



## **Blackboard MyConnect**

### *Admin Manual*

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## What is Blackboard MyConnect?

Blackboard MyConnect© is a new suite of Connect products designed enrich your community outreach and empower your Recipients to manage their message settings from their personal computer, smart phone, or tablet.

### **MyConnect Sites**

Create end user web “portals” to your Connect 5 account so your recipients can log in and update their contact information and subscription settings. You can choose an open portal, allowing entire communities to receive your messages or a closed (or restricted) portal that will only give access to recipients with an ID number or reference code.

MyConnect sites are easy to setup and can be administered by using your Connect 5 account (Manage Portal Interface and Users permissions required).

### **MyConnect for Android and iOS**

A new addition to the MyConnect family, the Blackboard MyConnect apps for Android and iOS give your recipients easy access to their information in your Connect 5 account. Using this app, recipients can view previous messages, update their contact information, and change their subscription preferences.

The Blackboard MyConnect apps can be downloaded from the Google Market or Apple App store for free.

## MyConnect Administration Overview

Connect 5 Data Managers, Standard Top Users, and Super Users have the ability to manage your Institution's MyConnect Portal in Connect 5. MyConnect administration and management options can be found under the **Admin** tab in your Connect 5 account.

Open the Admin tab and select **MyConnect Sites** on the left. By default, the page will display a list of your Institution's MyConnect sites. To view and edit your users, click the **MyConnect Users** button below the page header.

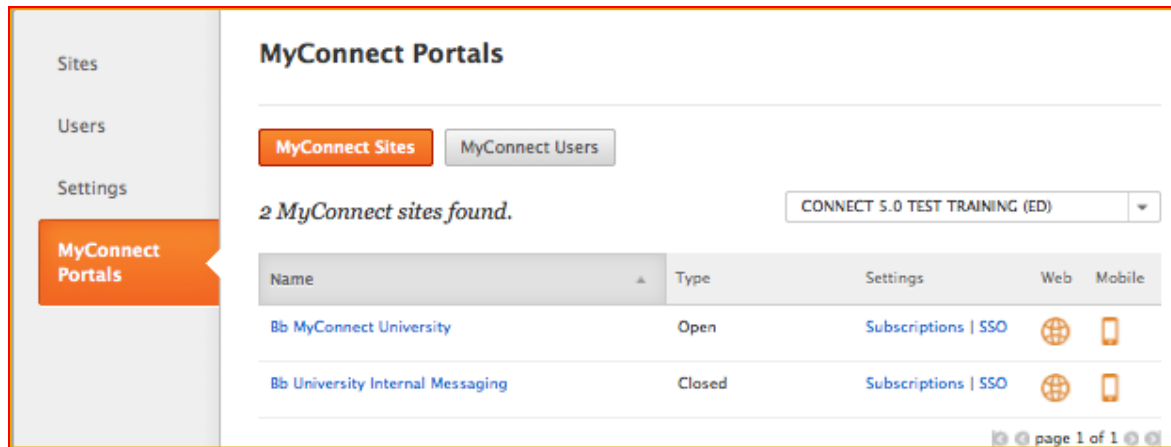
The screenshot displays the Blackboard Connect 5 Admin interface. At the top, there is a navigation bar with tabs for Home, Message Center, Recipients, Reports, and Admin. A 'Send a Message' button is visible on the right. On the left, a sidebar contains 'Sites', 'Users', and 'Settings', with 'MyConnect Portals' highlighted. The main content area is titled 'MyConnect Portals' and features two buttons: 'MyConnect Sites' (active) and 'MyConnect Users'. Below these buttons, a dropdown menu shows 'CONNECT 5.0 TEST TRAINING (ED)'. A message states '2 MyConnect sites found.' Below this is a table with columns for Name, Type, Settings, Web, and Mobile. The table lists two sites: 'Bb MyConnect University' (Open) and 'Bb University Internal Messaging' (Closed). Each site has links for 'Subscriptions | SSO' and icons for 'Web' and 'Mobile'. At the bottom right of the table, it says 'page 1 of 1'.

### To manage your MyConnect Site in Connect 5

1. Log into your Connect 5 Account (your account must have Manage Portal Interface and User's Permissions).
2. Click the **Admin** tab located at the top of the screen.
3. Click the **MyConnect Portals** tab on the left side navigation

## Managing MyConnect Sites

The MyConnect Sites page is where you will manage the content and accessibility of your MyConnect sites.





**Name** The name of your MyConnect sites will be listed under the **Name** column. The name of your site will be hyperlinked to your MyConnect site. Click the name to be taken to your MyConnect site's login page.



**Type** View the type of your site. An open site allows anyone who visits your MyConnect site to sign up for messages you have available to your community. Closed sites indicate that the site is restricted and will require a user to provide a reference code in Connect 5 (a reference ID).

**Settings** Click the **Subscriptions** link to:

- View the URL for your MyConnect site.
- Select which Portal Groups will be available for subscription on your MyConnect site.

Click the **SSO** link to enable single sign on using SAML and provide an Identity Provider Certificate.

**Web** Click the  icon to enable the respected MyConnect site so users can access it on the web. The icon will turn orange  to indicate that the site is enabled. This will also disable users from accessing your site using the MyConnect for Mobile apps.

**Mobile** Click the  icon to enable the respected MyConnect site so users can access it using the MyConnect for Mobile apps on their smartphones and tablets. The icon will turn orange  to indicate that the site is enabled. This will also enable users to access your site on the web.

**Site Pull-Down Menu** Use the pull-down menu above the *Settings* tab to view the MyConnect sites from child institutions.

