

# Two-Way SMS User Manual and Instructor Guide

*Detailed User guide for Instructors using the Connect Learn Two-Way SMS  
application*

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Sep. 21, 12*

*Instructor Manual*

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## Introduction

Connect for Learn Two-way SMS allows instructors and students to connect via text messaging for all kinds of essential functions. Course evaluations, notifications, and direct communication are just some of the options involved within this application. Instructors will be better able to send updated information to students promptly through the Two-way SMS web interface to students' mobile device.

## Prerequisites

In order to use this application a System Admin must install the building block and make it available to selected courses. After the install is complete, the System Admin must then purchase a package of message credits to be distributed to authorized users. Once installed, software updates for this application will be available to the Institution. Additional set up procedures will not be required once the initial installation of the Two-Way SMS has been implemented.

## Terminology / Roles

- **System Admin/Admin:** Highest level of User for the institution (super user). This User can install the building block and set up other Users within the application.
- **Gatekeeper:** Typically department heads, this is a manager role that controls the flow of message credits (the 'parent' to the 'subsidiary') to subsequent Instructor User accounts, thus allowing the Instructor the ability to send messages to students enrolled within courses associated with that Instructor.
- **Instructors:** This is a role for teachers who use the Two-way SMS application for communication with students (students are grouped per course). The Instructor role is always tied to a specific course and the Instructor can only send messages to students registered within that course.

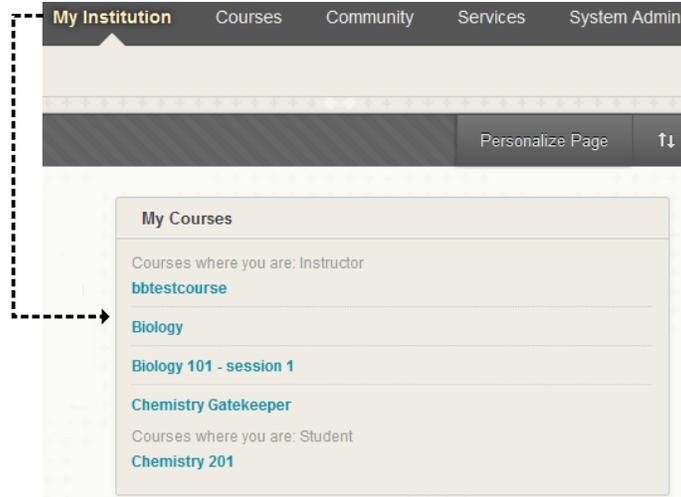
## Keywords

Keywords are limited character words that a System Admin needs to create and associate with an Instructor account. Once assigned to an account, the Instructor will then send out messages with the specific keyword that will be assigned to the dedicated number of that Instructor account. The keyword ensures that messages sent from one Instructor account will then return with a reply to the same Instructor account (example: A math Instructor send message to the enrolled students with "reply with keyword MATH"; a student receiving the text then sends a message back to the Instructor's assigned number, making sure to include the keyword MATH). When an Instructor sends a message they must specify the keyword clearly so that the recipients will know which keyword to use in the reply.

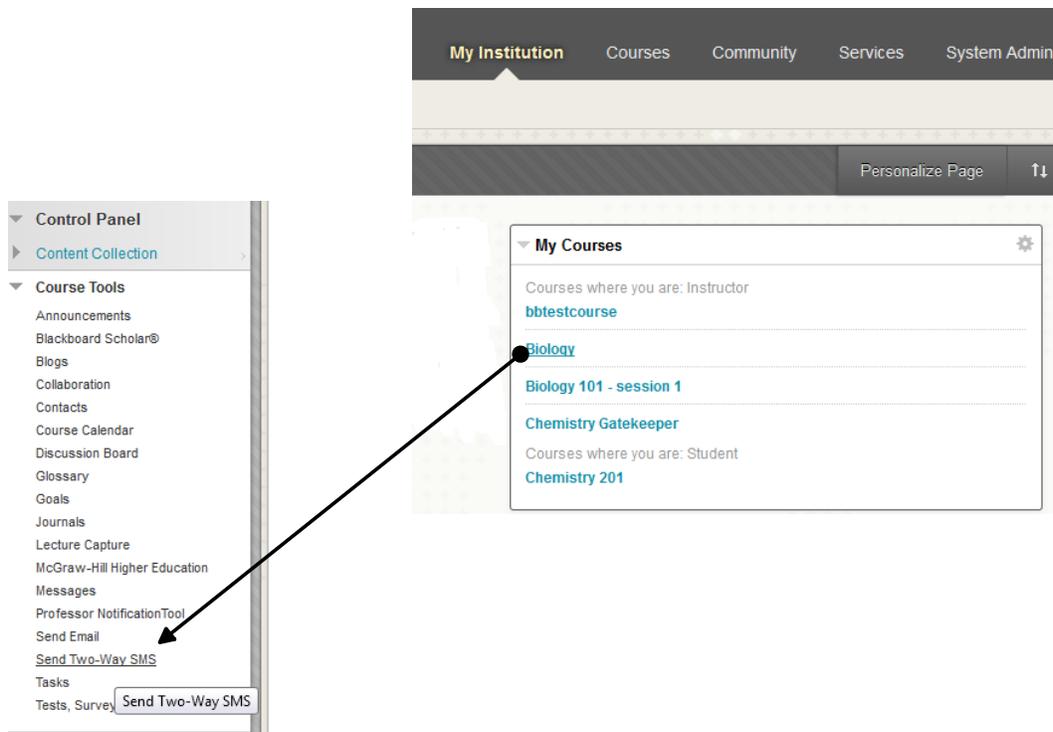
- ✓ Keywords cannot be directly followed by punctuation
- ✓ Keywords must be followed by a space
- ✓ Keywords are not case sensitive
- ✓ Keywords cannot contain special characters
- ✓ Keywords must be limited in number of characters and cannot exceed the length of the text

