (Cont.)

<table>
<tr><th>DataField</th><th>ColumnHeader</th><th>APP</th><th>Description</th></tr>
<tr><td>Lat</td><td></td><td></td><td rowspan="4">Latitude and Longitude are optional headers used for Geo-Mapping purposes only. If you do not provide this field, Blackboard Connect will calculate these values for you if the country code (US, Mexico, etc) is supported.

Please refer to the Appendix of this manual for a list of country codes that are supported by Blackboard Connect</td></tr>
<tr><td></td><td>[AddressName]_Lat</td><td></td></tr>
<tr><td>Long</td><td></td><td></td></tr>
<tr><td></td><td>[AddressName]_Long</td><td></td></tr>
<tr><td>HomeCountry</td><td>HomeCountry</td><td>K-12, Higher Education</td><td rowspan="3">For the correct country codes, please refer to the International Country Codes in the Appendix of this manual.</td></tr>
<tr><td>Country</td><td>Country</td><td>CTY, GOV</td></tr>
<tr><td>Country2</td><td>Country2</td><td>ALL</td></tr>
</table>

Other Fields

DataField	ColumnHeader	APP	Description
BusinessName	BusinessName	CTY,GOV	If you are a government or city user, use **BusinessName** as your header to import the names of business into Connect 5 system.

DataField	ColumnHeader	APP	Description
Grouping			For K-12 Institutions, use the column header **Grade** to specify what grade for students. For Higher Education Institutions, use **Status** to indicate a student's grade or year. Government and city users can use this data field by using the **County** header.
	Grade	K-12	
	Status	Higher Education	
Group	Group, Group1, Group2, etc.	All	Using the Group header allows you to put a contact into any group by populating the field with the name of the group. You can add as many Group columns as you like, or none at all. Additionally, for clients who cannot export duplicate header columns, you can append a numeric value after the header.
DelGrp	DelGrp	All	The DelGrp header allows you to remove your contact from any group by populating the DelGrp field with the name of the existing group.
RefreshGroup	RefreshGroup, RefreshGroup1, RefreshGroup2, etc.	All	Refresh Group is a Group Type in Connect 5 that allows users to automatically update its membership using a .CSV import file. Using the import file header; RefreshGroup, you can include the name of the Refresh Group in this column and the contact associated will automatically be added to the Refresh Group. Additionally, for clients who cannot export duplicate header columns, you can append a numeric value after the header.

Saving your data in a valid file format

In order to import your contacts into your Connect account, your finalized data file must be saved in a comma delimited (.csv) or tab delimited (.txt) file format. Selecting SAVE AS from the file menu of your spreadsheet application and selecting the .CSV file format from the drop down menu can often create this file.

How your Phone Data will appear in Connect 5

Once your data is imported, it will be viewable under the Recipient's tab in your Connect 5 account. The contact record for your recipient will show all of the fields, such as name, address, email, etc. However, some of the fields in your Connect 5 account will be labeled differently than the required headers you use in your data file. Below is a list of the required headers and which field the data under those headers will appear in the Connect 5 contact record.

Required Headers	Connect 5 Phone Types		Required Headers	Phone Types on Connect 5
HomePhone	Home 1		MobilePhoneAlt	Mobile 2
WorkPhone	Work 1		Phone 7	Home 3
MobilePhone	Mobile 1		Phone8	Work 3
HomePhoneAlt	Home 2		Phone9	Mobile 3
WorkPhoneAlt	Work 2		Phone10	Mobile 4

Importing Contacts

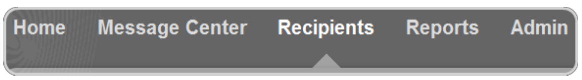
You can manually import your comma separated (*.csv) or tab delimited (*.txt) data file into Connect at any time by using the **Import Data** button under the RECIPIENTS tab located in your Connect account. This function requires you to have your user permissions set to import data.

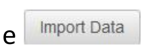
This section will review the step-by-step process on how to manually upload your data file into Blackboard Connect.