## Subscriptions

The Subscriptions link opens a page that will display your Site URL and allow you to select which *Site Groups* that will be displayed on your MyConnect website and on the mobile apps.

### Subscriptions

---

Name                    Bb MyConnect University

Type                    Open

Portal URL            <https://MyConnectUni.qa.bbcportal.com>

*Portal groups selected here will be available on Portal.*  *Select All*

---

[Expand All](#) | [Collapse All](#)

▶  CONNECT 5.0 TEST TRAINING (ED) (0 selected)

Click the arrow beside next to the site name to view a list of all available Site Groups. You can select a group by checking the checkbox next to each Site Group. Click Save to save your changes.

Once the changes have been saved, the Site Groups you've selected will appear on your MyConnect site.

For more information regarding Site Groups and how to create one, see the [Site Groups section in this manual](#).


[Expand All](#) | [Collapse All](#)

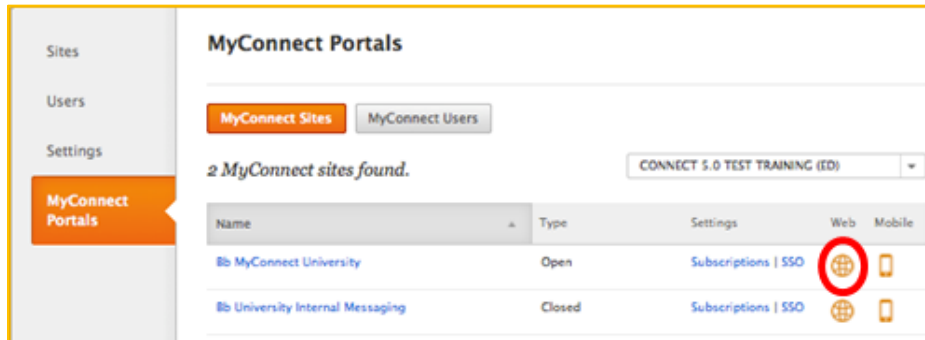
CONNECT 5.0 TEST TRAINING (ED) (0 selected)



- Emergency
- Outreach
- Attendance
- Basketball
- Early Release Information
- Event Reminders
- Monday Training Group
- Volunteer Opportunities


## Activating MyConnect for the Web

You can activate or deactivate your MyConnect site at any time from the MyConnect Sites page under the Admin tab. When your MyConnect site is activated, it will be accessible to your recipients and communities via the hyperlink provided under the MyConnect Admin tab.

Once your Client Care Representative has setup your MyConnect site, your site will be activated by default and will be indicated with an orange  icon under the “Web” column of your MyConnect Sites page.




To deactivate your MyConnect site, simply click the orange  icon. It will turn gray  to indicate that your MyConnect site is no longer accessible to your Communities.

Click the  icon again to reactivate your site for internet access.





## Activating MyConnect for Mobile Devices



In addition to activating and deactivating your MyConnect website, you have the ability to activate or deactivate the MyConnect mobile apps from the Admin tab.


When your MyConnect site is activated, any member using the MyConnect mobile apps for Android and iOS will be able to search for your MyConnect site via the app

Accessibility for MyConnect for Mobile apps is deactivated by default and will be indicated with a gray  icon under the "Mobile" column of your MyConnect Sites page.

3 MyConnect sites found. CONNECT 5.0 TEST TRAINING (ED)

Name	Type	Settings	Web	Mobile
Bb MyConnect University	Open	Subscriptions   SSO		
Bb University Internal Messaging	Closed	Subscriptions   SSO		


To activate your MyConnect site for the mobile apps, simply click the gray  icon. The icon will turn orange  to indicate that your MyConnect site is accessible to your Communities using the MyConnect mobile apps.

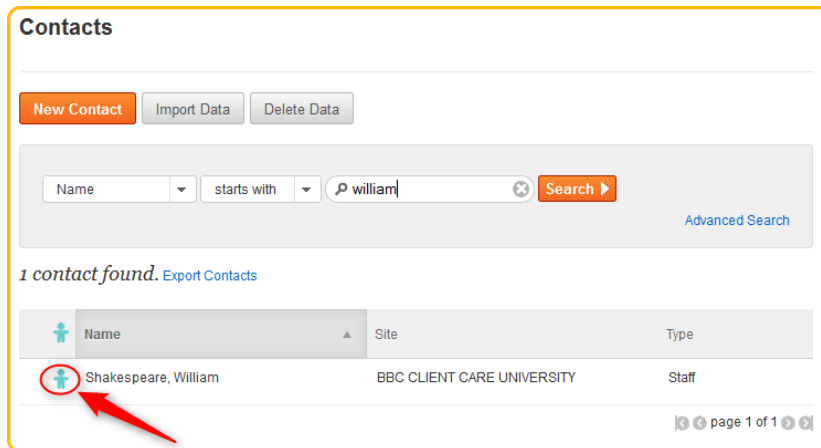
Click the  icon again to deactivate mobile access.



## MyConnect Users

A MyConnect user is anyone who has signed up for your MyConnect site (open or closed), regardless as to whether they are an existing Recipient in your Connect 5 account.

For example, say you have a staff member who is a Recipient in your Connect 5 account. That user will not appear in the MyConnect user's tab in Connect 5 until that user visits and signs up to your MyConnect site. Once that user has completed the MyConnect registration process on your MyConnect site, you will see a  icon next to the Recipient's name (as seen below).





