

MyConnect for iOS

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Introducing MyConnect for IOS

The Blackboard MyConnect app is a new app for iOS devices that allow users to manage their subscriptions, update their contact information, and receive Push Notifications right from their iPhone, iPad, or iPod touch. MyConnect is a free download from the Apple Store and works with most iOS devices.

System Requirements

To run the MyConnect app for Android, you will need:

- iOS Version 5 and above.
- Wi-Fi or Data connection

Determining your Version

To see which version of iOS your phone is running, open the **Settings** app on your iPhone and select **General** and scroll to “**Versions.**” The chart below highlights which devices will run the MyConnect app.

If your iOS device is compatible with MyConnect but you receive an error when attempting to download the app from the store, you may need to update your software.

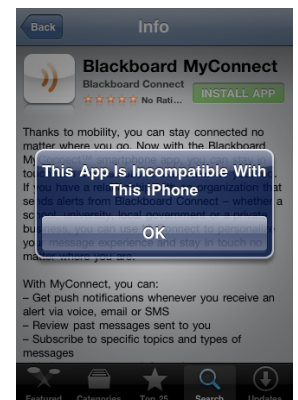
You can update your iOS device using iTunes by connecting your device to your computer or by the iOS settings (**Settings > General > Software Update**).

Installation and Setup

MyConnect for iOS is a free application that can be downloaded from Apple’s App store.

1. Open the App Store app on your iOS device.
2. Search for **Blackboard MyConnect**.
3. Tap the **Free** button.

The MyConnect app will install on your iOS device. Once the app has been installed, the icon will appear on your device’s home screen.



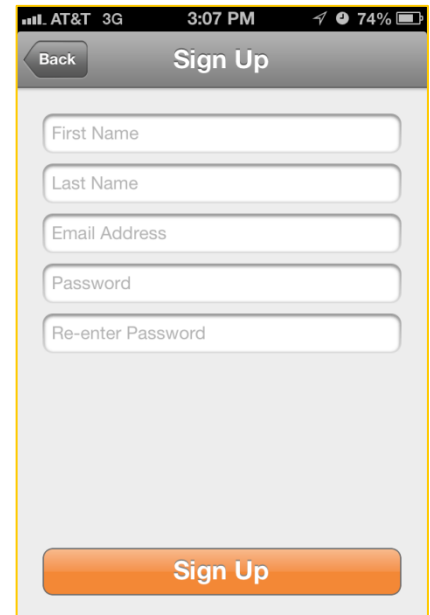
Registering for a MyConnect Account

If you're a new MyConnect user, your first step will be registering and activating your account. Registration is quick and all you will need is an active email address to get started.

To sign up for a MyConnect account, tap the **Sign Up** button on the Welcome screen and provide your information in the fields provided. Please note that when you're creating your password you will need:

- At least one Capital letter
- At least 1 (one) number.

When you're done, tap the Sign Up button to open the activation screen.

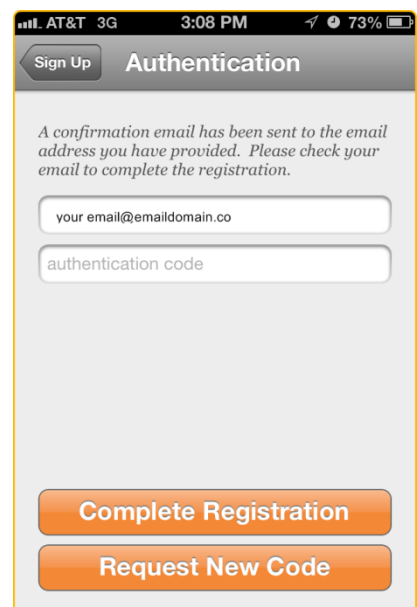


The screenshot shows the 'Sign Up' screen of the MyConnect app. At the top, there is a status bar with 'AT&T 3G', '3:07 PM', and '74%' battery. Below the status bar is a navigation bar with a 'Back' button and the title 'Sign Up'. The main area contains five text input fields: 'First Name', 'Last Name', 'Email Address', 'Password', and 'Re-enter Password'. At the bottom, there is a large orange button labeled 'Sign Up'.

Once you've submitted your information you will receive an email containing your activation code. Enter this code on the authentication screen along with the email address you used to register your account. Tap "**Continue Registration**" to continue.

Note: If you see the login screen when you return to the app, simply use your email and password to login to your account

If you did not receive your authentication code, you can have a new one sent to you by using the **Request New Code** button.