## How to use Two-Way SMS

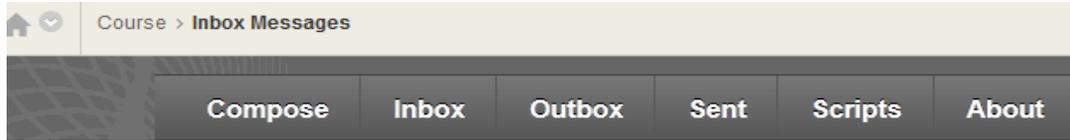
After the Two-Way SMS building block has been installed by the Learn System Admin, an Instructor must then enter into a course (example: Biology) that they are associated with from the My Institution or Course tab on the top navigation to begin using the application.



Once a course has been selected, the Instructor then goes to the Home page for the chosen course, then into the Control Panel, where they will find the Course Tools section. Expand this section and scroll to Send Two-Way SMS application. Once done, the Instructor is taken into the Two-Way SMS application.



The Instructor will go directly to their Inbox, once they have entered the Two-Way SMS application. From there the Instructor can traverse to the specific tabs in the navigation bar to access all the features of the application.



## Compose

An Instructor can create a message by coming to the Compose page. The first step an Instructor must do is to select the recipients she/he wishes to send to.

### 1 Select recipients



The Instructor must hit the Browse button in order to choose the recipients for the message.



Once they have hit the Browse button, a new window will open with all the recipients associated with the course. The Instructor can then pick which recipients will be receiving this message.

Select Recipients			
0 selected			
<<< 1 to 10 of 19 rows >>> Results per page: 10			
	Name	E-mail	Role
<input type="checkbox"/>	academic dave	ihudson@txttools.co.uk	Student
<input type="checkbox"/>	Academic Jennie	ian.hudson@blackboard.com	Instructor
<input type="checkbox"/>	Administrator Blackboard	ihudson@txttools.co.uk	Instructor
<input type="checkbox"/>	Chadwell John	john.chadwell@blackboard.com	Student
<input type="checkbox"/>	Charroux Carl	carl.charroux@blackboard.com	Student
<input type="checkbox"/>	Chen Bing	bing.chen@blackboard.com	Student

The Instructor can choose one or more recipients or choose them all, by selecting the 'Check All' feature. The Instructor can also 'Uncheck All' selected recipients, if desired.

<input checked="" type="checkbox"/>	Mauro Brad	brad.mauro@blackboard.com	Student
<input checked="" type="checkbox"/>	Meier Andrea		Student
<input checked="" type="checkbox"/>	Mintz Melissa	melissa.mintz@blackboard.com	Instructor
<input type="checkbox"/>	Ryan Martyn	martyn.ryan@blackboard.com	Instructor
<input type="checkbox"/>	Sowers Travis		Student
<input type="checkbox"/>	Stinson Beth	beth.stinson@blackboard.com	Instructor
<input checked="" type="checkbox"/>	student greg	gpreece@txttools.co.uk	Student
<input type="checkbox"/>	student simon	ihudson@txttools.co.uk	Student
<input type="checkbox"/>	Till Jim	jim.till@blackboard.com	Student

Figure 1: Manually selecting recipients

<input checked="" type="checkbox"/>	Mauro Brad	brad.mauro@blackboard.com	Student
<input checked="" type="checkbox"/>	Meier Andrea		Student
<input checked="" type="checkbox"/>	Mintz Melissa	melissa.mintz@blackboard.com	Instructor
<input checked="" type="checkbox"/>	Ryan Martyn	martyn.ryan@blackboard.com	Instructor
<input checked="" type="checkbox"/>	Sowers Travis		Student
<input checked="" type="checkbox"/>	Stinson Beth	beth.stinson@blackboard.com	Instructor
<input checked="" type="checkbox"/>	student greg	gpreece@txttools.co.uk	Student
<input checked="" type="checkbox"/>	student simon	ihudson@txttools.co.uk	Student
<input checked="" type="checkbox"/>	Till Jim	jim.till@blackboard.com	Student

Figure 2: Check All recipients

<input type="checkbox"/>	Mauro Brad	brad.mauro@blackboard.com	Student
<input type="checkbox"/>	Meier Andrea		Student
<input type="checkbox"/>	Mintz Melissa	melissa.mintz@blackboard.com	Instructor
<input type="checkbox"/>	Ryan Martyn	martyn.ryan@blackboard.com	Instructor
<input type="checkbox"/>	Sowers Travis		Student
<input type="checkbox"/>	Stinson Beth	beth.stinson@blackboard.com	Instructor
<input type="checkbox"/>	student greg	gpreece@txttools.co.uk	Student
<input type="checkbox"/>	student simon	ihudson@txttools.co.uk	Student
<input type="checkbox"/>	Till Jim	jim.till@blackboard.com	Student

Figure 3: Uncheck All recipients

The number of selected recipients will display in the upper left-hand corner.

