

# Manual:

## CAP Messages

**Audience:** Government, Higher Ed,  
and K-12 schools  
**Issue:** Emergency Messaging



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## What is CAP?

Common Alerting Protocol (or CAP), is a non-proprietary, XML based content standard for exchanging emergency notification between alerting technologies. CAP can also be used in data-broadcast applications and over legacy data networks.

Using CAP in your Blackboard Connect system, you can constantly, and simultaneously, distribute your emergency notifications over many warning systems. CAP can also collect all types of emergency warnings on a local, regional, or national level and enter them into a wide range of information-management and warning dissemination systems, which can be used to detect hazards or hostile acts.

For example, if you are a Government or City using Blackboard Connect, you can create a CAP Channel and post your notifications, such as weather alerts or disaster notifications to a CAP Channel. Once your message has been published to your channel, individuals can receive your messages along with other notifications from other organizations including NOAA, the Department of Homeland Security, and the United States Geological Survey, all in the same format and in the same application.



**Common  
Alerting  
Protocol  
(CAP)**

## Getting Started

In order to send messages to CAP, you will need to contact Blackboard Connect's Client Care Department to have this feature activated.

Once you have CAP messaging enabled, you will need to create CAP Destinations. CAP Destinations are like social networking or RSS feed destinations and are added to messages similarly to how you add Recipients. Instead of sending your message to individual Recipients or groups of Recipients, Destinations will send your message to a specific CAP feed for any Recipient (whether they are in your Connect 5 Contact database or not) can view your message online.

When you create a CAP destination, Connect 5 will automatically generate a URL for you to provide on your website, emails, etc so Recipients to use the URL to view your messages.

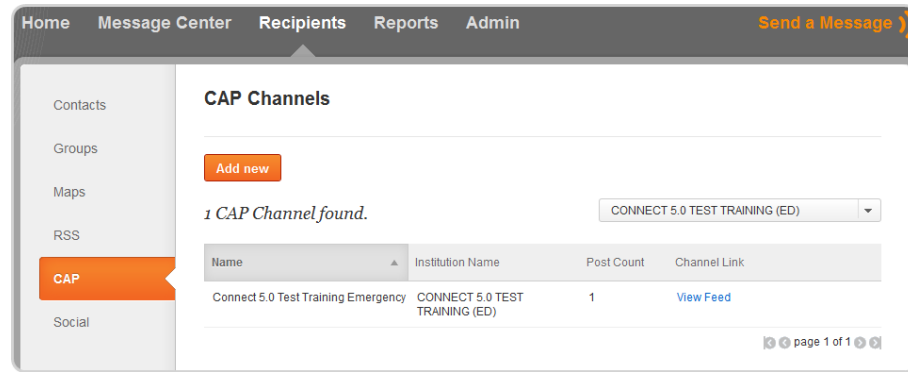
## Creating a CAP Destination

A CAP Channel is a Destination in your Connect 5 account. Similar to the Destinations for Social Networking Sites and RSS feeds, the CAP Channel is a single location where you can post your messages and subscribers to your CAP feed can view them by accessing a URL.

Once you have the CAP feature turned on, you will need to create a CAP channel. A CAP channel is a destination for your emergency and Community Outreach messages. You can create a CAP Channel in the **Recipients** tab in Connect 5.

To create a CAP Channel:

1. Click the Recipients Tab and select CAP in the Left side Navigation Pane.



2. Click 

3. The Add CAP Channel will open. Complete the required information for this page.

Fields marked with an orange asterisk (\*) are required.

#### Channel Name (Required)

Provide a name for your CAP Channel.

Name \*

University of Gallifrey Emergency Notification

Add CAP Channel

Name \*

Channel link \*

http://capqa.blackboardconnect.com/173760/ /feed.xml

Description \*

Category: Separate by commas

Blackboard connect

Image: This logo will be displayed on the top of your CAP page.

Cancel Save

#### Channel Link (Required)

Provide a name for the URL link. This link cannot be changed once it has been created. The name should:

- Have no spaces.
- Contain alpha numeric characters only
- Be a unique name.
- Should be under 20 characters.