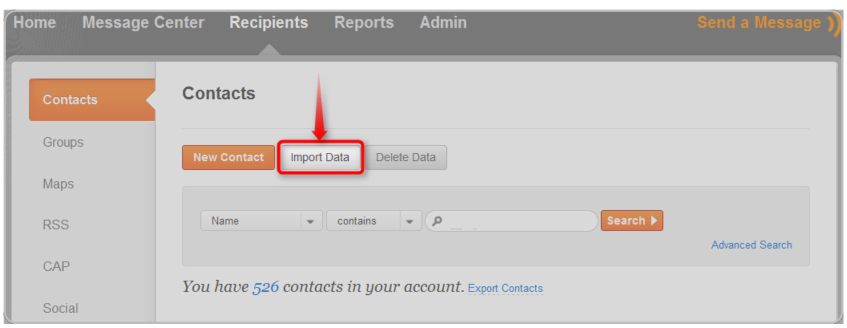
NOTE: User permissions to import Contacts are required in order to import contact information into your account. If you do not see the **Import Data** button on the Recipients page, contact your institution's Blackboard Connect administrator.

Manually importing your data

The first step of importing your Contact data file into Connect is to log into your Blackboard Connect account and open the Recipients tab located at the top of the screen.

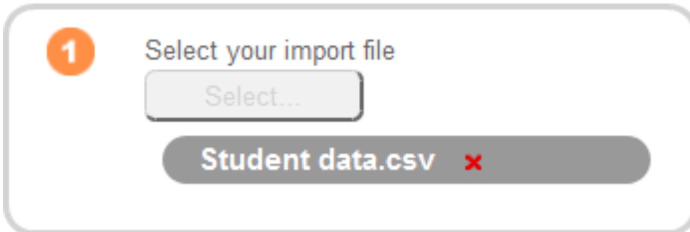


When the Recipients tab opens, click the CONTACT side tab (if not already selected) and click the  button.



Step 1: Select your import file

Click the **Select...** button in Step 1 to open a File upload window. Locate and select your data file on your local computer and click *Open.*



Blackboard Connect will add your file to the importing queue and list it under the Select... button.

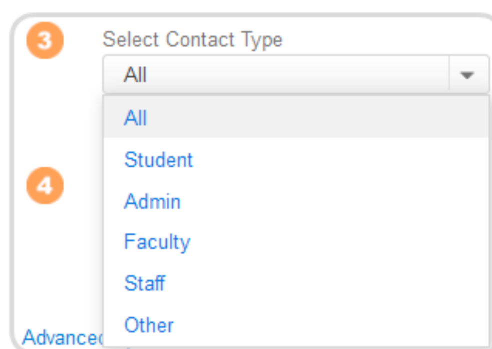
Step 2: Select the site for your data (Multi-Level Users Only)

If you are a top-level user, you can choose to import your data file into a specific account under you or you can load your data file into all the accounts by selecting **ALL** from the Select Site Drop down menu.

If you are not a top-level user or only have permissions for one account, you will only see the site that you have permissions to edit in this pull-down menu.

Step 3: Select the Contact Type

Use the SELECT CONTACT TYPE pull-down menu to select the type of contacts you are importing. If your file contains all contacts of one type, select the appropriate type that will help you sort your data when sending a message (Student, Business, Faculty, Staff, etc).

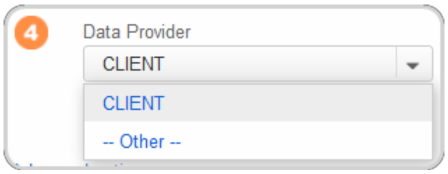


If your data file includes multiple contact types, the file MUST include the ContactType header in your import file with the correct contact type for each recipient in the file. If your data file provides this information, use the **All** option in this dropdown menu.

Note: The options displayed may differ by App (business vertical).