The screenshot shows the 'Authentication' screen of the MyConnect app. At the top, there is a status bar with 'AT&T 3G', '3:08 PM', and '73%' battery. Below the status bar is a navigation bar with a 'Sign Up' button and the title 'Authentication'. The main area contains a message: 'A confirmation email has been sent to the email address you have provided. Please check your email to complete the registration.' Below the message are two text input fields: 'your email@emaildomain.co' and 'authentication code'. At the bottom, there are two orange buttons: 'Complete Registration' and 'Request New Code'.


Adding Institutions

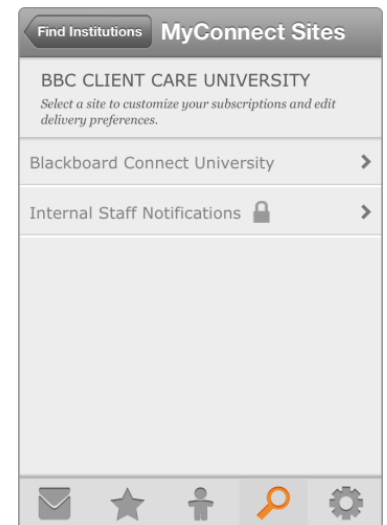
Every MyConnect School, Government, or University that uses Blackboard Connect sends notifications to their communities in the event of an emergency. Many Institutions will also send general outreach messages to inform you of events and due-dates that are not considered an emergency.

Additionally, Institutions may offer more specific topics, which can range from departments to special events within a School or government, such as sports announcements or election updates.

After you log into your MyConnect account for the first time, you will need to subscribe to your Institution(s). You can do so by tapping the  icon located at the bottom of the screen.

To add a new Institution:

1. Tap the  icon at the bottom of your screen.
2. Type in the name of the institution in the search field on the **Find Institutions** page.
3. Tap **Search**. The MyConnect app will display a list of the available sites for your Institution. Select a site by tapping its name.
4. Select the types of messages you would like to receive. You can choose from general Emergency and Outreach messages or more specific messages, if available.
5. Select the types of messages you would like to receive. You can choose from general Emergency and Outreach messages or more specific messages, if available.



For each message type you select, you will have the opportunity to specify which how you want to receive your messages; by a phone call, email message, or SMS text.

Note: Institutions marked with a  icon requires a User Verification process.


User Verification

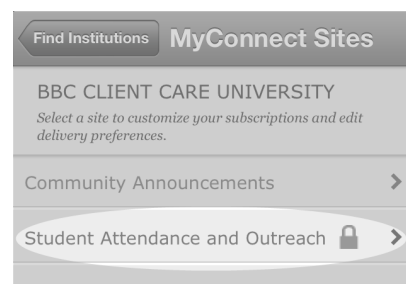
MyConnect sites marked with an  icon requires to provide additional information before receiving messages.

For security reasons, many K-12 Schools require MyConnect users to verify themselves before they can receive confidential information regarding students.

If you are a parent or guardian and want to subscribe to messages regarding your student (such as attendance messages and other student specific outreach messages), you will need to provide the following:


- **Reference Code:** A Reference Code is usually your student's ID number. Contact your school or institution for more information.
- **Contact Info on File:** Provide your student's email or phone number that's on file at your school.
- **Relationship:** Tap to choose the relationship you have with your student.


Tap the  button in the upper right corner of the screen to verify your information and continue with subscribing to your messages.

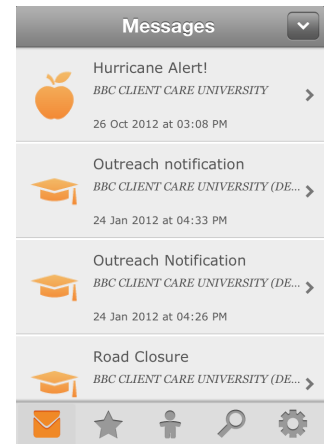


If you experience difficulties with verification, it could indicate that your student's records may not be up to date. We recommend contacting your school for more information if your verification fails.

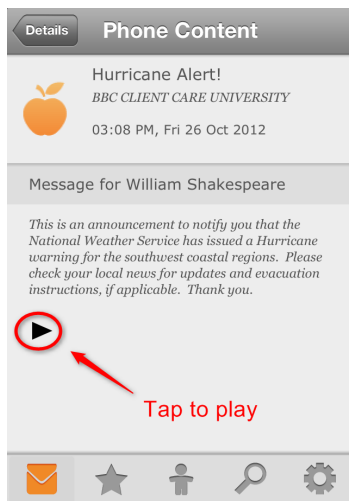
Messages

You can access all the messages that your Institutions have been sent to your phone or email by tapping the  icon at the bottom of the screen. Your messages will be listed out in the order that they were received with the most recent at the top.