Channel link \*

http://capqa.blackboardconnect.com/173760/ gallifreycap /feed.xml

#### Description: (Required)

Provide a description for your CAP channel.

Description \*

CAP Channel for emergency notifications...

#### Category

Insert category keywords into this field. Separate each category with a comma.

Category: Separate by commas

Weather, Emergency Response team,

#### Logo Image

To add or change a logo, contact [Blackboard Connect's Client Care](#) to have your logo uploaded to your account.

Click **Save** to save the CAP Channel and return to the CAP Channel Page

Your new CAP Channel will now be listed on the CAP Channel Page under RECEIPIENTS.

CAP Channels

Add new

1 CAP Channel found.

CONNECT 5.0 TEST TRAINING (ED)



Name	Institution Name	Post Count	Channel Link
University of Gallifrey Emergency Notification	CONNECT 5.0 TEST TRAINING (ED)	0	<a href="#">View Feed</a>

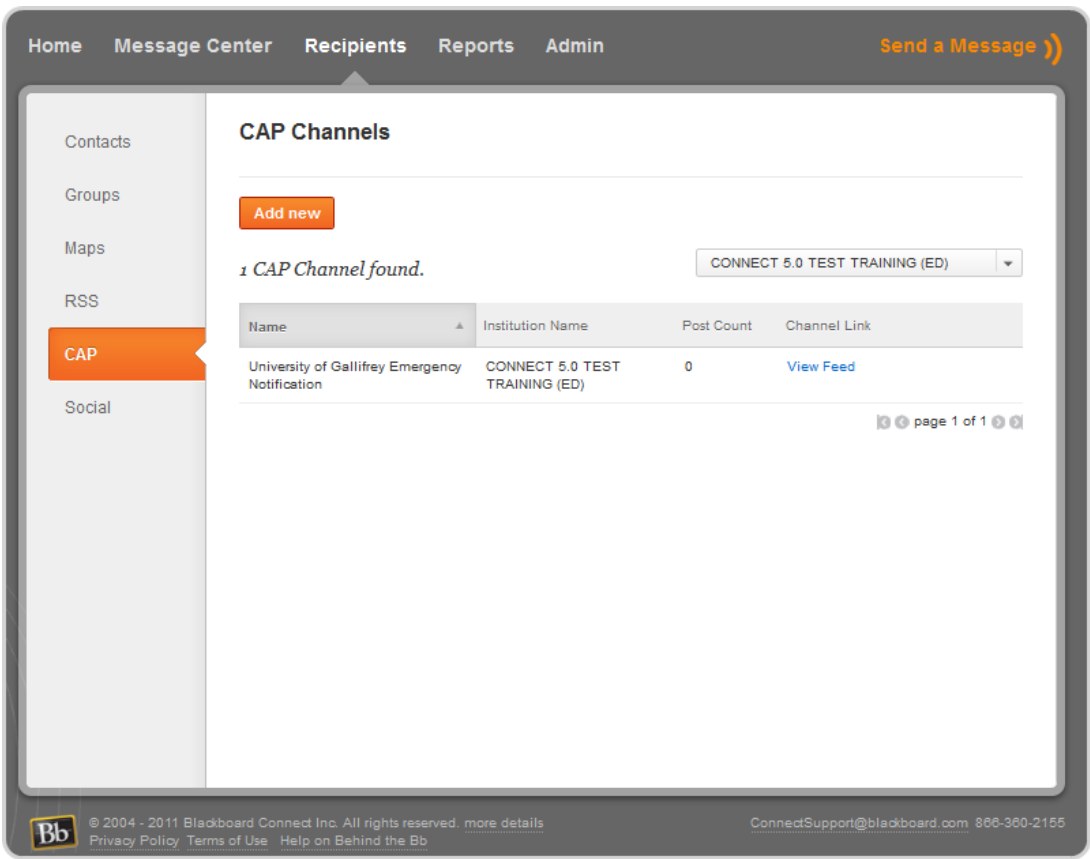
page 1 of 1

# Managing CAP Channels

Once you have created your CAP channel(s) you will be able to view, edit, and delete your channels by using the CAP Channel Page under Recipients.