Step 4: Choose your data provider

If you are importing your own data, select **Client** from this drop down menu. If you are importing data from another source, you may select "other" and name the source. This can later be used when filtering and sorting your contacts.

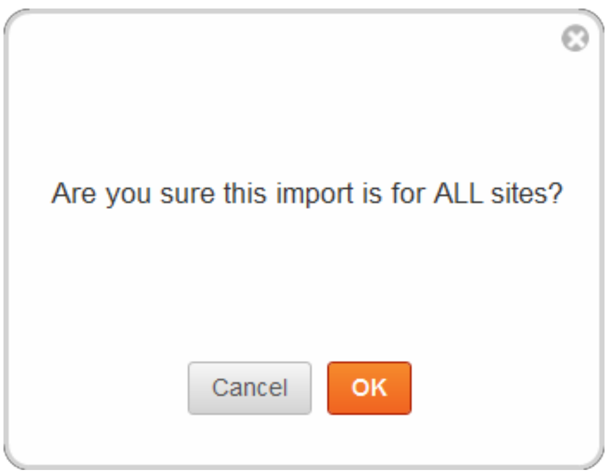


Step 5: Import your data

When you have finished specifying your import selections, click the 

button located in the bottom right corner of the screen. A confirmation pop-up window will open.

Click **OK** on the import confirmation screen to continue with importing your contacts.



Blackboard Connect will begin importing the contact information in your data file. This process could take several minutes.

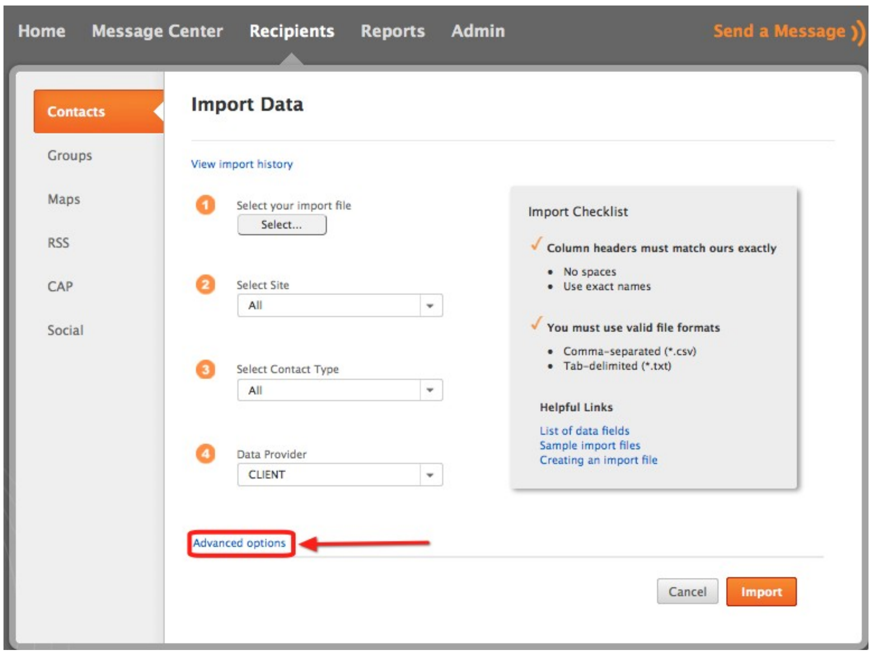
When the process is done, you will receive an email displaying the results of the import including the number of contacts inserted (new contacts), contacts updated (for existing contacts), contacts rejected (no last name or no phone provided), and contacts with errors.

If there are errors for individual records, specific details will be provided.

Advanced Options

Advanced options are available to help you better manage how your updates are processed by our importer. These options should be used only during re-importing after your initial import, which should be done on a regular basis to help keep your data current.

The best way to manage on going changes between your information systems and your Connect account is to make sure that all contacts are loaded with a unique Reference Code.



To access the advanced options, open the RECIPEINTS tab, click the **Import Data** button, and click the Advanced Options link located beneath step 4.

