

Updating Contact Information in MCPS Connect-ED

www.blackboardconnected.com

Connect-ED includes features that allow you to update the contact information in Connect-ED. These features allow you to change the type of phone (Home, Work, Mobile, etc.) that Connect-ED calls as the primary number. The features also allow you to direct Connect-ED to call one additional phone number for a Community Outreach, Survey, or Attendance call. Connect-ED will also call all captured phone numbers if a call is designated an Emergency call.

To update your contact information in MCPS Connect-Ed, follow the directions below:

I. Log in to Connect-ED at www.blackboardconnected.com or go to the MCPS Home Page > For Staff > Technology column > Connect-ED.

II. Click on the Contacts tab at the top of the page.



III. Use the filters to find the contact that you want to update or change. (See the Selecting Contacts handout for directions for using filters and finding specific contacts.)

IV. When you have found the contact that you want to update, you will see an **Edit** button and a **Delete** button to the right of the contact name.



V. Click the **Edit** button. A preview screen with your contact's information will appear. To actually enter the information fields, click the **Edit** button at the top right of this screen.

VI. **ALL PHONE NUMBERS EXCEPT HOME ALT. MUST** be changed in **OASIS** for students and through Human Resources for staff. This information will then be uploaded to Connect-ED automatically. You can add a phone number to the **Home (Alt)** field **ONLY** which is the only field where the data won't be overwritten by OASIS. The fields below should be edited in **OASIS ONLY, NOT in Connect-ED.**

Home	
Work	Work (Alt.)
Mobile	Mobile (Alt.)

- VII. To change which number Connect-ED calls, use the drop down menu beside the **Primary** field. Point it to the number you want it to call (**Work, Mobile, Home (Alt.), Work (Alt.), Mobile (Alt.)**). **To have Connect-ED call a second number in addition to the Primary, use the drop down menu beside the Additional field and point it to the number you want it to call as well.** Do the same to change the **Attendance** number. ***This is very useful in the case of parents who share custody of a student.***

The Blackboard Connect-ED service now also supports the sending of messages to contacts who own TTY devices for those who are deaf or hard-of-hearing. In order to accomplish this, a typed script must be provided when you are creating a message. When creating a new message, the user must select the checkbox to "Authorize this script for use as text for TTY devices" on the Message Setup screen. The text you enter in the Script box will be sent to any selected TTY-designated recipients.

Contacts needing to receive TTY messages **must have a TTY phone number** captured in their profile.

- VIII. You can also enter E-mail addresses, both a primary and additional, at this screen. An audio clip (.wav) of the message as well as the script will be emailed to the address you capture if you click on the checkbox next to "Send message via E-mail" when you are creating the message.

MCPS CURRENTLY DOES NOT USE THE SMS FEATURE!

You can also quickly add a contact to a group at the bottom of this screen.

- IX. When you have updated your contact information, click **Save** at the bottom of the screen.

Updating Group Contact Information

To edit a group, click on the **Groups** link at the top of your page, then use your **Search** filter and select the group you wish to edit. This will allow you to see the **Edit** and **Delete** button beside your group names. Click the **Edit** button beside the group you want to update. The default view you will see is under the **Assign** Contacts tab which shows you all contacts in your school. The selected contacts for the group will show up as blue with a check in the checkbox. This tab allows you to add a contact to your group by searching for them and checking the checkbox next to their name. To deselect a contact, you can click on the **Group Selections** tab to view only the contacts included in the group. You can search for a contact and deselect that contact by unchecking the checkbox next to their name. Click the **Save** or **Done** button when you have completed your changes to the group. (See the Selecting Contacts handout for directions for using filters and selecting specific contacts.)

It is essential that a Connect-ED administrative user at your school update and delete groups at the beginning of each year! Groups that are created at the school level are not updated automatically by the system and must be maintained by the school.

GROUPS THAT DO NOT USE THE CORRECT NAMING CONVENTION WILL BE DELETED!

BEGIN THE GROUP WITH THE CURRENT SCHOOL YEAR AS A NAMING CONVENTION. (i.e. 2009-20010 Football Team)