**Select Recipients**

3 selected << < 11 to 19 of 19 rows > >> Results per page:

	Name	E-mail	Role
<input type="checkbox"/>	Mauro Brad	brad.mauro@blackboard.com	Student
<input type="checkbox"/>	Meier Andrea		Student
<input checked="" type="checkbox"/>	Mintz Melissa	melissa.mintz@blackboard.com	Instructor
<input checked="" type="checkbox"/>	Ryan Martyn	martyn.ryan@blackboard.com	Instructor

Once the Instructor has chosen which students are to receive the message, they then hit 'Save and Return' to go back to the Compose page.



Upon returning to the Compose page, the Instructor will once again see the number of selected recipients in the left-hand corner. The Instructor will now move to the second section of the Compose page; either picking a preexisting script or using the textbox to create a free-form message.

## 1 Select recipients

---

Browse

3 selected

## 2 Select a script or create a new message

---

Choose a message script... 

Number of characters: 0

Number of messages: 0

Characters per message: 160

Counters at the bottom of the textbox allow the Instructor to view how many characters they are using. After 160 characters, the message will get broken up from one text to two.

If the Instructor decides to use a script, they will see a dropdown of all the existing scripts available to them by selecting the 'Choose a message script' option.

## 2 Select a script or create a new message

---

Choose a message script... 

Choose a message script...

this is a test for template. Reply with ANIMAL if you want to participate. Testing character #s for template

Please prepare for today's experiment before you come to class with your lab partner. Start reply with ANIMAL if you have questions.

I would like to discuss your performance on the human anatomy chapter quiz. Can you make it to office hours this week? Start reply HUMAN.

Office hours are Mon 10-2pm and Thurs 1-3pm. Please see me at these times with any outstanding questions or to discuss your grade.

Class is cancelled today. Download the homework.

Attend tonight's lecture at the Museum of Natural History and be prepared to discuss it in class on Wednesday. Start reply with ANIMAL if you can make it.

Are you available to review your human anatomy paper? Start reply with HUMAN.

Please come to class prepared for tomorrow's open book botany exam with a 1-sided 8.5x11 page of notes. Start reply PLANT.

Hello students, please be sure to attend class on time.

Any final questions b4 today's exam? Start reply with BIO101A.

Reply with keyword KEYWORD

If you would like me to write a reference letter for you, please send me pre-addressed and stamped envelopes for your medical school application.

Once a script has been selected, the textbox will auto-populate with the specific message of that script.

## 2 Select a script or create a new message

---

Choose a message script... 

Reply with keyword SCIENCE

Number of characters: 26

Number of messages: 1

Characters per message: 160

If the Instructor does not wish to use a script, they can type in a message in the textbox.

Choose a message script... ?

Please contact instructor regarding performance. Reply with keyword PSYCH101

Number of characters: 76      Number of messages: 1      Characters per message: 160

After the Instructor has chosen her/his message they now can select a time and date to send. The options are to send the message as soon as it has been created or to schedule a date/time in the future.

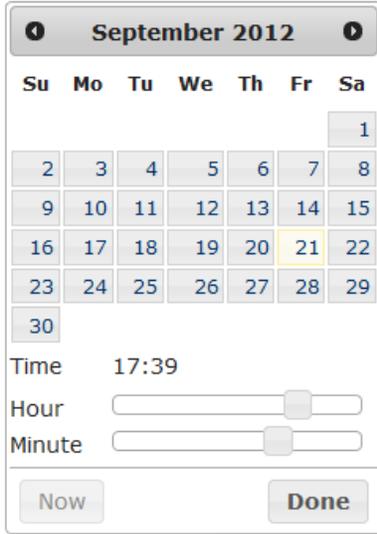
### 3 Date & Time

- Send Now
- Schedule for: 09/21/2012 17:39

Selecting the 'Send Now' option will send the message out immediately after hitting the 'Submit' button. Selecting a future date/time for scheduling a message allows the Instructor to send the message at a different date or time. The Instructor chooses the 'Schedule for' radio button and clicks on the date/time field to the right. This brings the Instructor to a pop-up window in which they can select what month, day and time they wish to have the message post.