**Contacts**

New Contact Import Data Delete Data

Name starts with william Search Advanced Search

1 contact found. Export Contacts

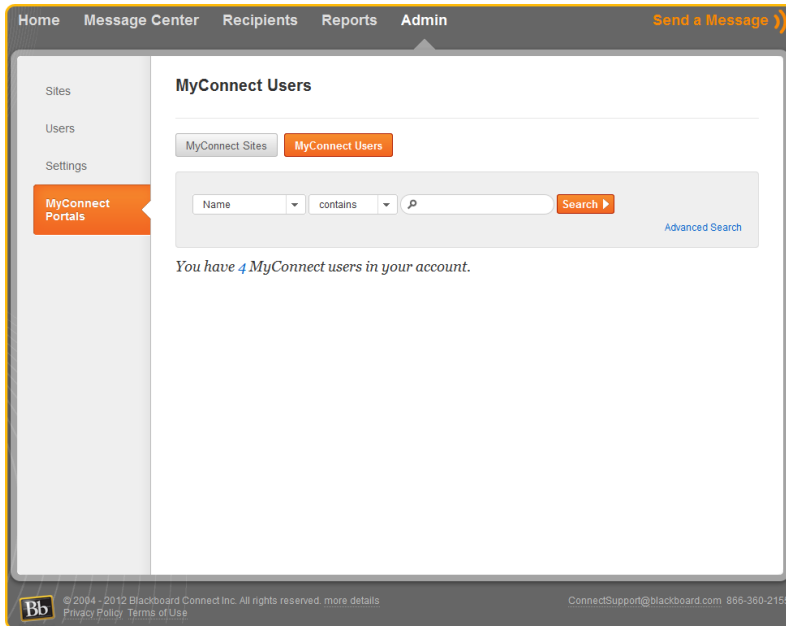
	Name	Site	Type
	Shakespeare, William	BBC CLIENT CARE UNIVERSITY	Staff

page 1 of 1

Additionally, if you have an open MyConnect site, you may have MyConnect user who is not found under your Recipients tab. Open sites allow anyone from any community to receive Connect 5 messages, including those who are not currently existing in your Connect 5 account. New users who are not in your Connect 5 Recipients tab will not appear under the Recipient tab and can only be accessed on the MyConnect user's page.

## Managing your MyConnect Users

Using the Connect 5 admin tab, you can perform basic support functions for your MyConnect community. To access the MyConnect management tools in Connect 5, simply go to the Admin tab, select MyConnect Portals on the left, and click the **MyConnect Users** button.



The support and management functions you can perform are:

- View users who have signed up for your MyConnect site
- Change the user's first and last names.
- Reset a user's password.
- Update the user's phone, email, and physical address.
- Manage a user's Associated Contacts for a closed MyConnect site.
- Subscribe or opt a user out of receiving certain messages.

Please note that you cannot create a new portal user in the MyConnect admin tab in Connect 5. Anyone who wants to sign up for the MyConnect portal, including current Recipients with contact records in your Connect 5 account, must register through the MyConnect details portal.

## Searching for MyConnect Users

You can view and search for MyConnect users for a specific site by using the search field provided on the MyConnect Users page. Using the pull-down menus, you can search for a user's name, user name, phone number, text number, or email address that contains or starts with the search string you provide. Click the **Search ▶** button to search for your string.


**MyConnect Users**

MyConnect Sites **MyConnect Users**


Name ▼ contains ▼  **Search ▶** [Advanced Search](#)


Connect 5 will search your MyConnect system for the users and display a number of user's found that matches your criteria.

*4 MyConnect users found.*

Name ▲	User Name	Last Login Date	User Information
Mintz, Melissa	██████████@blackboard.com		Yes
Romo, Terrence	██████████@mailinator.com	9 August 2012 2:24PM (PT)	Yes
Twain, Mark	██████████@blackboard.com	20 November 2012 10:24AM (PT)	Yes 
Wilson, Brian	██████████@blackboard.com	15 March 2012 7:52AM (PT)	Yes

page 1 of 1

To view or edit a user's record, simply click the  icon located to the right of the search results. Clicking this icon will open the Managing MyConnect User page for the user you've selected.

Twain, Mark	██████████@blackboard.com	20 November 2012 10:24AM (PT)	Yes 
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## User Settings

Click the **User Settings** button on the Managing MyConnect User page to:

- View the MyConnect user's user name.
- Reset a user's password
- Change the user's first and last name
- Verify the user's security question.

**Managing MyConnect User: Mark Twain** [Back to MyConnect Users](#)

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User Settings
User Info
Associated Contacts
Subscriptions

*\* Indicates Required Field*

Username [Send reset password email](#)

First name \*  Last name \*

*Security questions and answers preselected by MyConnect user at time of registration.*



Security Question 1 What city were you born in?	Answer 1 Connect
Security Question 2 What street did you grow up on?	Answer 2 Connect
Security Question 3 What was your childhood nickname?	Answer 3 Connect

Cancel
Save

## Resetting a Portal User's Password

In the event a MyConnect user forgets their MyConnect log in credentials, you can reset their password from the Connect 5 admin tab.

### To reset a user's password:

1. Open the Portal Admin tab in Connect 5 (Admin > Portals > User Settings) and select **MyConnect Portals** on the left.
2. Click the  button at the top of the screen and use the search field to locate the MyConnect user.
3. Mouse over the user's entry and click the  icon.
4. Click the [Send reset password email](#) link located next to the Portal User's username. This will open a pop-up window asking you to confirm the reset.

