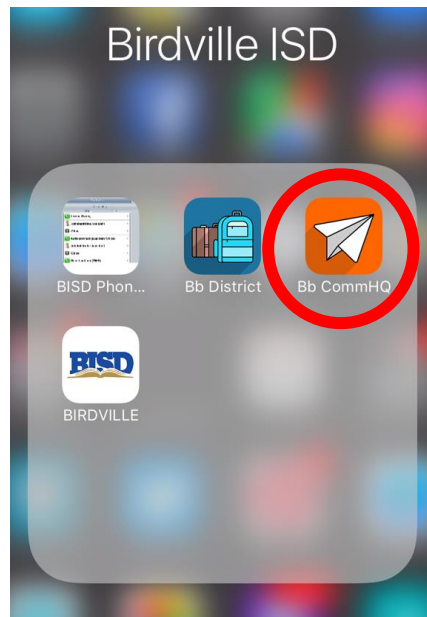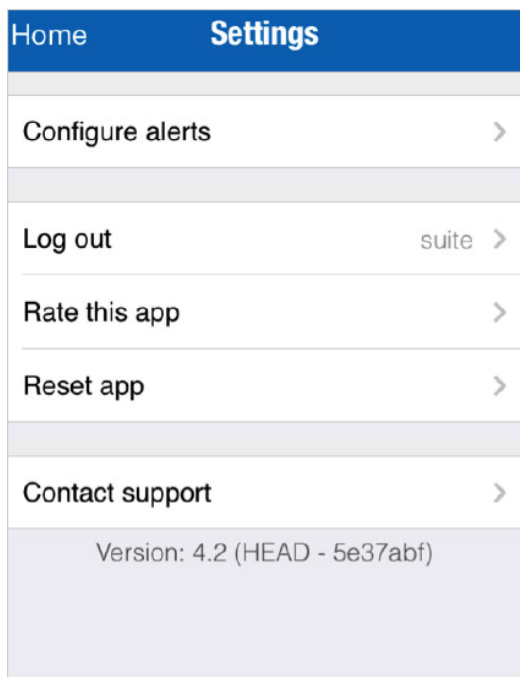# Blackboard Mobile Communications HQ App

Just use your mobile device. Blackboard Communications HQ is available for Apple and Android devices.

Download the mobile app

Download the Blackboard Communications HQ App onto any mobile device.

1. Open the app store on the mobile device.
   - For Android devices this is the Play Store.
   - For Apple devices it is the App Store.
2. Click on the search bar and search for **Blackboard Communications HQ**.
3. Install the app.
4. Enter your district location to start the mobile app.

Under Settings, you can log out, reset the app, and rate the app in the app store. You can also configure alerts and contact support.
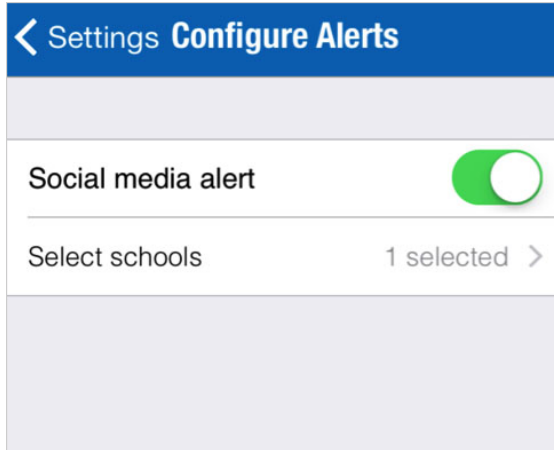
Logging out, rating the app, and resetting the app are standard, so no documentation is provided.