Send Now

Schedule for: 09/21/2012 17:39



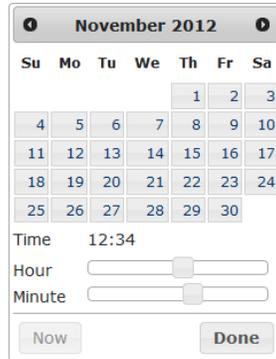
Send Now

Schedule for: 09/21/2012 17:39

The Instructor cannot select a date or time prior to the current date and time. An error will appear alerting the Instructor that they must pick a date/time following the current date/time.



The Instructor can forward the Calendar app to a different month.



The Instructor can move the Hour and Minute app to pick a different time.



Once preferred time and date have been designated, the Instructor hits the 'Done' button, which takes them back to the Compose screen. There the Instructor hits the 'Submit' button to complete the process. This will place the message in the Outbox, where the Instructor is able to view this and all other scheduled outgoing messages.



The Instructor is also able to cancel the process via a 'Cancel' button located next to the 'Submit' button.



## Outbox

The Outbox is where all scheduled messages are stored. An Instructor can see the details of the message such as Recipient, Message Text, Source and Send time.

### 1 Outbox

« < Page 1 of 2 > » ?

Recipient	Message	Source	Send time
<input type="checkbox"/> Administrator, Blackboard	Hello students, please be sure to attend class on time.	Blackboardtxt	24-Sep-2012 18:40
<input type="checkbox"/> Chen, Bing	Hello students, please be sure to attend class on time.	Blackboardtxt	24-Sep-2012 18:40
<input type="checkbox"/> Iverson, Dane	Hello students, please be sure to attend class on time.	Blackboardtxt	24-Sep-2012 18:40
<input type="checkbox"/> Mauro, Brad	Hello students, please be sure to attend class on time.	Blackboardtxt	24-Sep-2012 18:40

The Outbox will show the total number of messages stored as well as offering the Instructor the ability to see messages across several pages (if that many messages are available for scheduling).

Total items: 23

1-15 16-23 « < Page 1 of 2 > »

Check All

Uncheck All

Delete checked scheduled messages

Also included on this page, is the option for the Instructor to select particular message for deletion. An Instructor can select one or more manually or choose the 'Check All' feature. An Instructor can also 'Uncheck All' checked messages. Once deleted a message will no longer be available and will not be sent.

## Inbox

The Inbox is where all incoming messages to the Instructor are stored. The messages are sorted by default from newest to oldest by the Delivery Date, but messages can be sorted from oldest to newest via the Delivery Date sort or a sort can be made of the From field as well as the Message Text field. All sorting is achieved when the Instructor clicks on the field she/he wishes to sort and clicking on the arrow icon, located to the right of the text field.

Inbox messages



<< < Page 1 of 1 > >>

Read	Message Text	From	Delivery Date
	<input type="checkbox"/> Welcome to your inbox. Messages that start with your assigned keywords can be found here	+447791031148 (Hudson, Ian)	Sep 17, 2012 4:43 PM
	<input type="checkbox"/> Melissa hello Dr Mintz! I look forward to attending your class. See you on Friday. :)	+18189138288 (Engineer, Bing)	Sep 17, 2012 5:06 PM
	<input type="checkbox"/> Melissa thx lol forward to taking class	+14154251621	Sep 17, 2012 5:23 PM
	<input type="checkbox"/> Melissa ok anything in particular on anatomy?	+19084518422 (Teacher, Melissa)	Sep 17, 2012 8:04 PM
	<input type="checkbox"/> Melissa thanks!	+19084518422 (Teacher, Melissa)	Sep 18, 2012 5:28 AM

Figure 4: Inbox

Read	Message Text	From	Delivery Date
	<input type="checkbox"/> Melissa	+13107708277	Sep 20, 2012 1:11 PM
	<input type="checkbox"/> Melissa I got it	+18189138288 (Engineer, Bing)	Sep 20, 2012 1:08 PM
	<input type="checkbox"/> Eurohist201 what should we bring for the field trip?	+18189138288 (Engineer, Bing)	Sep 19, 2012 12:10 AM

Figure 5: Inbox Sort Delivery Date

Read	Message Text	From	Delivery Date
	<input type="checkbox"/> Welcome to your inbox. Messages that start with your assigned keywords can be found here	+447791031148 (Hudson, Ian)	Sep 17, 2012 4:43 PM
	<input type="checkbox"/> Melissa ok anything in particular on anatomy?	+19084518422 (Teacher, Melissa)	Sep 17, 2012 8:04 PM

Figure 6: Inbox Sort From

Read	Message Text	From	Delivery Date
	<input type="checkbox"/> Eurohist201 what should we bring for the field trip?	+18189138288 (Engineer, Bing)	Sep 19, 2012 12:10 AM
	<input type="checkbox"/> Melissa	+13107708277	Sep 20, 2012 1:11 PM
	<input type="checkbox"/> Melissa do I get partial credit for wrong answers?	+14154251621	Sep 18, 2012 9:15 AM
	<input type="checkbox"/> melissa do you need me to attend?	+18189138288 (Engineer, Bing)	Sep 18, 2012 6:45 AM

Figure 7: Inbox Sort Message Text

As with the Outbox, an Instructor can select and delete one or more of all of the messages listed in the Inbox. The same functionality applies: an Instructor can manually check off the checkboxes next to the messages they wish to delete or they can choose the 'Check All' button and have all messages chosen for deletion. If the delete action is not desired, the Instructor can elect to unselect them all by choosing the 'Uncheck All' button.