If you are subscribed to multiple MyConnect sites, you can use the  button in the upper right corner filter your messages by institution.



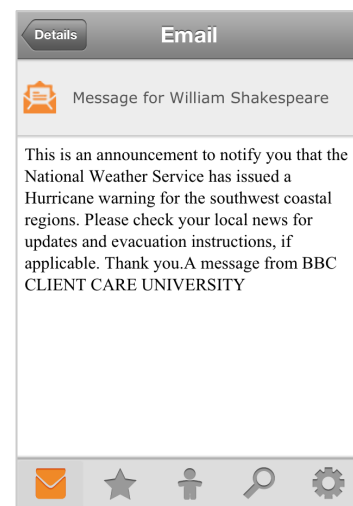
To view a message, tap a message that you want to view and select to view the email or listen to the phone message.



When selecting phone content, the voice message will download to your device. Tap the




to play the message.



Email content will download to your device.


Subscriptions



The Subscriptions tab, which can be accessed by tapping the  icon at the bottom of the screen, is where you can add, edit, and remove subscriptions.


Each of your subscriptions will be listed on the page. To edit or remove your subscriptions, simply tap the name of the subscription to open the preferences page for the subscription.

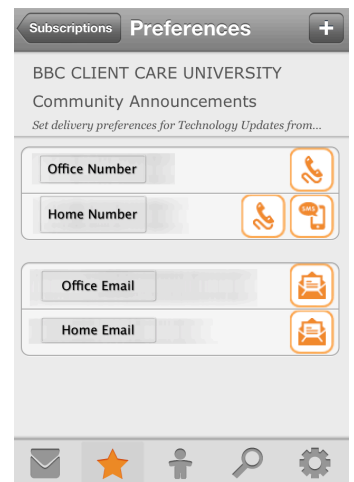
The Subscriptions Preferences page will show the phone numbers and email addresses you have on file as well as which of those contact types are receiving messages from your subscription.

Changing Subscription Preferences

The subscription preferences dictate how you receive your messages by email, phone, or SMS. You can change these preferences by tapping the  icon at the bottom of your screen and select the subscription you want to change.

The orange icon  indicates that you are currently receiving messages from your phone, email, or SMS device. A gray icon  means you are opted out of receiving messages. Simply tap an icon to enable or disable messaging.

Tap the  button in the upper left corner to return to the Subscriptions page and save your new preferences.

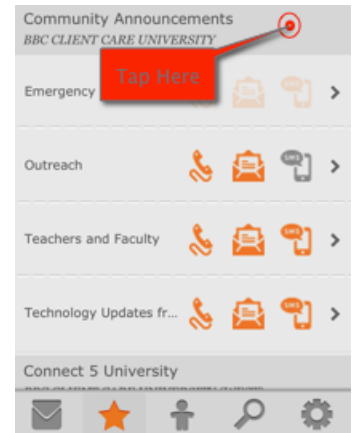


Adding New Subscriptions

To subscribe to other notifications that your institution offers, simply tap the gray header row that contains the Institution's name on the Subscriptions page. This will open the available subscriptions for your institution.

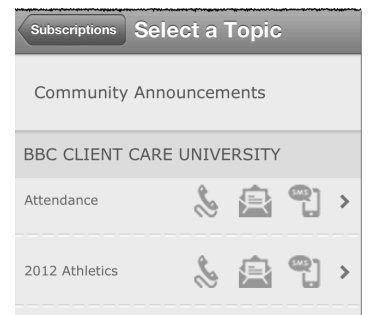
1. Select a topic by tapping on the topic's name. The **Set Preferences** window will open.

To subscribe to a topic, simply tap the Phone, SMS, or EMAIL icons to subscribe to the messages.



The next screen will show you all the topics your institution has available for subscriptions. Select a topic and specify which email address, phone, or SMS number you want to your messages to be sent to.

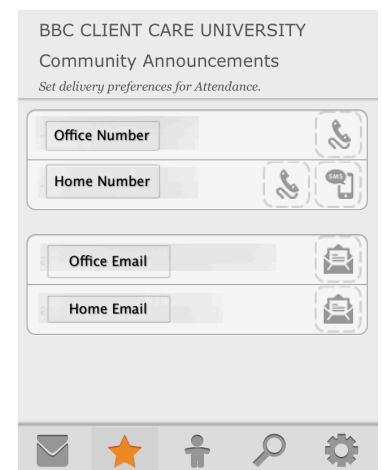
When you're done, tap the back button in the upper right corner to return to the Topics screen and save your preferences.