**Managing MyConnect User: Mark Twain** [Back to MyConnect Users](#)

**User Settings** | User Info | Associated Contacts | Subscriptions

\* Indicates Required Field

Username  [Send reset password email](#)

First name  Last name

Security questions and answers preselected by MyConnect user at time of registration.

Security Question 1 What city were you born in?	Answer 1 Connect
Security Question 2 What street did you grow up on?	Answer 2 Connect
Security Question 3 What was your childhood nickname?	Answer 3 Connect

Your user will receive an email with a hyperlink from a [noreply@blackboard](mailto:noreply@blackboard.com) email address. Clicking the included link will redirect your Portal User to the Portal where they will be asked to update their information and change their password.

## Changing a MyConnect User's Name

You can modify or correct a MyConnect user's first or last name from the **User's Settings** page. To access this page;


1. Open the Admin tab in Connect 5 and select MyConnect Portals on the left.
2. Search for a MyConnect user and click the pen icon to the right of the screen.
3. Click the **User Settings** at the top of the screen (if not already selected).
4. Click inside the text field under First name or Last name and make your changes. Click **Save** to save your changes.


First name *	Last name *
<input type="text" value="Mark"/>	<input type="text" value="Twain"/>

## User Info

The User Info tab is where you can edit an existing contact point for a MyConnect user or add a new device (phone, email, etc.) to a user's account.

To view and manage the information for a MyConnect User:

1. Click the Admin tab and select **MyConnect** Portals on the left side navigation menu.
2. Click **MyConnect Users** at the top of the screen and search for the User using the search fields.
3. Click the Locate the user you would like to edit and click the  icon.

Name	User Name	Last Login Date	User Information
Asimov, Isaac	@icloud.com	20 November 2012 11:08AM (PT)	Yes 
Bush, George	@gmail.com	23 April 2012 2:33PM (PT)	Yes
Shakespeare, William	@blackboard.com	2 October 2012 7:53AM (PT)	Yes

4. Click the **User Info** button at the top of the *Managing MyConnect User* page.




The User Information, such as the user's phone numbers, email address, and physical address will appear on the screen.

### Managing MyConnect User: Mark Twain

[Back to MyConnect Users](#)

User Settings **User Info** Associated Contacts Subscriptions

\* Indicates Required Field [Add Device](#)

 Home 1	Voice ✓	Text ✓	TTY
 @blackboard.com E-mail Address			
 <b>United States</b> Home Address			

## Editing Portal User's Contact Information

You can change a MyConnect user's phone, email, or physical address from the user's Info page in Connect 5. To edit a user's contact information, locate the MyConnect user in the Admin tab and click the **User Info** tab at the top of the screen. This will display the user's contact information.

**Managing MyConnect User: Mark Twain** [Back to MyConnect Users](#)

User Settings **User Info** Associated Contacts Subscriptions

*Indicates Required Field* [Add Device](#)

Device Type	Country Code	Number	Voice	Text	TTY
Phone	1 - U.S.A.		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Home 1					
E-mail Address	@blackboard.com				
Home Address	United States				

Click the phone, email address, or Home address to expand the screen and reveal the edit fields.

Home Message Center Recipients Reports Admin [Send a Message](#)

**Managing portal user: William Shakespeare** [Back to Portal Users](#)

User Settings **User Info** Associated Contacts Portal Subscriptions

*Indicates Required Field* [Add Device](#)

Device Type: **Phone** Country Code: **1 - U.S.A.** Number:  Ext:

Label: **Home 1** Voice  Text  TTY

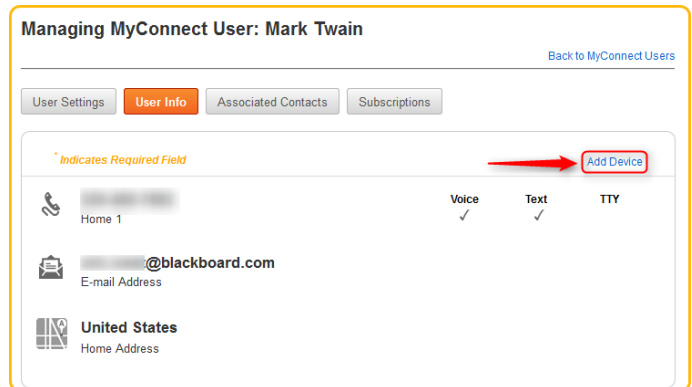
Device Type	Country Code	Number	Voice	Text	TTY
Phone	1 - U.S.A.	-248-9006	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home 2					
Phone			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Home 3					
E-mail Address	@blackboard.com				
E-mail Address	@me.com				

**NOTE: MyConnect Admins CANNOT delete MyConnect user's information.**



## Adding Phone or SMS Number to a User's account

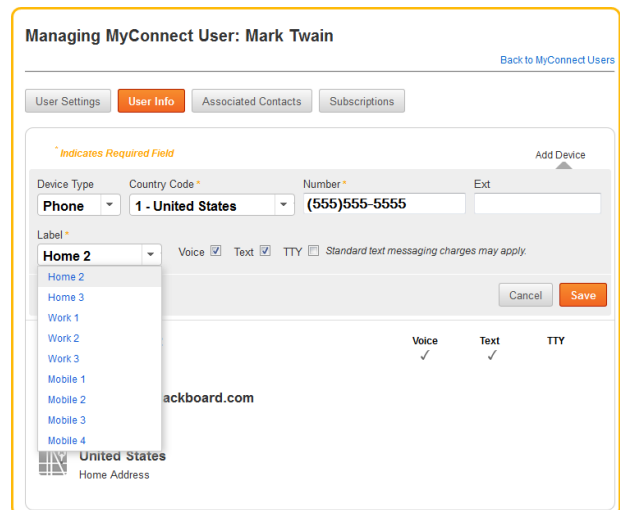
To add a contact number for a Recipient, click the [Add Device](#) link located on the right side of the window. This will expand the window to display the input fields.



