Schools are allowed three accounts per site.

1) A **Principal** account
2) A **Secretary/Office Manager** account
3) A **Generic** account which the principal can share with school staff at the principal’s discretion.

**TYPES Fields:**

<table>
<thead>
<tr>
<th>All</th>
<th>If you select this option all members of your school will receive the message (including staff).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student</td>
<td>If you select this option, only students will receive your message.</td>
</tr>
<tr>
<td>Faculty</td>
<td>If you select this option, teacher will receive your message.</td>
</tr>
<tr>
<td>Staff</td>
<td>If you select this option, staff members who are not teachers will receive your message.</td>
</tr>
<tr>
<td>Other</td>
<td>If you select this option it will send the message to any special groups you may have created.</td>
</tr>
</tbody>
</table>

**HOW TO CHANGE A PHONE NUMBER:**

Go to the field labeled *Home phone* on the student *Demographics* page in Powerschool. The number stored there is sent to BBConnectED every day at 4:00 pm - an hour before the attendance calls start going out.

**UPDATING WRONG PHONE NUMBERS:**

Every time you send a message using BB Connect, the system will e-mail a report to the account sending the message with phone numbers that were rejected. Please review this list often and update the contact information on Powerschool.

When a community member calls to inform you that they are receiving a message from your school but do not have any children in the system, you must: 1) Look up the phone number on Powerschool to identify the student with that phone number, 2) Contact the family using an alternate number found on the system or emergency card. BB Connect will not delete the wrong number until a new number is provided.

**SINGLE LANGUAGE MESSAGES:**

*Sending bilingual messages is not recommended because it will increase the length of the message.* When sending a message out to families, select STUDENT field, and select the language of the message. Using Powerschool data, BBConnectED is able to sort students by the home language they provided during registration. The only option for WCCUSD is English or Spanish, all other languages have the default setting of English as their home language.
HOW TO CHANGE HOME LANGUAGE:

This usually happens when a family receives a message in Spanish and would prefer to receive it in English or vice versa. Follow these steps:

1. Select **State Providence**.

2. Select **Guardian Information** under California Reporting Information.

3. Change the language in the **Parent Guardian Correspondence Language** field to English (00) or Spanish (01). Every night Powerschool will upload any changes to BBConnectED.
QUICK START GUIDE

Send personalized messages to thousands of parents, faculty, and staff in minutes.

Connect-ED® is a service of The NTI Group, Inc. (NTI).
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How to Send a Message

First, Sign in to the Connect-ED Service

1. Go to www.ntigroup.com and click SIGN IN HERE located in the top right corner of the screen.

2. Enter your Username and Password and click Sign In.

Did you forget your Username and/or Password? Click Get Help Here. Enter your e-mail address or Username. We will send your Username and Password to you by e-mail.

STEP 1 Select or Create Message

From the Home screen, click on the button for the type of message you want to send: Community Outreach, Attendance Notification, Emergency Communication, or Single Survey.

To record a new message:

1. Click Create New Message.

2. Select In My Voice.

3. Type in a Title for your message.

4. From the drop-down menu, select the Language you are using to record this message.

5. Click Next to continue.

6. Follow the on-screen instructions and voice prompts to record your message using a telephone.

To select a previously recorded message:

1. Select a message from the screen.

2. Click Next to continue.

3. Proceed with STEP 2: Select Contacts.

4. To record a new message:

1. Call (877) 684-2727.

2. Enter User ID 165582

3. Enter Message Box ID 165634.

4. To RECORD, press 1

5. To FINISH, press #

6. To LISTEN, press 2

7. To EXIT, press 0 and hang up

8. Click Done when finished recording your message.

9. The title of your message will appear in the message list. Click Next to continue.


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1. **Filter List**—Use the Filter drop-down menus to view only those contacts that meet your criteria:
   - Type (Student, Admin, Faculty, Staff, Other)
   - Gender
   - Language
   - Grade

2. **Select Contacts**—Select from the list of contacts you are viewing by checking the box to the right of each name, or by clicking [Select All] to select all of them.

3. **Verify Contacts**—Verify that the number of contacts selected is correct and click [Next].
   Proceed with **STEP 3: Schedule Delivery**.

---

1. **Schedule**—Select your *time zone* from the drop-down menu. Select either *Send my message now* or use the drop-down menus to schedule delivery by selecting *Send my message on this day* and *At this time*. Click [Next] to continue.

2. **Verify**—Make certain that all of your message information is correct, or click on the appropriate [Edit] button to make a change.

3. **Confirm**—Under *Delivery Type*, indicate whether the message should be sent via telephone, e-mail, SMS, or any combination of these. When ready, click [Confirm]. On the Log screen, your message status should indicate *Scheduled* or *Sending*. Your message will be sent at the scheduled delivery time.

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**Questions?**

Answers to most common questions can be found by clicking on the HELP button. If you still have questions, or if we can be of service in any way, please call NTI’s 24-hour Client Care line at (866) 435-7684 or e-mail us at support@nticonnected.com.
Send a Single Survey Message

A **Single Survey** message allows you to ask **Live Delivery** call recipients a question. Recipients can respond using the numbered keys on their phone. You can provide them with up to five options, from which they may choose one.

1. **Sign in** to your account.

2. **Click** [Single Survey] and follow the easy steps below:

3. **Click** [Create New Message] (If you wish to use an existing message, click the radio button next to the desired message and follow the instructions detailed in **STEP 2** and **STEP 3** shown earlier in this guide).

4. **Enter a Title** and select the **Language** in which your messages will be recorded.

5. **You will need to script and record two messages:** one for **Live Delivery** recipients and one for voicemail and answering machines.