Please note that the advanced options are only necessary when re-importing your data.

Remove by Data Provider

Selecting this option will tell Blackboard Connect to remove any contacts not included in your data file. This is a useful tool if you need to remove multiple recipients from your system such as removing graduating seniors or exiting employees.

You can activate this feature by simply checking the checkbox next to the data provider.

Remove contact types not provided in the import file

This feature is used to indicate that contacts from previous imports should be deleted from your account if they are not included in your current import.

For example, if you choose to Remove Contacts Not Provided and select Students, any Student Contact record in your Blackboard Connect system that is NOT included in your new data file will be removed from your account. No other contact types will be affected.

Preserving Data - Updating provided columns only

Selecting the Preserve Data check box allows you to import a few fields without wiping out any previously created data for your contacts that are not provided in your import file. This feature gives you ultimate flexibility in importing partial data during an update. By just providing Reference Code and Group, contacts can be loaded into a group without disturbing other contact information such as phone numbers.

This feature is helpful if you would like your office admins to enter phone numbers or e-mail addresses that you do not have a place to store in your current information system. A standard import would normally overwrite any manually entered fields. However, selecting this option will only update the data in the columns you've provided and preserve any data that has been manually entered into the system.

If you provide HomePhone, WorkPhone and MobilePhone in your imports and do not provide a Primary Phone, then the system will preserve the data in the event the Primary Phone is changed from the Home Phone to the Mobile Phone, this change will be preserved even after imports are performed.

Checking the Preserve Data checkbox will only update the fields that you have provided with column headers in your import data file. Empty fields (fields with "blank" data) will be cleared for that specific contact.

NOTE: This option requires the ReferenceCode column in your data file.

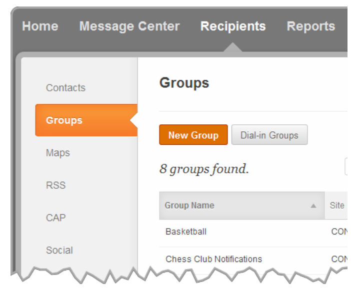
If you do not select to Preserve Data, all data related to the provided contacts will be replaced. Fields not provided will be deleted.

Refreshing Groups with an Import File

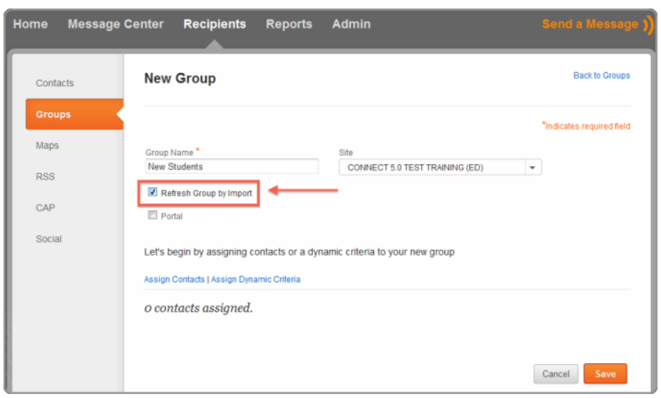
A **Refresh Group** is a group type in Connect 5 that can be created in the Recipient Tab under Groups. The instructions below will walk you through the simple process of creating a new Refresh Group. Once you have created your Refresh Group, you will provide the name of your Refresh Group in your data file under the import file header: **RefreshGroup**.

Creating a Refresh Group

1. Open the Recipient's tab in your Connect 5 account.



2. Select GROUPS on the left side navigation pane and click the **New Group** button.
3. Provide a name and select a site for your Group.
4. Click the **Refresh Group by Import** checkbox located below the Group name.



5. *Optional:* You can add contacts using the Assign Contacts links to populate your New Refresh Group.
6. Click **Save** to save your new Refresh Group.