Pagination also exists in the Inbox, allowing the Instructor to scroll page by page to view all messages recorded in the Inbox. This is accomplished by both a scroll option, going page by page, or a group system, grouping sections of messages together (example: 1-15 or 16-30)



A total count of all messages will display at the bottom of the page.

Total items: 23

An envelope icon will alert the Instructor as to whether or not the message has been read.

- Eurohist201 what should we bring for the field trip?
- Melissa
- Melissa do I get partial credit for wrong answers?
- melissa do you need me to attend?

Clicking on any part of the message (the Message Text hyperlink, the From hyperlink, or the Delivery Date hyperlink) will take the Instructor to the Message Details. From here the Instructor will be able to view all details of the message. They will also have the option of going back to the Inbox or replying to the message.

**Message detail** ?

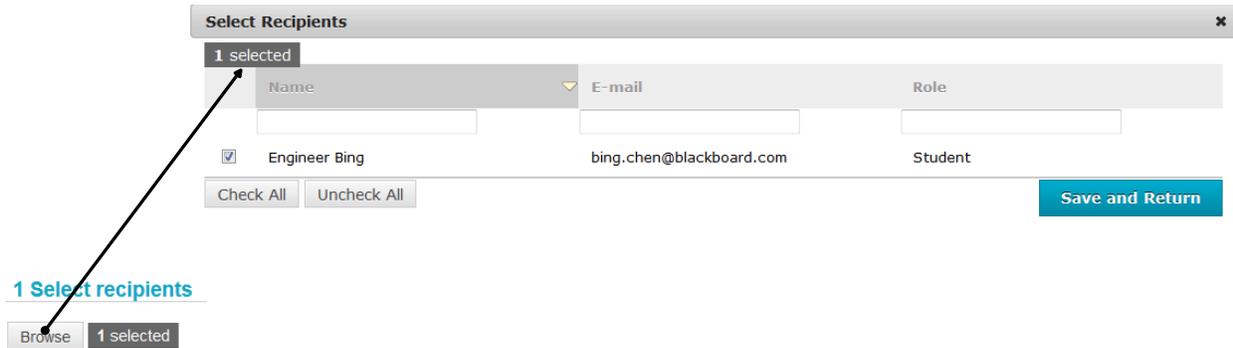
<< < Page 1 of 1 > >>

From	Delivery Date	Message Text
+14154251621 (unknown)	Sep 18, 2012 9:15 AM	Melissa do I get partial credit for wrong answers?

Total items: 1 << < Page 1 of 1 > >>

Back Reply

To reply to the message, the Instructor will hit the 'Reply' button. This takes the Instructor to the Compose page, where the sender is now saved as the recipient. To confirm this, the Instructor then clicks on the Browse feature and opens the window showing the details of the recipient. The Instructor can hit 'Save and Return', click on the 'x' to the right of the window, or unselect the recipient if desired. Unselecting the recipient will change the number of recipient to zero.



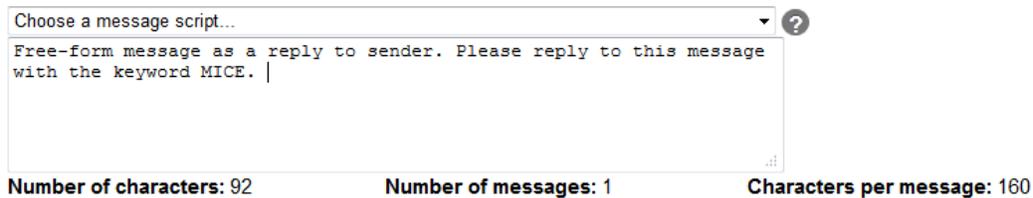
When replying to a message, the Instructor cannot choose more recipients. They are only allowed to reply to the sender of that exact message. If they unselect the original recipient they will not be able to choose another.

Once the Instructor has established that this is the recipient they want to send to, they return to the Compose page and follow the same instructions as they would when creating a new message.

The Instructor can either choose a script from the list of preexisting scripts in the 'Choose a message script' dropdown or they can create a free-form message in the textbox.

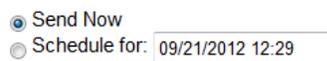


## 2 Select a script or create a new message



From here the Instructor has the same choice of sending the message straightaway or scheduling the message to go out on a later date.

## 3 Date & Time



The process can be completed with the Instructor clicking on the 'Submit' button or by withdrawing the message by clicking on the 'Cancel' button.



By tendering the reply, the Instructor will once again be taken to the Outbox.

## Sent

The Sent tab has an itemized list of all the messages that have been sent by the Instructor. The display shows Recipient, Message Text and Sent Time.