Configure alerts

You can determine whether or not to receive social media alerts, and which schools you want for the alerts.
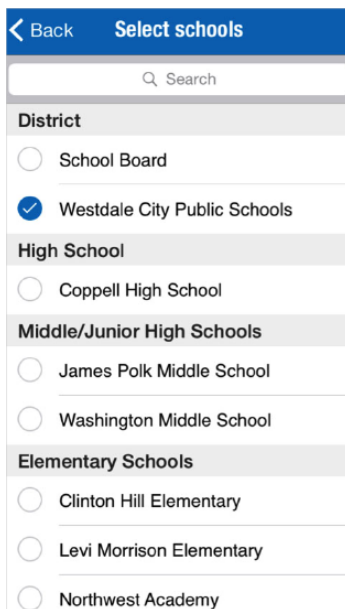
1. From the Settings, select Configure alerts.

2. Select **On** for Social Media Alert to receive alerts.

   *Select **Off** to turn the alerts off.*

3. To select specific schools to receive alerts, choose Select Schools.

4. Select the schools you want to receive alerts for.
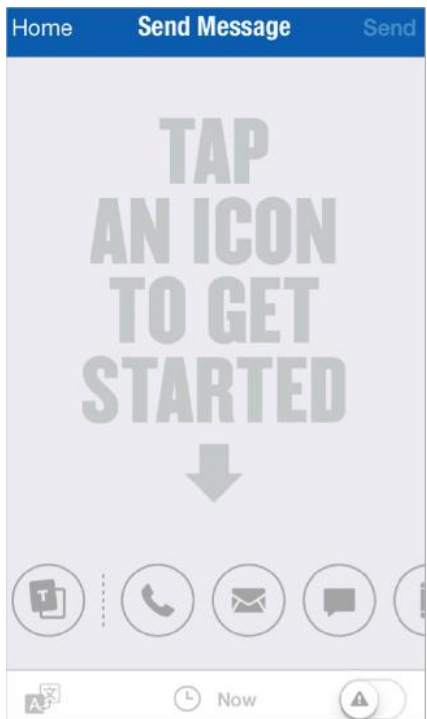5. Select Back when finished.

Contact support

You can also use the Settings feature to contact support.

1. Select Contact Support.
2. Choose how to contact support:
   - Select Call to start calling our support line.
   - Select Email to email support directly.

Messages in HQ Mobile App

Send a message via the Blackboard Communications HQ App!

With the Blackboard Communications HQ app you have access to the same message creating capabilities and features that currently exist on the web interface.

Create a message and send it via Phone, Email, Text, Push Notification, as well as posts to Facebook, Twitter, and RSS feeds.

You can also cancel the message from the Blackboard Communications HQ app, sent as an emergency message, start and end delivery times selected, or translated into different languages.

Create and Send Messages

Send your message anytime from anywhere.

You can send messages via different delivery methods, including phone, email, text, push notification for your mobile app, Facebook posts, Tweet, and website feed.

Create a message

1. From the Blackboard Communications HQ app, select New Message.
2. Select one of the delivery methods from the Send Message tab:

o Template option – Create a template message to be used on all of the delivery types and modified later in each one to customize them. Type the body of the message here. You can also add images for the template option. Not all messages types will post images.

   You must fill out the template before selecting delivery methods. The text will not transfer automatically if the delivery methods are chosen before the template is finished.

o Phone messages – If you created a template message, the content will be added here for phone calls. You can update the text and select how to make the recording – Call me to record ([voice recording](#)), Call in to record ([voice recording](#)), Upload audio file, or Text to speech. To remove the phone call option, close out the tab from the upper right hand corner.

o Emails – If you created a template message, the content will be added here for emails. You can update the text and add any images. To remove the email option, close out the tab from the upper right hand corner.

o 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. To remove the text/SMS option, close out the tab from the upper right hand corner.

o Push Notifications – If you created a template message, the content will be added here for the app notifications. You can update the text and add any images. You can also mark the notification to appear only to known recipients and not to the general public of your mobile app. To remove the app notification option, close out the tab from the upper right hand corner.