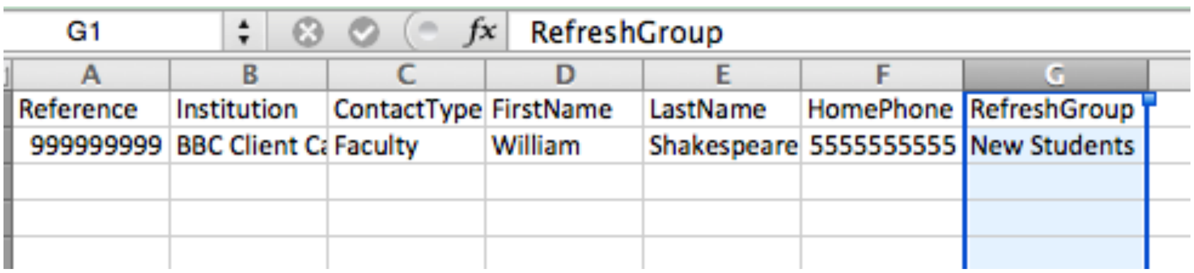
Your Refresh Group will now be visible on the Groups page.

Creating an Import File

You can manually create an import file to update your Refresh Groups in a spreadsheet application, such as Microsoft Excel.

Using the Connect 5 headers, include the appropriate headers, including the contacts first and last name and a contact point (phone, SMS, or email).

Add a column in your file and label the header: **RefreshGroup**, This column should be populated with the name of the Refresh Group you created in your Connnect 5 account. For clients who cannot export duplicate header columns, you can append a numeric value after the header (e.g. **RefreshGroup1**, **RefreshGroup2**, etc.).



A	B	C	D	E	F	G
Reference	Institution	ContactType	FirstName	LastName	HomePhone	RefreshGroup
999999999	BBC Client Ca	Faculty	William	Shakespeare	5555555555	New Students

Once you have provided and verified the data you want to use to update your Refresh Group, use the SAVE AS… function to save your spreadsheet as a .**CSV** file.

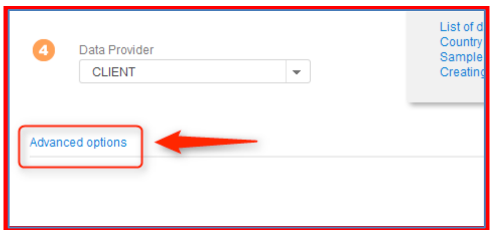
Uploading Your Refresh Group Import File

If you have created an Import file with the RefreshGroup header and included the names of your Refresh Groups, you can import your file using the **Import Data** button on the Contacts page under the Recipient tab. To upload your file:

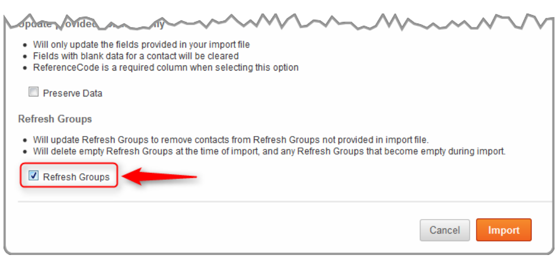
1. Open the Recipients tab in your Connect 5 account and click the **Import Data** button on the CONTACTS page.

2. Click the **Select** button on the Import Data screen and use the browser window to select the .CSV data file you have created.

3. Click the **Advanced Options** link located on the same screen, under the “Step 3: Data Provider” pull-down menu.



4. Scroll to the bottom of the page and click the **Refresh Groups** checkbox.



WARNING! Uploading a Group Refresh import file with this box unchecked will add your Recipients to the Group but will never be taken out of the groups.

Checking this box will remove contacts that are not provided in the import file for the Group you’re refreshing. This feature will also remove any empty Groups at the time of the import or Groups that become empty during the import.

5. Click the **Import** button in the bottom right corner of your screen to begin the import.

Your import file will be processed and the changes to your Refresh Groups will be made.   The Connect 5 system will email you the results of the import once the data has been processed.