Compose	Inbox	Outbox	Sent	Scripts	About
<b>Sent Messages</b> <span style="float: right;">?</span>					
« < Page 1 of 2 > »					
Recipients	Message Text	Sent Time			
Engineer, Bing	Grades posted!	Sep 21, 2012 12:58 PM			
Engineer, Bing	Hi testing	Sep 20, 2012 1:35 PM			
Engineer, Bing	hi!	Sep 20, 2012 1:10 PM			

All those fields can be sorted via clicking on the field and selecting the arrow icon to sort in specific order.

Recipients ▼	Message Text	Sent Time
English, Melissa	n.	Sep 18, 2012 6:42 AM
English, Melissa	Hi, this is Dr. Melissa Mintz and welcome to Biology 101 session 2. This is a test message. Please start your text message with melissa to reply back to me.	Sep 17, 2012 5:04 PM
instructor, bing	Yes, I look forward to seeing you this Friday. Remember to purchase the text book online to save a few dollars. :) --- end of test message ---	Sep 17, 2012 5:10 PM

Figure 8: Sent Sort Recipients

Recipients	Message Text	Sent Time
Engineer, Bing	Grades posted!	Sep 21, 2012 12:58 PM
Mintz, Melissa	Grades posted!	Sep 18, 2012 5:27 AM
Engineer, Bing	Hi testing	Sep 20, 2012 1:35 PM

Figure 9: Sent Sort Message Text

Recipients	Message Text	Sent Time
Chen, Bing	Hi, this is Dr. Melissa Mintz and welcome to Biology 101 session 2. This is a test message. Please start your text message with melissa to reply back to me.	Sep 17, 2012 5:04 PM
English, Melissa	Hi, this is Dr. Melissa Mintz and welcome to Biology 101 session 2. This is a test message. Please start your text message with melissa to reply back to me.	Sep 17, 2012 5:04 PM
Iverson, Dane	Hi, this is Dr. Melissa Mintz and welcome to Biology 101 session 2. This is a test message. Please start your text message with melissa to reply back to me.	Sep 17, 2012 5:04 PM

Figure 10: Sent Sort Sent Time

Pagination occurs within the Sent tab as well. This enables the Instructor to scroll each page in order to view the messages detailed in the Sent tab. This is accomplished by both a scroll option, going page by page, or a group system, grouping sections of messages together (example: 1-15 or 16-27). The Sent tab also displays, at the bottom of the page, how many items are listed within.

Total items: 27

1-15 16-27 << < Page 1 of 2 > >>

## Message Delivery Details

This is a static page that describes the condition of the message. Whether a message has failed, succeeded or has acquired errors, the description on this page will alert the Instructor as to the progress of the message. Also listed herein are static fields for Recipient, Message Content, Last Update (sent time) and Delivery status. A color-coded legend with the status details is present at the bottom of the page.

## Message delivery details

« < Page 1 of 1 > »

Recipient	Message Content	Last Update	Delivery Status
Chen, Bing	Grades posted!	Sep 20, 2012 10:53 PM	

Total items: 1

« < Page 1 of 1 > »

-  Message delivery has failed and will not be delivered to the mobile phone.
-  Message has been sent. No errors or handset delivery confirmation received.
-  Message delivery confirmed as received by the mobile phone.
-  Message delivery blocked due to recipient opt out.

Back

The 'Back' button will take the Instructor back to the Sent page. Delivery information for each message is only available through the Sent page.

## Scripts

This section allows the Instructor to either use one of the preexisting scripts or to create a new one. Basic canned scripts will be packaged within the Two-way SMS application, but Users will be able to create and save their own. Once a new script has been created, it will then become part of the list of current scripts that are available to all Instructors within that intuition.

## Scripts

Create New Script



« < Page 1 of 2 > »

### My Scripts (click on script to edit)

- Need to discuss your performance. Reply with {insert keyword} to book a time during office hours {insert dates times}
- Class cancelled today. Bring questions/concerns to office hours: {insert dates and times}
- For campus map reply with keyword MAPS
- New class material available
- Quiz on {material} today!
- Grades posted!

Create New Script: To create a new script, the Instructor selects the 'Create New Script' button.



This opens a new page with a textbox that allows the Instructor to create a free-form text message.

### Edit Script

---

**Number of characters:** 0      **Number of messages:** 0 ?

.:

Back Save Script

The Instructor enters the new script in the textbox. If the new message is one that the Instructor wishes to receive a reply from, that Instructor must make sure to use a keyword that is associated with said Instructor.

### Edit Script

---

**Number of characters:** 62      **Number of messages:** 1 ?

`Sign up for extra credit this week. Reply with keyword SCIENCE`

.:

Back Save Script

Above the text the Instructor will see a character and message counter. If the Instructor has more than 160 characters within the textbox, the script will go from one text message to two.

### Edit Script

---

**Number of characters:** 165      **Number of messages:** 2 ?

`Sign up for extra credit in marine biology this week.  
Professor Jones will match-up all students requesting extra  
credit with lab partners. Reply with keyword MARINE`

.:

Back Save Script

From here, the Instructor can edit the text more, choose to accept the script or cancel it. Until the Instructor has saved or canceled the script, they are still free to continue to edit the contents of the textbox.