To add a phone or SMS number:

1. Select "Phone" from the Device Type Drop down menu.
2. Select the Country Code that coincides with the user's number.
3. Provide the phone number in the **Number** field and any applicable extension in the **EXT** field.
4. Chose a label for the number from the Label drop down menu (Home, work, mobile, etc).

Check the checkboxes to indicate whether the phone can receive voice messages, text messages, or TTY messages for the hearing impaired.

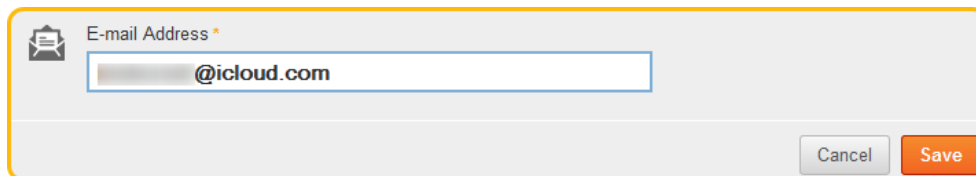


**Please note that by selecting the Text checkbox, the user will be opted into receiving text messages, which may apply standard text messaging charges for the user.**

## Adding an Email Address a User's account

To add an email or phone number to a MyConnect user's account:

1. Click the [Add Device](#) link located to the right of the screen.
2. Select **Email** from the "Device Type" drop-down menu.
3. Add the email address in the given field.



The screenshot shows a form titled "E-mail Address" with a required field containing "@icloud.com". The form has a "Cancel" button and a "Save" button.

4. Click [Save](#) when you're done.

## Adding a User's Physical Address

In addition to adding a phone or email address, you can also provide a physical address. MyConnect User's with physical addresses provided in their account will be able to receive messages that you send when using Connect 5's Geo-Mapping tool.

To add a physical address for a MyConnect user:

1. Place your cursor over the address field on the **User Info** page. This will expand the page to show the address fields.

Managing MyConnect User: Mark Twain [Back to MyConnect Users](#)

User Settings **User Info** Associated Contacts Subscriptions

*\* Indicates Required Field* [Add Device](#)

	Voice	Text	TTY
Home 1	✓	✓	
@blackboard.com E-mail Address			
<b>United States</b> Home Address			

[Click here](#)

2. Select the Country where the user's address is located.

Country  
**United States**

Address Line 1  
**40 Gold Street**

Address Line 2

City  
**San Francisco**

County

State  
**CALIFORNIA**

Zip <sup>\*</sup>  
**94155**

3. Click **Save** when you're done to save the address.

## Associated Contacts

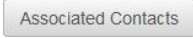

An Associated Contact is used to validate a new MyConnect user to an existing student, faculty, or staff member when signing up for a closed MyConnect site. This ensures that those who sign up for your closed MyConnect site.

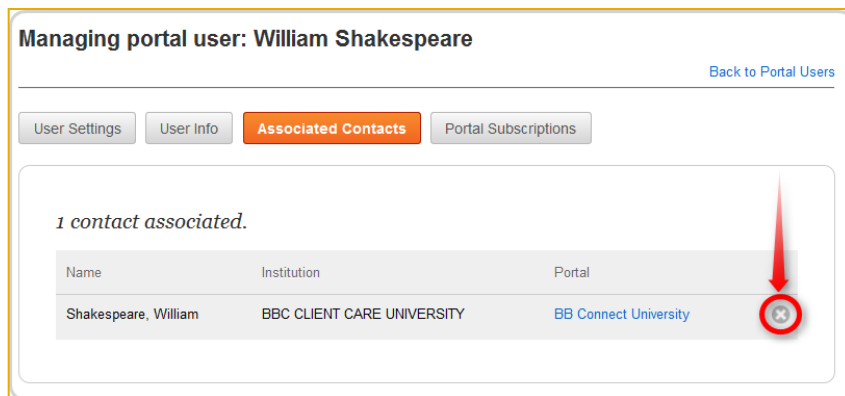
### Deleting Associated Contacts for Portal Users

The **Associated Contacts** button under the Admin > Portals > Portal Users allows Portal Administrators to view and edit the Associated Contacts for a given Portal User

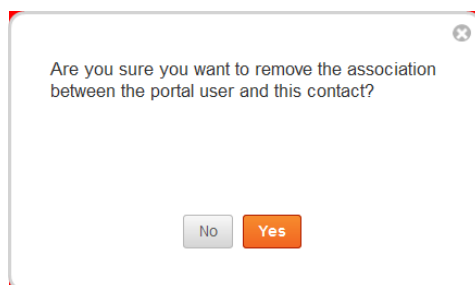
Connect 5 will only display contacts associations from closed sites but does not give you the ability to edit each contact. Additionally, Connect 5 will not show contacts from Open portals. Nor will it show the Relationship between associated contacts.

If you need to delete an association between a portal user and the associated contact:

1. From the Admin tab, select the Portals tab on the left and click the  button.
2. Position your mouse over the contact you would like to remove and click the  icon that appears to the right of the contact entry.



3. Connect 5 will open a pop-up window asking you to confirm the removal. Click **Yes** to continue or *No* to return to the Associated Contacts screen.