6. **Design your report.**
   - Type a concise form of your **Survey Question.**
   - Label each numbered response according to your script.
   - Click [Next] to continue to **STEP 2** and **STEP 3**.

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Send a Message Using Only a Telephone

**Using Your Dial-In Messaging Card**

When you don’t have access to the Internet, you can still record and send a message using only a telephone and your **Dial-In Messaging Card**. Please keep your card with you at all times.

Simply follow the instructions printed on your Dial-In Messaging Card, then follow the voice prompts. Messages will be sent immediately.

**IMPORTANT:** Before using your Dial-In Messaging Card, you must (1) log in to **Connect-ED** online (2) create a Dial-In PIN on the Account Information screen.
REFERENCE GUIDE

Managing contacts, attendance messages, and results
You can obtain a Message Delivery Statistics report after a Connect-ED message has been completed.

1. Sign in to your Connect-ED account and click on the Log tab.
2. Click **SUMMARY** to see message results.
   This comprehensive report includes:
   - Total contacts selected
   - Total unique deliveries (phones called)
   - Successful and unsuccessful deliveries
   - Bad numbers

**Resending Messages**

1. Click **Resend Messages** in the Message Delivery Statistics window.
2. Check each **status** box to resend the message to those contacts.
3. Click **Submit Resend** and follow the onscreen prompts to schedule delivery.

**Correcting Bad (Non-Working) Numbers**

Regular use of the Download Bad Numbers report can help you keep contact information up-to-date and increase successful message deliveries.

1. Sign in to your Connect-ED account and click on the Log tab.
2. Click **SUMMARY** to see message results.
3. Click **Download Bad Numbers**.
4. Open the report (you may wish to print or save it). It provides a detailed list of phone numbers that need correction.
5. Update contacts with current, working numbers in your Student Information System (SIS) or staff database. Your SIS will update your Connect-ED database with the next upload.

**Correcting Wrong (Incorrect Recipient) Numbers**

1. Sign in to your Connect-ED account and click on the Contacts tab.
2. Enter a phone number (7 or 10 digits, NO dashes) in the Search box and click on the blue arrow, at right.
3. Contact(s) associated with that number will appear on your screen.
4. Go to your Student Information System and correct any wrong numbers for those contacts.

**NOTE:** Regularly update your Student Information System to keep contacts current. If you update contact information only in the Connect-ED service, changes could be overwritten (and lost) with the next SIS upload.

To log in to the Connect-ED service, go to www.ntigroup.com and click **SIGN IN HERE** located in the top right corner of the screen.
Setting Primary, Additional and Attendance Phone Preferences

By default, the Connect-ED service sends Attendance Notification, Community Outreach and Interactive Survey messages to one Primary telephone number. Follow the steps below to view or update a contact’s phone number preferences:

1. Sign in to your Connect-ED account and click the Contacts tab.

2. Use the Search field to find a contact (you can search by first name, last name, phone number or Student/Staff ID) and click on the blue arrow at right.

3. Once you’ve found the desired contact, click Edit.

4. On the Your Contact’s Info page, click Edit.

5. Use the Primary, Additional and Attendance drop down lists to select which phone numbers will be used (Home, Home Alt, Mobile, Mobile Alt, etc.).

   - **Primary (required)** — Specify which number will be used for Community Outreach and Interactive Survey messages.

   - **Attendance** — Specify that Attendance messages should be sent to a number other than the Primary number.

   - **Additional** — Specify when a contact should have all messages sent to an additional number.

   **NOTE:** Emergency Communication messages will be sent to all numbers for each selected contact.

6. When finished, click Save.

Questions?

Answers to most questions can be found by clicking Help at the top of any screen. If you still have questions, or if we can be of service in any way, please call NTI’s 24-hour Client Care line at (866) 435-7684 or e-mail us at support@nticonnected.com.
Viewing a Contact’s Message History

You can easily view a complete message history for each contact, displaying:

- When each message was initiated
- The title of each message
- Where each message was sent
- The result of each message delivery (Live Delivery, E-mailed, Busy, etc.)

1. Sign in to your account and click the Contacts tab.
2. Locate a contact using the Search field (search by first name, last name, phone number or Student/Staff ID) and click on the blue arrow.
3. Once you’ve found the desired contact, click EDIT.
4. Click View Message History, located at the bottom of the screen.
5. Click on Download Contact History to download this information to a spreadsheet.

Creating Attendance Messages for Daily Use

1. Sign in to your Connect-ED account and click on the Messages tab.
2. Click on Attendance Manager.
3. Click Create New Message.
4. Select the way you would like each message to be created. Create one message for each desired language. These messages will be used on a daily basis. Blend It! or Text-to-Speech are recommended.

NOTE: Text-to-Speech is available for English or Spanish only.

Create a message using the Blend It! option:
A. Type your voice greeting Message Script in the desired language.
B. Type the Text-to-Speech part of your message, clicking the orange buttons (such as [FIRST NAME], [DELIVERY DATE] or [PERIOD]) where you wish to insert specific information for each Attendance message recipient. Click Next.
C. Record the Voice Greeting portion of your message using a telephone and following the on-screen prompts. When finished recording, click Save Message.
D. Click Done. To create messages in other languages, go to step 3.

Create a message using the Text-to-Speech option:
A. Type your message, clicking the orange buttons (such as [FIRST NAME], [DELIVERY DATE] or [PERIOD]) where you wish to insert specific information for each Attendance message recipient. Click Next.
B. Review the message and click Save Message.
C. Click Done. To create messages in other languages, go to step 3.

For Attendance messages in languages other than English or Spanish, we recommend selecting the In My Voice option (Step 4, above) and recording a voice message in each language.