o Facebook – If you created a template message, the content will be added here for Facebook messages, but you may need to edit the content to be less than 160 characters. You can update the text and add any images. To remove the Facebook option, close out the tab from the upper right hand corner.

o Twitter – 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 140 characters. You can
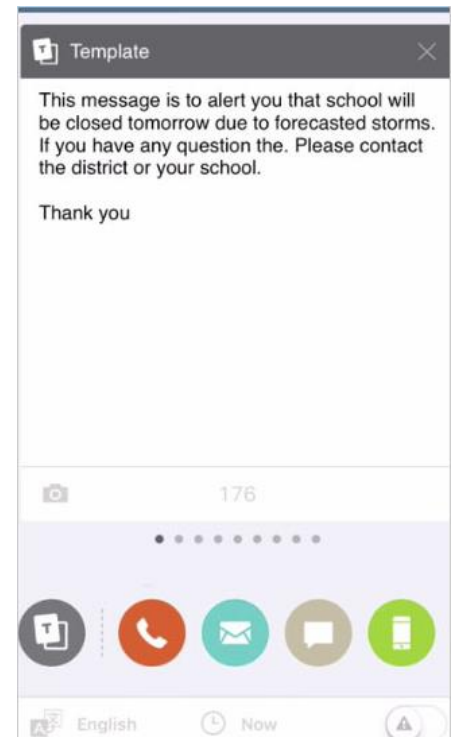
update the text and add an image. To remove the Twitter option, close out the tab from the upper right hand corner.

- o District/School Websites – If you created a template message, the content will be added here for your district or school websites. You can update the text and add any images. To remove the website option, close out the tab from the upper right hand corner.

3. Select the message recipients:

- o Select the Recipients bar.
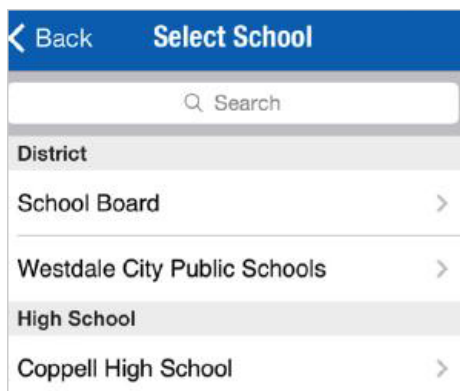
- o Select the school or district.
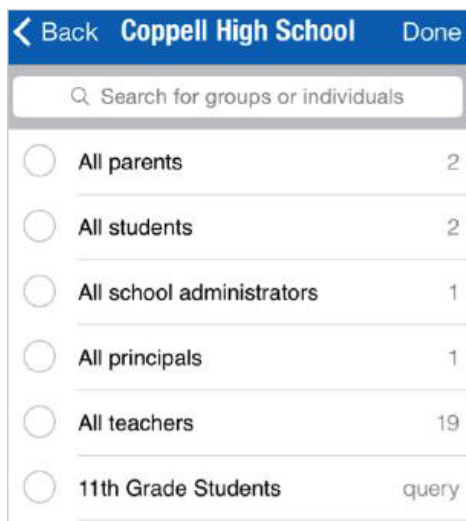

- o Select the recipient group.

  You can add as many groups as you would like. Select Back to add groups from different schools.

  The lists only show the groups themselves. To find individuals, use the search bar at the top, and then filter by the options.

- o Select Done when finished.

4. Fill out the appropriate information for the message, such as the message title and the message content.

5. Select Send when ready to send your message, or use the advanced options.

Advanced options

Before selecting Send, you can translate the message to different languages, customize the date and time a message begins delivering, and set it to go out as an emergency message.
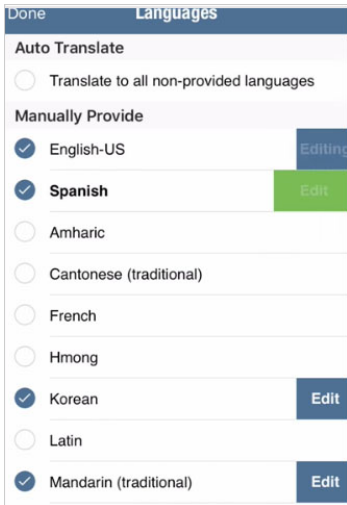
1. To translate your message, select the Translate icon.