From this page you can click the **View Feed** link to view your feed in a compatible browser or online reader or you can mouse over the entry and choose to edit or delete the channel by clicking

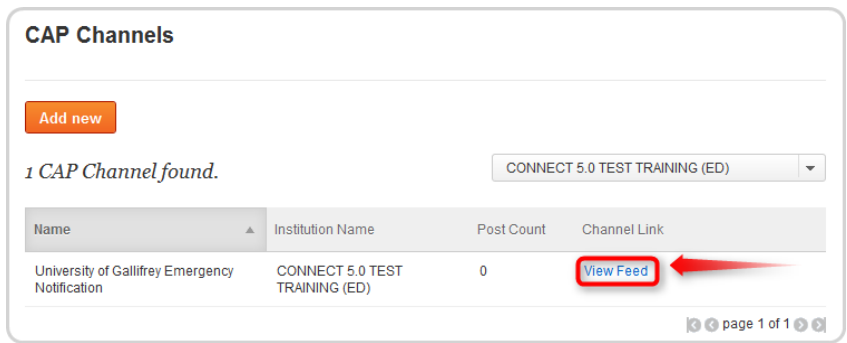
the  or the  icons.



# Viewing your CAP Channel Feed

You can view the feed at any time by clicking the **View Feed Link** on the *CAP Channel* page under RECIPIENTS.

NOTE: If you are using FireFox, which does not include a built in Reader, you will need to use a third-party reader such as [Google Reader](#).




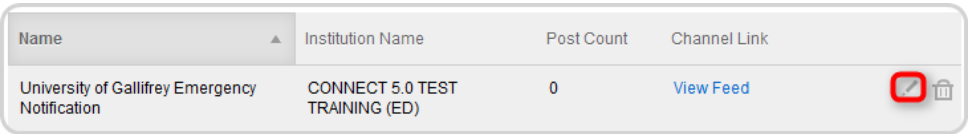
# Editing your CAP Channels

You can edit or view your CAP Channel(s) at any time (Recipient Management Permissions required) by accessing the CAP Channel page under Recipients.

To make changes to your CAP Channel:

Open the Recipients Tab and select CAP in the Left side Navigation Pane.

Hover your mouse over the CAP Channel you would like to update and click the  icon located on the right side of the channel listing.



The **Edit CAP Channel** page will open. On this page you can update the name of the CAP channel, the Description, and the categories.

Please note that the Channel Link cannot be modified once it has been created.

The 'Edit CAP Channel' form contains the following fields:
 


- Name \***: A text input field containing 'University of Gallifrey Emergency Notification'.
- Channel link**: A text input field containing 'http://capqa.blackboardconnect.com/173760/gallifreycap/feed.xml'.
- Description \***: A text area containing 'CAP Channel for emergency notifications...'.
- Category**: A label 'Category: Separate by commas' above a text input field containing 'Weather, Emergency Response team,'.

# Deleting CAP Channels


You can edit or view your CAP Cannel(s) at any time (Recipient Management Permissions required) by accessing the CAP Channel page under Recipients.

To make changes to your CAP Channel:

Open the Recipients Tab and select CAP in the Left side Navigation Pane.

Hover your mouse over the CAP Channel you would like to update and click the  icon located on the right side of the channel listing.

Click OK when prompted to confirm the deletion.

Name	Institution Name	Post Count	Channel Link	
University of Gallifrey Emergency Notification	CONNECT 5.0 TEST TRAINING (ED)	0	<a href="#">View Feed</a>	



## Sending Messages to a CAP feed

After you have created a CAP Channel you can start sending messages to your feed using Blackboard Connect 5's Send a Message Process. The process is similar to other Delivery Modes, except that you will select your CAP Channel as your Destination rather than selecting multiple recipients.