## Subscriptions

**Subscriptions**, found under the User Management page in Connect 5, is where you can view and edit what messages a MyConnect user is subscribed to. By default, all Recipients in your Connect 5 and MyConnect systems are automatically opted into receiving emergency messages. MyConnect users can also subscribe to Outreach notifications and Attendance messages (for K-12 Institutions), which are standard message types in Connect 5.

However, MyConnect also empowers your site users to subscribe to more specific messaging topics, such as notifications regarding athletics, city council meetings, or event announcements. These message topics are based on **Portal Groups** and are completely customizable and can be created in your Connect 5 account. Once the Portal Group has been properly activated, MyConnect users can log into their MyConnect site and subscribe to the Portal Group. The subscription to the Portal Group will appear in the Subscriptions page under the MyConnect Admin tab.

**Managing MyConnect User: Mark Twain** [Back to MyConnect Users](#)

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*Managing subscriptions for portal Bb University Internal Messaging.*



Click on a portal group to edit delivery preferences. [Back to MyConnect Portal Subscriptions](#)

CONNECT 5.0 TEST TRAINING...			
Emergency	✓	✓	✓
Outreach	✓	✓	✓
Attendance			
Basketball	✓	✓	
Early Release Information			
Event Reminders			
Monday Training Group			
Volunteer Opportunities			

## Managing Subscriptions for MyConnect Users

When a MyConnect user chooses a Connect 5 Portal Group in their Access Portal, that group will appear as a Subscription. On occasion, you may need to remove or add Portal Users to certain groups. You can modify a Portal User's subscriptions in Connect 5.



To manage subscriptions for users:

1. Open the Admin tab and select MyConnect Portals on the left.
2. Click the **MyConnect Users** button and use the search bar to locate the MyConnect user whose subscriptions you want to manage.
3. Click the  icon located on the right side of the MyConnect user's entry.
4. Click the **Subscriptions** button and a list of all your institution's MyConnect sites that the user is registered with will appear on the screen.
5. Hover your mouse over the MyConnect site name and click the  icon located on the right side of the screen.

**Managing MyConnect User: Mark Twain** [Back to MyConnect Users](#)

User Settings User Info Associated Contacts **Subscriptions**

*1 portal registered.*




Portal Name	Type	Date Registered	Last Visited	
<a href="#">Bb University Internal Messaging</a>	Closed	5 January 2012 10:54AM (PT)	20 November 2012 10:24AM (PT)	 


A list of all your available message types and portal groups will appear on the screen. Checkmarks next to each subscription will indicate how your MyConnect user is receiving your message (Phone, email, or SMS messages).

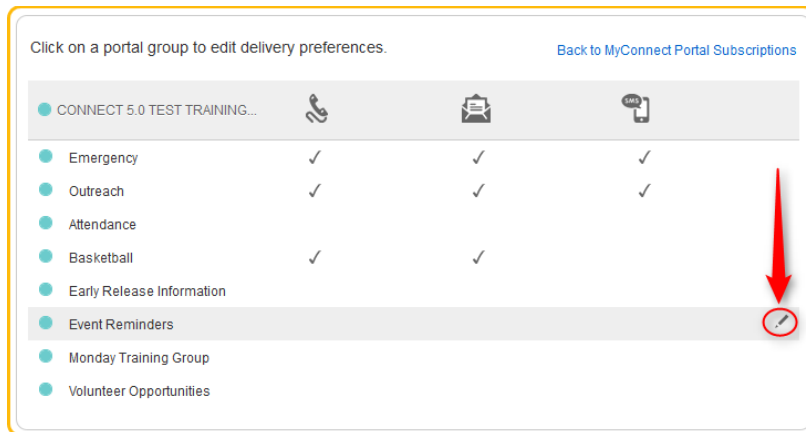
**Managing MyConnect User: Mark Twain** [Back to MyConnect Users](#)

*Managing subscriptions for portal Bb University Internal Messaging.*

Click on a portal group to edit delivery preferences. [Back to MyConnect Portal Subscriptions](#)

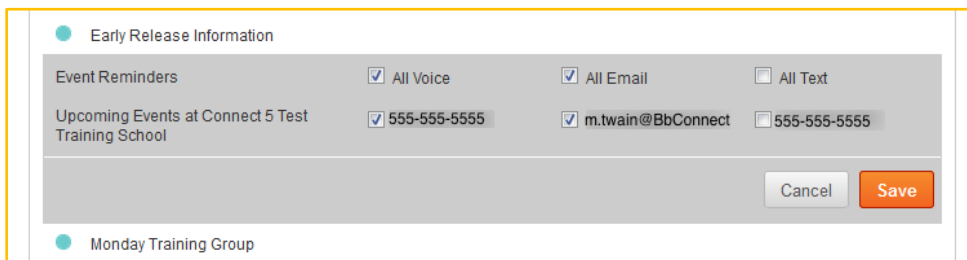
			
<b>CONNECT 5.0 TEST TRAINING...</b>			
Emergency	✓	✓	✓
Outreach	✓	✓	✓
Attendance			
Basketball	✓	✓	
Early Release Information			
Event Reminders			
Monday Training Group			
Volunteer Opportunities			


6. Mouse over a subscription and click the  icon on the right.



This will expand the screen to show opt-in options.

7. Check each checkbox next to the phone number, SMS number, or email address. If the user has multiple numbers and email accounts, you can select the All Voice, All Email, or All Text checkboxes to select all available contact points.





8. Click  when you're done. You'll be returned to the Subscriptions page and the User's subscriptions will be updated with the changes you've saved.