   Amheric language will not include translation or text-to-speech capabilities. Some Android devices and iOS do NOT support Amheric, and the message may not look correct on those devices. However, it is expected that those users requiring Amheric language will use phones that support the display.

   o Select the languages for the translation, or select Translate to all languages.
   o To update the content in a specific language, select Edit.

   o Update the specific message types as required by any character restrictions.
   o Select Done when finished.

2. To adjust the delivery for the message, select the Date and Time icon.
   - Select the date and time for when to Start the message delivery.
   - Select the date and time for when to End the message delivery.
   - Select Done when finished with the delivery time.
3. For an emergency message, select the Emergency icon.

   *Emergency messages will appear as warnings to recipients and all black-out delivery times configured will be ignored. Use **ONLY** in emergency situations.*
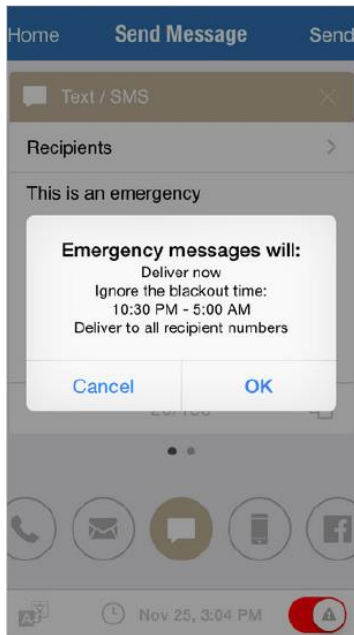
   - Select **OK** when finished to send immediately.

You can send an already existing message from the Saved Messages feature. Use these standard messages for content that needs to be sent out on a time-to-time or frequent basis.

Send a saved message

1. From the Blackboard Communications HQ app, select Saved Messages.

2. Select the message to send.
3. Change any of the following for the message:

- o   Edit the text, edit the subject, or add new delivery method types.
- o   Choose the recipients.
- o   Translate to different languages.
- o   Select delivery time.
- o   Select emergency status.
- o   Delete delivery method types.
4.   Select Send when ready.

To delete a saved message, select Edit, select the message to delete, and then select Delete.


Add a photo

You can add pictures to several delivery methods in the Blackboard Communications HQ mobile app, including email, to the app, Facebook, Twitter, and to the website feed.
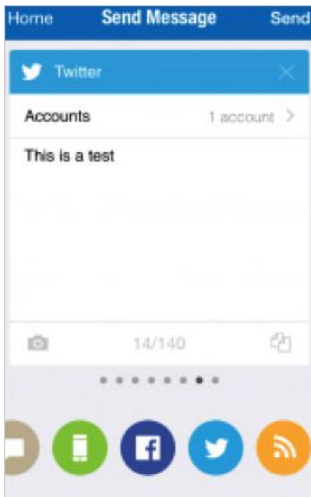
1.   Select the Camera icon available for the delivery method.
2.   Either take a photo or select an existing photo:
- o   Select Take Photo to take a picture.
- o   Select Choose Photo to select from the Photos or Gallery.
3.   Select Use Photo to add the picture to the message or template.
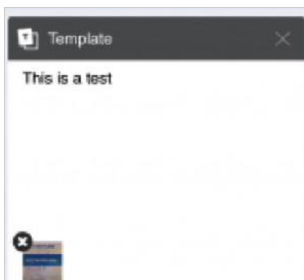
Users can easily remove the photo by selecting the Delete (x) icon. You can also select the image and move it to where you need it in the message.