To create a CAP Message:

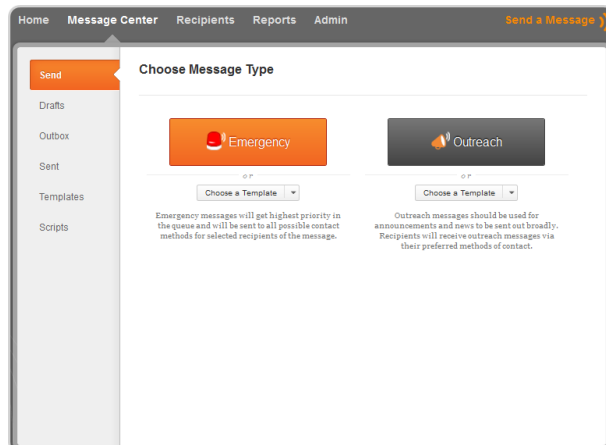
- Choose a Message type and select a CAP destination(s).
- Select CAP message options
- Provide Message Content
- Select an Expiration Date.
- Schedule, confirm, and send your message.

### NOTE

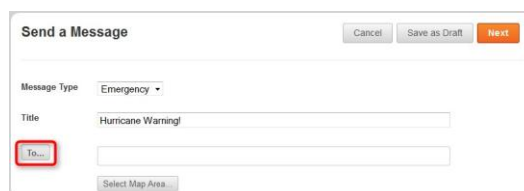
If you are sending a message using additional delivery modes, such as phone, email, and SMS, you will have to select recipients to receive those messages in addition to your CAP destination.

## Choose a Message Type and Select Destinations

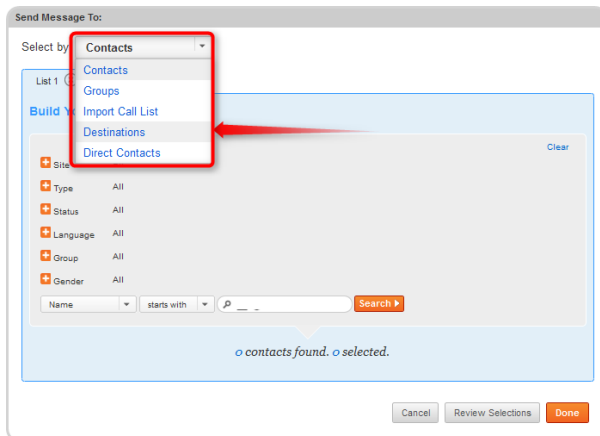
1. Open the **Message Center** and select a message type (Emergency or outreach).



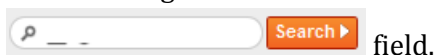
2. Provide a title for your message.
3. Click the **To...** button beneath the Title field.



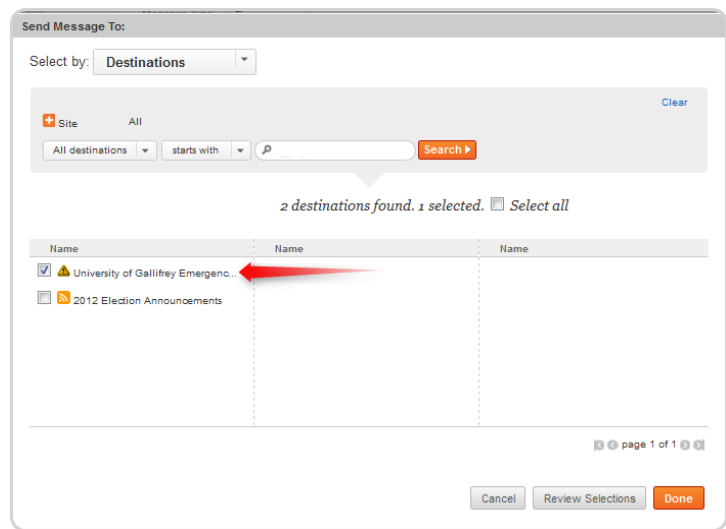
4. On the *Send Message To* screen, click the **Select by** pull down menu and select DESTINATIONS.



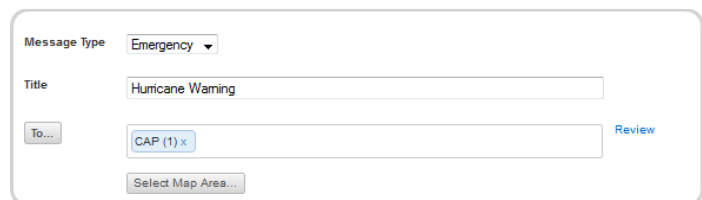
The Destination page will open and display all the Social Networking, RSS, and CAP destinations you have created. If your city or institution has multiple destinations created, you can search for the name of your CAP channel using the



The Destinations will be displayed at the bottom of the pop-up window. To select a Destination, simply click the checkbox and click the **Done** button.