Removing Subscriptions

If you want to unsubscribe to a topic from one of your Institutions;

1. Tap the ★ icon at the bottom of your screen.
2. Select the message topic you want to unsubscribe to.
3. Tap each orange icon until they turn gray. This will opt you out of receiving all messages for that topic.




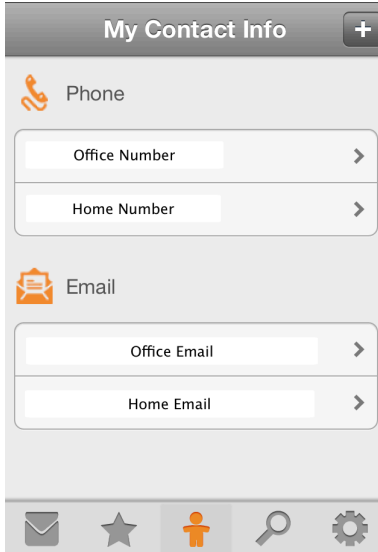
Contact Information

Use the **Contact Information** tab  located at the bottom of your screen to add or change your contact information. The information you add to your MyConnect app will be stored with your institution and will be used to send you only messages you subscribe to.

Updating your Contact Information

To change your contact information;

1. Tap the  icon located at the top of the screen.
2. Select the email address or phone number you want to change.
3. Tap the email or phone field and use the onscreen keyboard to make your changes.

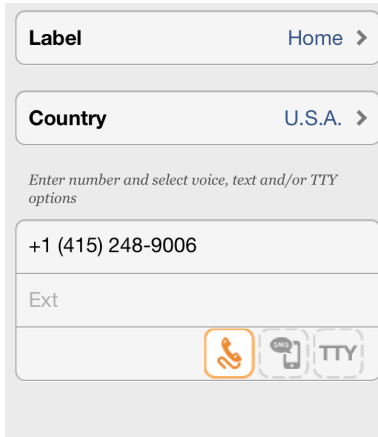


The 'My Contact Info' screen features a header with the title 'My Contact Info' and a plus icon. It is divided into two main sections: 'Phone' and 'Email'. The 'Phone' section contains two input fields: 'Office Number' and 'Home Number', each with a right-pointing chevron. The 'Email' section contains two input fields: 'Office Email' and 'Home Email', each with a right-pointing chevron. At the bottom, there is a navigation bar with five icons: an envelope, a star, a person, a magnifying glass, and a gear.

Updating Phone Numbers

When updating phone numbers, you will have the opportunity to label your phone number (Home, office, etc.) as well as specify your country and include an extension number, if available.

Tap the phone, email, or SMS icons on the screen to indicate whether your device supports voice (selected by default), SMS, or TTY messages.




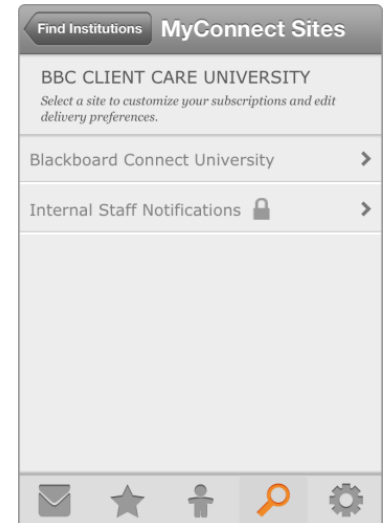
The phone number update screen has a 'Label' field with a dropdown menu showing 'Home' and a right-pointing chevron. Below it is a 'Country' field with a dropdown menu showing 'U.S.A.' and a right-pointing chevron. A note reads 'Enter number and select voice, text and/or TTY options'. The main input field contains the number '+1 (415) 248-9006'. Below this is an 'Ext' field. At the bottom, there are three icons: a telephone handset, a speech bubble with 'SMS', and 'TTY', each with a red outline.

Find Institutions

The Blackboard MyConnect app allows you to add multiple institutions. You can find more MyConnect Institutions **Find Institutions** tab, marked with a  at the bottom of the screen.