Automating your Data

Once you have initially uploaded your contact data can be loaded manually through the Blackboard Connect interface, you can set up your system to automatically update and refresh your data without having to repeat the manual process.

Our Integration specialists can assist you in setting up the appropriate automation process to automatically import your data from your Data Management or Student Information System.

As the implementation progresses, you will have the ability to work with our integration team to determine the best way to refresh your data on a regular basis. Blackboard Connect can automate with Windows, UNIX, and Mac OSX based systems via an auto script, sFTP, ODBC query, and the Connect Data Utility (CDU).

Setting up Auto-Importing

The ***Blackboard Connect*** Client Care team will provide your technical lead with Data Importing Instructions as well as sample data files for both students and employees. Blackboard Connect accepts comma or tab-delimited TXT files with the fields outlined below. All files are posted via https over a secured socket layer (SSL).

To get started with setting up your database to automatically import your contact data into Connect 5, you will need to contact your Client Care Representative or open a case online. In order to properly set your system up, the Integration Specialists will need the following information:

- The Student Information or Data Management System and the platform (Windows, Unix, or Mac) your institution is using.
- How your account currently handles your data (Auto scripts, Uploader, Data Wizard, manual imports, etc).
- Provide a sample file of how you're currently importing data and specify which field(s) you want included.
- Provide a copy of any scripts you are currently using.

Additionally, if you are a UNIX and PERL platform user, please make sure you tell the integration specialist that you are running this configuration, as you will need updated scripts for this process.

If you do *not* have the information listed above available or if you have any assistance locating this information, your Integration Specialist will assist you in gathering this information.

Troubleshooting

Import Error: The required column “institution” is missing

This error is generated when manually importing your data file from the Recipients tab and is often caused when you have selected ALL from the **Select Site** pull-down menu on the import data screen but have not included a column in your data file with the header ”institution.”

The reason for this error is that by selecting “ALL” as your site but not providing which site the data should be loaded into in your data file, Connect 5 will not know where to upload your data.

Solution

To remedy this error, select a Contact type from the Step #2 pull-down menu on the Import Data screen or provide a column labeled as **institution** in its header with the correct contact type for each contact in these fields.

Import Error: The required column “contacttype” is missing

This error is generated when manually importing your data file from the Recipients tab.

The error is usually generated when you have selected ALL from the **Select Contact Type** pull down menu on the import data screen but have not included a column in your data file with the header ”contacttype.”

The reason for this error is that by selecting “ALL” as your contact type but not providing the contact type any given recipient belongs to, Connect 5 will not know how classify your data (student, staff, business, etc) when it is imported.

Solution

To remedy this error, select a Contact type from the Step #3 pull-down menu on the Import Data screen or provide a column labeled as **contacttype** in its header with the correct contact type for each contact in these fields.

Import Error: You do not have the authority to modify data in Agency…

You do not have the authority to modify data in Agency=' + ' - review permissions and contract

Solution

This error typically means that your institution needs to be mapped in the Connect system. Contact your Client Care Representative for assistance with this error.

Additional Troubleshooting

For additional and up-to-date information on regarding data importing, log into your Blackboard Connect 5 account and click on the Behind the Blackboard link. Most information regarding manual importing or auto-importing can be found in the Knowledge Base in Behind the Blackboard.

If you still cannot find the information you're looking for, please contact Client Care or open a case online. We're here 24 hours a day, 7 days a week, and 365 days a year to assist you.

Appendix

Language Mapping

The Connect system provides language mapping for accounts that need to send messages in more than one language. If your database stores home language as a code, such as 01 and 02, you may submit these codes to your Client Care Representative so that the codes will be mapped to language names that would be more recognizable to your users, such as English and Spanish. If your Recipients represent many languages but you only support a few of those, your Client Care Representative can also map all unsupported languages to English.

Site Mapping

When importing contacts to multiple sites within one data file, the site name (institution) associated with each contact must be provided for proper assignment. The Institution provided, whether by name or by code, must match the site data predefined in your Blackboard Connect account. Your Client Care Representative can help you setup these site definitions for you.