## Unregistering a MyConnect User from a Site

As a Portal Admin, you can unregister any user from a MyConnect site in the Connect 5 admin tab. Removing a user from a MyConnect site will disable the user from being able to log into the MyConnect site with their user name or password and the user will be required to go through the registration process again.

Unregistering a user will not remove them from the system or in your Connect 5 account (if the user has a contact record under your Connect 5 Recipients Tab).



### To unregister a user from a site:

1. Open the Admin tab and select MyConnect Portals on the left.
2. Click the **MyConnect Users** button and use the search bar to locate the MyConnect user whose subscriptions you want to manage.
3. Click the  icon located on the right side of the MyConnect user's entry.
4. Click the **Subscriptions** button and a list of all your institution's MyConnect sites that the user is registered with will appear on the screen.
5. Hover your mouse over the MyConnect site name and click the  icon that will appear on the right.

**Managing MyConnect User: Mark Twain** [Back to MyConnect Users](#)

User Settings   User Info   Associated Contacts   **Subscriptions**

*1 portal registered.*

Portal Name	Type	Date Registered	Last Visited	
<a href="#">Bb University Internal Messaging</a>	Closed	5 January 2012 10:54AM (PT)	20 November 2012 10:24AM (PT)	 

Click **OK** on the pop up window to verify you want to unregister the user from the site.

✕

Are you sure you want to unregister this portal?

*Note: You may not be able to manage this portal user after unregistering all portals.*



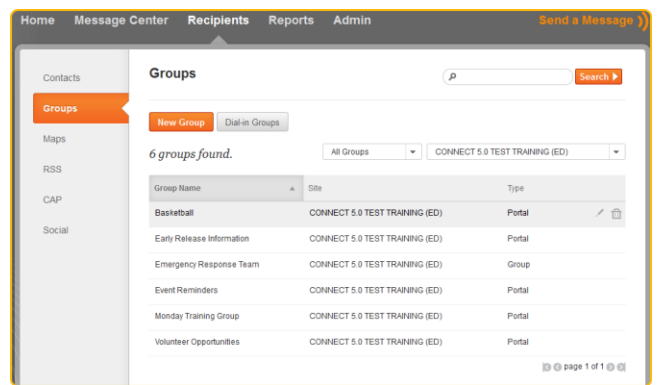
## Portal Groups and Delivery Preferences

Blackboard MyConnect gives your users the ability to login to a MyConnect site and subscribe to messages and topics that are pertinent to them. In addition to the standard Connect 5 message types, such as Emergency Notifications, Outreach, and Attendance Messages (for K-12 Schools) you can also setup **Portal Groups** that for more focused topics.

You can create and manage your Portal Groups under the Recipient tab. You can create an unlimited number of portal groups for each of your MyConnect sites and will be available for your MyConnect users to subscribe to the group under Subscription Settings in their MyConnect account. Portal Groups can de-activate it at any time.

### Creating a Portal Group

1. Log into your Connect 5 account and click the **Recipient** tab located near the top of the screen and click **Groups** on the left side navigation pane.
2. Click the **New Group** button.
3. Provide a name for your group in the given field and select the applicable site from the Site pull-down menu.



4. **CHECK THE PORTAL CHECK BOX** and provide a description. Not checking this box will not make the group available in your Portal Site.

Group Name \*  
Graduation Announcements

Site  
BBC CLIENT CARE UNIVERSITY (DEMO A...)

Portal

Description  
Subscribe to this group to opt into receiving messages about this years graduation commencement announcements.]

890 Characters remaining

5. Click **Assign Contacts** to this Group or Assign Dynamic Contacts to this group to add any Recipients to the group.
6. Click **Save** when you're done.

**NOTE: Your Portal Group is not available for Users to subscribe to yet. To make your group visible, you will need to list the group to each MyConnect site you want the group to appear in.**

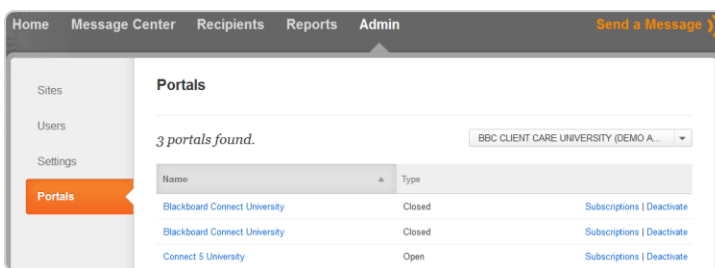
## List your Portal Groups

Creating a Portal Group in Connect 5 does not automatically list the new portal group in your MyConnect site. This is to prevent a Portal Group from appearing in a MyConnect site that the group was not intended for.

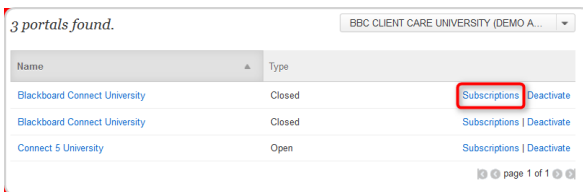
Once you've created a Portal Group, you will need to "List" your portal group for each MyConnect site you want the group to appear in.