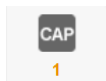
The Cap Channel will now appear in the *To... Field*. To remove the CAP Channel from your message, click the “X” inside the CAP tag.



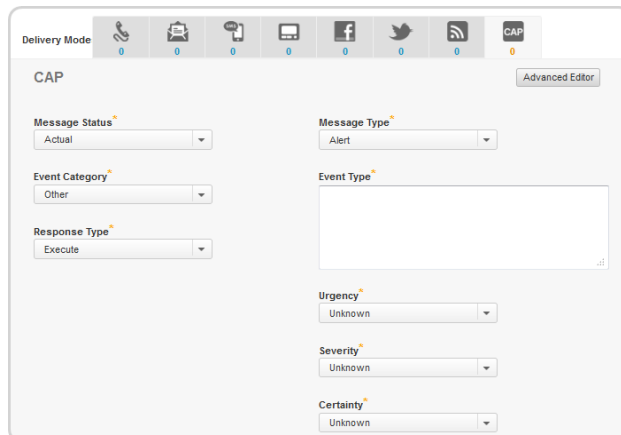
## Select CAP Message Options

CAP Messages come with additional options to TAG your CAP message so Recipients can view crucial information such as what the emergency is, how to respond to the emergency, and the status of the emergency without the Recipients having to read through your information.

You can [Specify your options](#) by clicking the

 tab in the Delivery Mode section on the Send a Message Screen. (Note that the number “1” displayed in this tab relates to the number of CAP Channels you selected using the To... button).

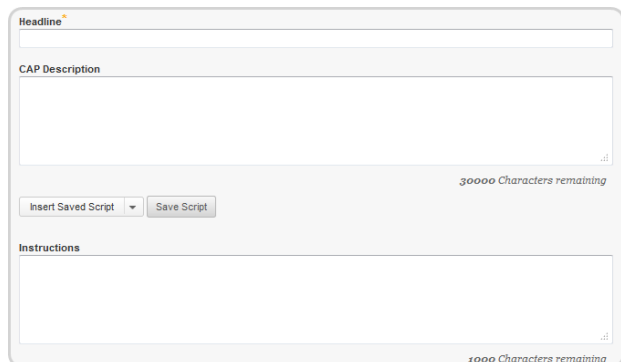
Use each drop-down menu to define the type of emergency, the status, response type, etc. Once you have completed providing this information, you will scroll down to your provide message content.



## Providing Message Content


Once you have properly tagged your message, you will need to provide your written message content. The message content fields can be found below the CAP message options.

1. **Headline:** Provide a **Headline** for your message. This will appear as the title or subject of your CAP message to your Recipients.
2. **CAP Description:** Provide a description of your Emergency in the CAP Description field. If you have saved a message in your Script Manager, use the **Insert Saved Script** pull-down menu to insert your pre-written message.
3. **Instructions:** Provide detailed instructions for your Recipients. You can provide rendezvous points for evacuation, pick-up locations for students, etc.

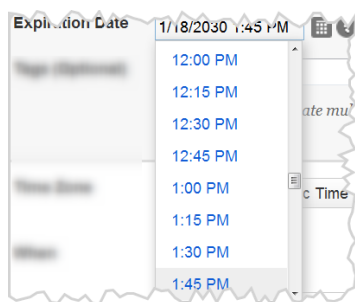
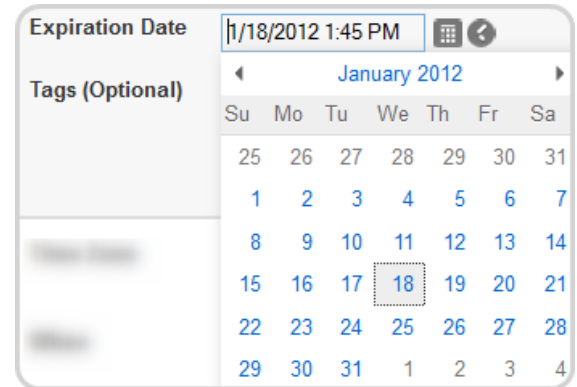


## Select an Expiration Date


Choose an Expiration Date for your feed. The expiration date will remove your RSS post at a certain time. The default expiration is 14 days.