International Country Codes

Listed below are country codes that can be imported and validated with the Connect system. Country codes not listed can still be imported into the system but they won't be validated by the Connect system.

*Please note that when using the countries below (Australia, Brazil, Canada, and Mexico), you must use the **State/Province** abbreviations. Do not use the full name of the state or province.*

Country	State Abbreviation	State/Province Name
Australia	XAA	Australian Antarctic Territory
Australia	ACT	Australian Capital Territory
Australia	CXR	Christmas Island
Australia	CCK	Cocos (Keeling) Islands
Australia	HMD	Heard Island and McDonald Islands.
Australia	NSW	New South Wales
Australia	NFK	Norfolk Islands
Australia	NT	Northern Territory
Australia	QLD	Queensland
Australia	SA	South Australia
Australia	TAS	Tasmania
Australia	VIC	Victoria
Australia	WA	Western Australia
Brazil	AC	Acre
Brazil	AL	Alagoas
Brazil	AP	Amapá
Brazil	AM	Amazonas
Brazil	BA	Bahia
Brazil	CE	Ceará

Brazil	DF	Distrito Federal
Brazil	ES	Espírito Santo
Brazil	GO	Goiás
Brazil	MA	Maranhão
Brazil	MT	Mato Grosso
Brazil	MS	Mato Grosso do Sul
Brazil	MG	Minas Gerais
Brazil	PA	Pará
Brazil	PB	Paraíba
Brazil	PR	Paraná
Brazil	PE	Pernambuco
Brazil	PI	Piauí
Brazil	RJ	Rio de Janeiro
Brazil	RN	Rio Grande do Norte
Brazil	RS	Rio Grande do Sul
Brazil	RO	Rondônia
Brazil	RR	Roraima
Brazil	SC	Santa Catarina
Brazil	SP	São Paulo
Brazil	SE	Sergipe
Brazil	TO	Tocantins
Canada	AB	Alberta
Canada	BC	British Columbia
Canada	MB	Manitoba
Canada	NB	New Brunswick

Canada	NL	Newfoundland
Canada	NT	Northwest Territory
Canada	NS	Nova Scotia
Canada	NU	Nunavut
Canada	ON	Ontario
Canada	PE	Prince Edward Island
Canada	QC	Quebec
Canada	SK	Saskatchewan
Canada	YT	Yukon Territory
Mexico	AGS	Aguascalientes
Mexico	BC	Baja California
Mexico	BCS	Baja California Sur
Mexico	CAM	Campeche
Mexico	CHIS	Chiapas
Mexico	CHIH	Chihuahua
Mexico	COAH	Coahuila
Mexico	COL	Colima
Mexico	DF	Distrito Federal
Mexico	DGO	Durango
Mexico	GTO	Guanajuato
Mexico	GRO	Guerrero
Mexico	HGO	Hidalgo
Mexico	JAL	Jalisco
Mexico	MEX	Mexico
Mexico	MICH	Michoacan

Mexico	MOR	Morelos
Mexico	NAY	Nayarit
Mexico	NL	Nuevo Leon
Mexico	OAX	Oaxaca
Mexico	PUE	Puebla
Mexico	QRO	Queretaro
Mexico	Q ROO	Quintana Roo
Mexico	SLP	San Luis Potosi
Mexico	SIN	Sinaloa
Mexico	SON	Sonora
Mexico	TAB	Tabasco
Mexico	TAMPS	Tamaulipas
Mexico	TLAX	Tlaxcala
Mexico	VER	Veracruz
Mexico	YUC	Yucatan
Mexico	ZAC	Zacatecas

week. Also check out our new support website **Behind the Blackboard**, where you can find more information about Connect's special features as well as share ideas with other schools and institutions.

Phone Support: 1-866-360-2155

Email Support: connectsupport@blackboard.com

Contacting Client Care