To list your Portal Group to a MyConnect site:

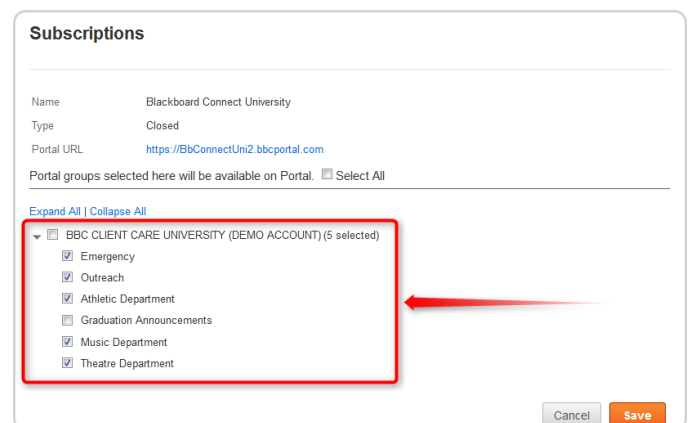
1. Click the **Admin** tab located in the navigation menu at the top of your Connect 5 account and select **MyConnect Portals** on the left.



2. Locate the Portal you want to activate the group for and click SUBSCRIPTIONS link on the right.





3. Click the EXPAND ALL Link to view available Portal Groups.
4. Check each Portal Group you want to be available on your Portal page.
5. Click  when you're done.

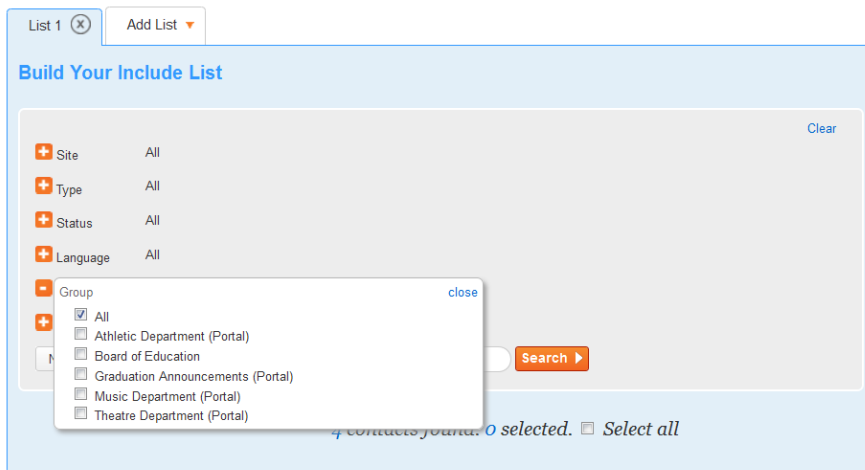


Your messages will now appear on your Blackboard Connect Access Portal.

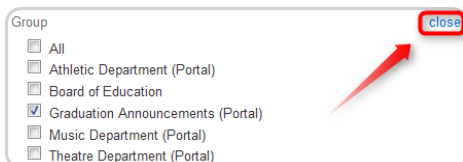
## Browsing for Groups in Connect 5


If you do not know your available groups you can browse through a list of your School or institution's groups before adding them to a message by clicking the To... button on the Send a Message screen. To browse your groups:

1. Click the  button when creating a new message.
2. Select the  next to the **Groups** option.
3. Click the checkbox next to each group you want to add to your message.



4. Click the **CLOSE** link in the upper right corner of the pop-up box or click outside the pop-up box to close the window and return to the Send Message To window.



5. Check the **Select All** checkbox to select all the contacts in the groups you have selected.
6. Click .

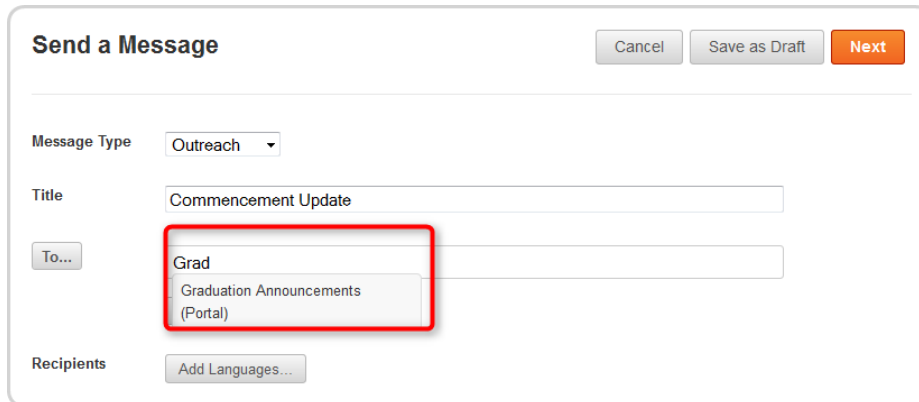
A Recipient tag will appear in the To... field. You can now continue creating your message for each delivery mode,

schedule, and send your message. 

## Sending Messages to your Groups

When sending a message to your Portal Access Group members, all you have to do is add your groups directly to your message. There are two quick ways you can add groups to your message.

You can add groups to an outgoing message in Connect 5 by simply typing the name of the group in the To... field.



**Send a Message** Cancel Save as Draft Next

Message Type: Outreach

Title: Commencement Update

To...: Grad  
Graduation Announcements (Portal)

Recipients: Add Languages...

Connect 5 will list matches in a small menu that will narrow down as you continue to type the group's name.

Use your mouse to click on the Group you want to add to your message and a Group tab will appear in the To... Field.

From this point, you can continue with creating and sending your Connect 5 message. When you send the message, all of your Recipients and MyConnect users who are subscribed to this group will receive the message.

## Contacting Client Care

If you have any questions regarding the information in this manual, you can contact us 24 hours a day, 7 days a 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](mailto:connectsupport@blackboard.com)**