To set an expiration date, click the  next to the **Expiration Date** and select a date from the pop-up calendar.

If you would like to have the message stay up longer, you can set the date by using the calendar.




To select a specific time in the day to expire your message, for example you would like your message to be removed at

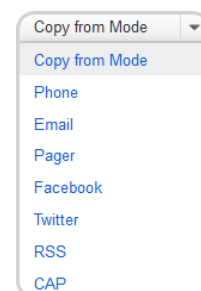
5:00am, click the  icon next to the **Expiration Date** and select a time from drop down menu.

Provide tags or keywords in the tags field (optional) to help users locate your message by searching and filtering your RSS feed. Make sure you separate your tags with commas.

**Tags (Optional)**

*Use commas to separate multiple tags.*

If you have written a message for another delivery mode, such as phone, you can use the  pull down menu to copy your message from another mode into your email field.



# Scheduling your message for future deliveries


When you have finished creating your message, you can schedule a date and time for your messages to be sent by using the options located at the bottom of the Send a Message screen.

To schedule your message to be sent at a date and time in the future:

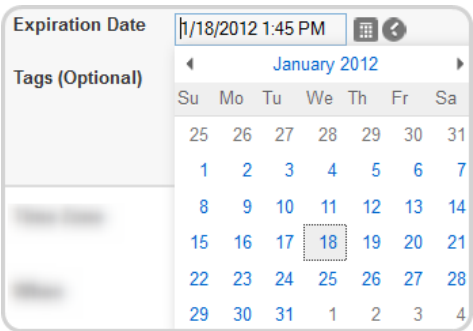
Select the TIME ZONE for your Recipients.


For example, if you are sending a message in the Mountain Time Zone to Recipients who live in the Recipients in the Central Time zone, you will need to select CENTRAL as your time zone.

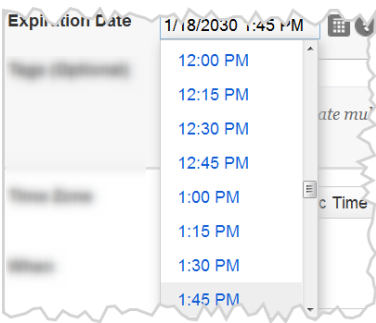


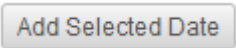
To specify a delivery date, click the  next to the **When** and select a date from the pop-up calendar.

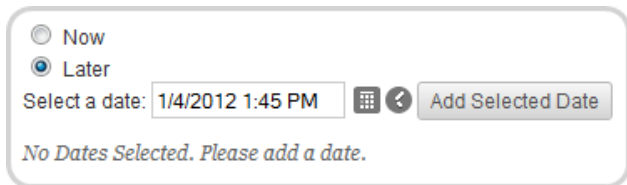
If you would like to have the message stay up longer, you can set the date by using the calendar.



To select a specific time in the day to expire your message, for example you would like your message to be removed at 5:00am, click the  icon next to the **Expiration Date** and select a time from drop down menu.

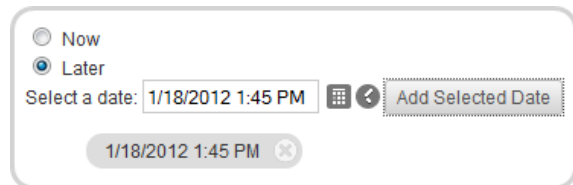


Once you have specified a delivery date and time, you MUST CLICK THE  BUTTON before continuing. This will apply your custom delivery date to your message. If you do not click this button, Connect 5 will not add your delivery date (see below).



This screenshot shows the 'Later' delivery option selected. The date field contains '1/4/2012 1:45 PM'. The 'Add Selected Date' button is visible but not highlighted. Below the date field, the text 'No Dates Selected. Please add a date.' is displayed.