Adding New Institutions


1. Tap the  icon at the bottom of your screen.
2. Type in the name of the institution in the search field on the **Find Institutions** page.
3. Tap **Search**. The MyConnect app will display a list of the available sites for your Institution. Select a site by tapping its name.
4. Select the types of messages you would like to receive. You can choose from general Emergency and Outreach messages or more specific messages, if available.
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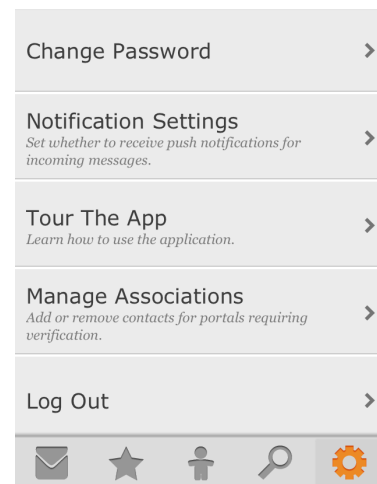
For each message type you select, you will have the opportunity to specify which how you want to receive your messages; by a phone call, email message, or SMS text.

Note: Institutions marked with a  icon requires a User

Settings

Change your app settings by tapping the  icon located at the bottom of your screen. From here, you can:

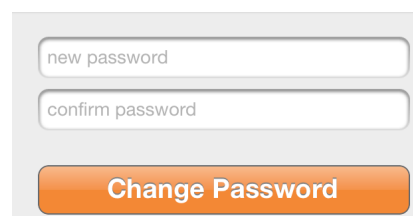
- Change your password
- Enable Push Notifications
- Tour the App
- Manage your associations
- Log out.



Change Password

You can change your log in password by opening **Settings** and selecting “Change Password.”

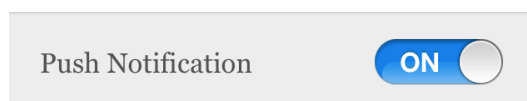
Simply type in a new password, retype it in the confirm password field, and tap the **Change Password** button.



Notification Settings

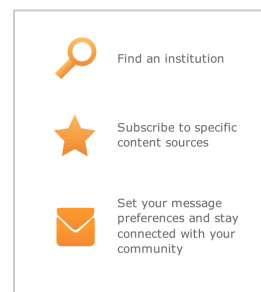
To enable push notifications for your phone, select the **Notification Settings** option under settings and tap the Push Notification switch to “On.”

This will “push” any messages sent from your institution directly to your iOS device and can be viewed in your MyConnect App under *Messages*.



Tour the App

If you want a quick refresher on how to navigate the MyConnect App, you can view the Tour, which appeared when you first logged into the app, by selecting the **Tour the App** option on the Settings page.




Manage Associations

Used by K-12 schools, **Associations** are made when you use a student ID number and a student's email to verify yourself with a restricted MyConnect site.

Associating yourself to a student allows you to receive sensitive messages about your student, such as attendance messages, PTA meetings, and emergency messages.

If you have a student attending a school running a MyConnect site, you can add a new student to your account or remove your student when they no longer attend that school.

To add a new student to your MyConnect account as an association, tap  Add another and provide:

- **Reference Code:** A Reference Code is usually your student's ID number. Contact your school or institution for more information.
- **Contact Info on File:** Provide your student's email or phone number that's on file at your school.
- **Relationship:** Tap to choose the relationship you have with your student.




To remove an association, go to the **Manage Associations** option under Settings.

Swipe the name of the person you want to remove and tap the **Delete** button.

The student will be removed from your MyConnect app and you will no longer receive messages for that student.

Add or remove other MyConnect users that you're associated with. Adding an Association may be required when signing up for secure sites.

Blackboard Connect University

	Bill Clinton BBC CLIENT CARE UNIVERSITY (WEST)
	William Shakespeare BBC CLIENT CARE UNIVERSITY (WEST)
	Add another

Reference Code

A0123456789





Contact Info on File

name@email.com or 1(234)567-8901

Relationship Self

Add or remove other MyConnect users that you're associated with. Adding an Association may be required when signing up for secure sites.

Blackboard Connect University

	Bill Clinton BBC CLIENT CARE UNIVE...	
	William Shakespeare BBC CLIENT CARE UNIVERSITY (WEST)	
	Add another	

iOS Compatibility Chart

iOS Version	Compatible with....
3.1.3	iPhone 1; iPod Touch (1 st generation)
4.2.1	iPhone 3G; iPod Touch (2 nd Generation)
5.1.1	iPod Touch (3 rd Generation); iPad 1 (Original)
6.0.1	iPhone 3GS; iPhone 4; iPhone 4S; iPhone 5; iPod Touch (4 th and 5 th Generation); iPad 2; iPad (3 rd Generation); iPad Mini
6.1.0	iPhone 3GS; iPhone 4; iPhone 4S; iPhone 5; iPod Touch (4 th and 5 th Generation); iPad 2; iPad (3 rd Generation); iPad Mini