To save the script, the Instructor hits the 'Save Script' button.



To cancel the script, the Instructor hits the 'Back' button.



If the Instructor chooses to go back to the Script page without saving the script, that script will not be available and will not display in the list of existing scripts.

Once the Instructor has saved the script, it will display in the list of existing scripts and can be used again or edited if the Instructor requires it.

- [Sign up for extra credit this week. Reply with keyword SCIENCE](#)

---

- [Class cancelled today. Bring questions/concerns to office hours: {insert dates and times}](#)

---

- [Quiz on {material} today!](#)

---

Edit Script: To edit a script, the Instructor clicks on the hyperlink to any of the existing scripts and is taken to the Edit Script page. This is similar to creating a new script however the text is already present for the selected script will appear in the textbox.



## Edit Script

Number of characters: 0

Number of messages: 0

Quiz on {material} today!

Back

Save Script

The Instructor can edit the material and save the script to preserve the edited version.

## Edit Script

Number of characters: 35

Number of messages: 1

Quiz on chapters 15 thru 18 today! |

Back

Save Script

The edited version of the script will display in the list of scripts available.

## Create New Script

### My Scripts (click on script to edit)

- Quiz on chapters 15 thru 18 today! 
- Sign up for extra credit this week. Reply with keyword SCIENCE
- Class cancelled today. Bring questions/concerns to office hours: {insert dates and times}
- For updated weather alerts text keyword TWC
- For campus map reply with keyword MAPS
- New class material available.
- Grades posted!

As with the other sections of the Two-way SMS application, an Instructor can select and delete one or more of the Scripts itemized within the existing script listing. The same functionality that appears in the Inbox and Outbox is applicable here as well; an Instructor can manually check off the checkboxes next to the scripts they wish to delete or they can choose the 'Check All' button and have all scripts, including those packaged within the application, selected for deletion. If deletion of one or all the scripts is not desired, the Instructor can vote to unselect them all by choosing the 'Uncheck All' button.



As with other pages within the Two-way SMS application, the Scripts tab contains pagination and an item count as well. This enables the Instructor to scroll each page in order to view the messages detailed in the Scripts tab with a page by page scroll feature set.

Total items: 11

« < Page 1 of 2 > »

## General

Throughout the application Help icons are available.



Clicking on the Help icon opens a window explaining the various functions of each section. This pop-up window can be closed via the 'X' to right of the screen. All sections have this feature available.



## Instructor verses Gatekeeper

The Instructor and Gatekeeper roles are slightly different in functionality. Both roles are able to do all of the above actions within the Two-way SMS application. But an Instructor account is not able to view or access the Management tab. This tab is only available to the other two roles (System Admins and Gatekeepers) within the Two-way SMS application. Therefore, the Instructors are not able to observe this tab in the top navigation bar, since it is hidden to this account type. However a Gatekeeper role is able to view and access the Management tab. A Gatekeeper account has a specific function; being able to allocate Message Credits to other accounts and associate specific accounts to selected courses/Gatekeeper accounts. Because of this, the Gatekeeper role is able to employ the use of some functionality within the Management tab. Since Gatekeeper accounts can also function as Instructors (this will be dependent on the institution), an overview of the Management tab is necessitated.

## Management

The Management page is not viewed by Instructor roles, however, Gatekeepers, who can sometimes function as Instructors, will be able to see and utilize the Management tab.

The two areas within Management that the Gatekeeper is able to use are the User Management page and the Message Credit Management page.

### User Management

*Enable / Disable Users for each Blackboard course. Associate users to ConnectTxt accounts*

### Message Credit Management

*Allocate Message Credits To Users*

User Management: this page allows the Gatekeeper to associate subsidiary accounts to specific courses.

#### 1 Instructors and Gatekeepers

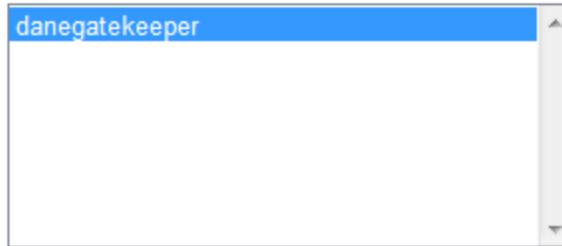
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[Click here to associate instructors with gatekeeper accounts](#)

By expanding the '+' icon, the Gatekeeper can enter into the User Management page and begin the selection of Users to particular courses.

The Gatekeeper account available will appear in the first section of the User Management section.

## 1 Select gatekeeper



A screenshot of a list box with a blue header bar containing the text 'danegatekeeper'. The list box is empty except for this header bar. It has a vertical scrollbar on the right side.

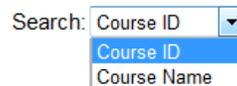
From there the Gatekeeper will move on to selecting the course.