Date and time **not** added – you will see “No Dates Selected” below the date.

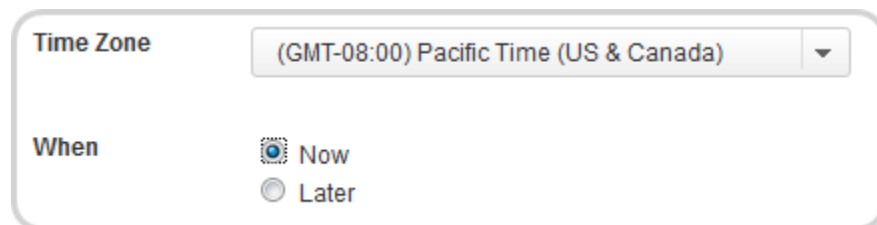


This screenshot shows the 'Later' delivery option selected. The date field contains '1/18/2012 1:45 PM'. The 'Add Selected Date' button is highlighted with a dashed border. Below the date field, a tag '1/18/2012 1:45 PM' with a close icon is displayed.

Date and time **added** – a date and time tag will appear beneath the selected date fields.

## Sending your message immediately


To send your message immediately, simply select the radio button labeled “Now” and select a Time Zone by using the Time Zone pull-down menu.

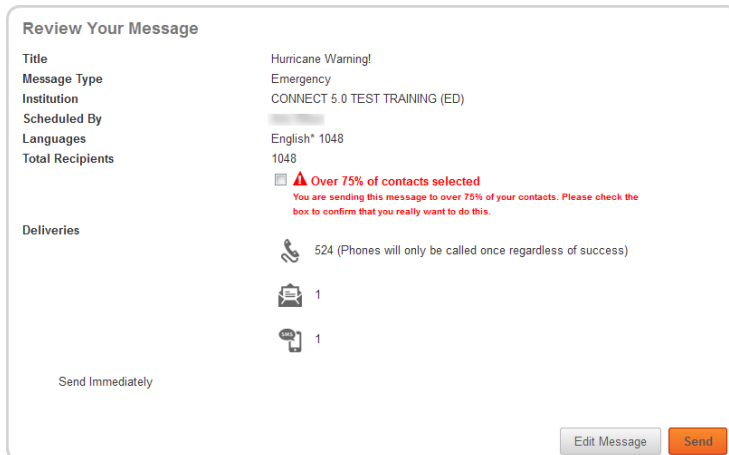


This screenshot shows the 'Now' delivery option selected. The 'Time Zone' pull-down menu is set to '(GMT-08:00) Pacific Time (US & Canada)'. The 'When' section shows 'Now' selected with a radio button.




Using this feature will send your message as soon as you review and confirm your outgoing message.

## Confirming and Sending your Message

Once you have completed providing your recipients, messages, and delivery dates, click the  button located in the bottom right corner of the Send a Message page. This will open a summary page with information regarding your outgoing message.



**Review Your Message**

Title	Hurricane Warning!
Message Type	Emergency
Institution	CONNECT 5.0 TEST TRAINING (ED)
Scheduled By	
Languages	English* 1048
Total Recipients	1048
	<input type="checkbox"/> <b>⚠ Over 75% of contacts selected</b> You are sending this message to over 75% of your contacts. Please check the box to confirm that you really want to do this.
Deliveries	 524 (Phones will only be called once regardless of success)
	 1
	 1
Send Immediately	
<input type="button" value="Edit Message"/> <input type="button" value="Send"/>	

Take a quick moment to verify that all the information is correct and click the  button.


NOTE!

As a safety precaution, if you've included more than 75% of the recipients in your Connect 5 account, you will need to verify that you do indeed want to send this message to that many recipients.

To confirm the number of recipients, simply click the checkbox next to the highlighted message.

☐ **⚠ Over 75% of contacts selected**  
You are sending this message to over 75% of your contacts. Please check the box to confirm that you really want to do this.

Additionally, you will also need to verify the date and time if the event you have scheduled your message for "after-hour" delivery.

18 January 2012 **5:00AM (PT)**   
☐ **⚠ Late Hour Message**  
You are sending this message rather late in the evening. Please check the box to confirm that you really want to do this.