## 2 Select from course catalog



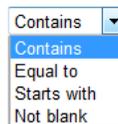
A screenshot of a search form. It includes a search input field, a dropdown menu for search criteria (set to 'Course ID'), a dropdown menu for search type (set to 'Contains'), a date field (set to '09/24/2012'), and a dropdown menu for date comparison (set to 'Before'). There is also a help icon (question mark) next to the search input field.

A course can be searched via ID or Name.



A screenshot of a search dropdown menu. The menu is open, showing three options: 'Course ID', 'Course ID', and 'Course Name'. The first 'Course ID' option is highlighted in blue.

The Name or ID must not be blank, must start with, be equal to or contain the following information, which is typed into the text field by the Gatekeeper.



A screenshot of a search dropdown menu. The menu is open, showing four options: 'Contains', 'Contains', 'Equal to', and 'Not blank'. The first 'Contains' option is highlighted in blue.

bio

The search can also include a creation date of before or after a specific date, chosen by the Gatekeeper. The Date field will automatically default to the current date.

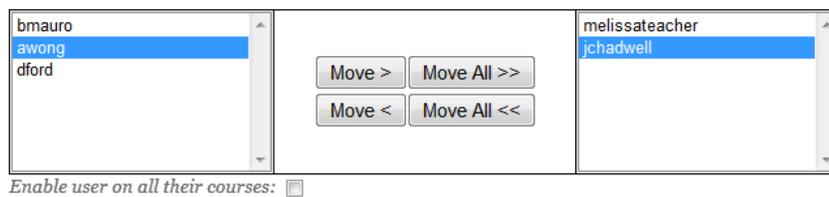


A screenshot of a date comparison dropdown menu. The menu is open, showing two options: 'Before' and 'After'. The 'Before' option is highlighted in blue.

This brings up all available courses. The Gatekeeper is then able to select which course she/he wishes to associate Instructors with.



The Gatekeeper then moves on to section 4 of the User Management page. Within each course there are Instructors that are enabled or disabled for the precise course. The Gatekeeper can arrange those Instructors to be either activated or deactivated.



*Associate Users - Move from left to right Disassociate User - Move from right to left*

*Disassociating users will delete their unused credit balance. Scheduled messages will fail until the user is re-associated with a gatekeeper and assigned message credits.*

Instructors cannot be completely removed from the course, only enabled or disabled from using the Two-way SMS application. The arrangement of Instructors is at the discretion of the Gatekeeper. Saving the changes made is automatic: all the Gatekeeper must do is return to the Management tab in the top navigation.

**Message Credit Management:** this page is where the Gatekeeper will allocate or revoke message credits per Instructor. After purchasing a package of message credits, it is up to the Gatekeeper to distribute them to the associated Instructor accounts.

The Gatekeeper will see the list of associated Instructors with their message credit balances available.

Selection	Username	Balance
<input type="checkbox"/>	bingteacher	25
<input type="checkbox"/>	jchadwell	0
<input type="checkbox"/>	melissateacher	15
<input type="checkbox"/>	oligate	1491
<input type="checkbox"/>	oliteacher	23

By checking the corresponding checkboxes, the Gatekeeper can select an Instructor account that will either receive message credits or have a reduction in message credits.

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<input checked="" type="checkbox"/>	oligate	1491
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To remove or revoke message credits, the Gatekeeper picks one of the listed accounts. The Gatekeeper then toggles the Revoke radio button under the Select Action section.

**Select action**

*Allocate or revoke message credits.*

Allocate  Revoke

From there the Gatekeeper will be able to enter the amount of credit reduction requested in the Credit Value textbox.

**Credit value :**

Once the amount has been entered the Gatekeeper hit the 'Revoke' button to have the designated credits removed from the specified account.

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<input checked="" type="checkbox"/>	oligate	491
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The same process is true for the distribution of credits. The Gatekeeper can select an Instructor account that will receive message credits by checking the corresponding checkbox next to the name of the Instructor designated to get message credits.

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<input checked="" type="checkbox"/>	jchadwell	0
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The Gatekeeper then toggles the Allocate radio button under the Select Action section.

*Allocate or revoke message credits.*

Allocate  Revoke

The Gatekeeper will then enter the amount of credits allocated to the selected account in the Credit Value textbox. Then hit the 'Add Credit' button to complete the distribution process.

**Credit value :**

Add Credits



To complete the process and give the requested credit amount to the chosen account, the Gatekeeper must hit the 'Add Credits' button. The selected account will then reflex the added credits in the display.



jchadwell

100

The Message Credit Management page will display not only the list of associate accounts, but also the Credit Amount available. The page will refresh every 15 seconds, showing the Gatekeeper the current balance, the allocated balance and how many credits are left to allocate.

#### Credit amount

Balance updates every 15 seconds.	
Your current gatekeeper message credit balance.	1491
Allocated message credits balance.	1554
Message credits left to allocate.	0

For specific Instructor accounts, the individual balance can be viewed on the Compose page on the top right.

#### Message Credit Balance

| Scheduled Total: 0 | Credit Balance: 1491 | Available Credit: 1491 ?