

Updating Contact Information in MCPS Connect-ED

Connect-ED includes features that allows you to update the contact information in Connect-ED. These features allow you to change the type of phone (Home, Work, Mobile, etc.) that Connect-ED calls as the primary number. The features also allow you to direct Connect-ED to call one additional phone number for a Community Outreach, Survey, or Attendance call. Connect-ED will also call all captured phone numbers if a call is designated an Emergency call.

To update your contact information in MCPS Connect-Ed, follow the directions below:

I. Log in to Connect-ED at www.nticonnected.com or go to the MCPS Home Page > For Staff > Technology column > Connect-ED.

II. Click on the Contacts tab at the top of the page.



III. Use the filters to find the contact that you want to update or change. (See the Selecting Contacts handout for directions for using filters and finding specific contacts.)

IV. When you have found the contact that you want to update, you will see an **Edit** button and a **Delete** button to the right of the contact name.



V. Click the **Edit** button. A preview screen with your contact's information will appear. To actually enter the information fields, click the **Edit** button at the top right of this screen.

VI. **DO NOT CHANGE A STUDENTS HOME PHONE NUMBER OR A STAFF MEMBERS HOME PHONE NUMBER.** To update a student's home phone number you must use the OASIS application (changes will be automatically uploaded to Connect-ED). To correct a staff member's home phone number the employee must submit the change in personal information form (MCPS form #445-1) to Human Resources. You can add phone numbers to the following fields and the data won't be overwritten:

- **Work (for students only)**
- **Work (Alt)**
- **Mobile**
- **Mobile (Alt)**
- **Home (Alt)**

- VII. To change which number Connect-ED calls, use the drop down menu beside the **Primary** field. Point it to the number you want it to call (**Work, Mobile, Home (Alt.), Work (Alt.), Mobile (Alt.)**). **To have Connect-ED call a second number in addition to the Primary, use the drop down menu beside the Additional field and point it to the number you want it to call as well.** Do the same to change the **Attendance** number. ***This is very useful in the case of parents who share custody of a student.***

The screenshot shows a contact profile form with the following sections and fields:

- Contact Name:** First: [text box], Last *: [text box]
- Phone Setting:** Primary*: [Home] (dropdown), Attendance: [Home] (dropdown), Additional: [N/A] (dropdown), TTY: [N/A] (dropdown)
- Phone Numbers:** Home *: [(301)] [] - [], Work: [()] [] - [], Mobile: [()] [] - [], Home (Alt.): [()] [] - [], Work (Alt.): [()] [] - [], Mobile (Alt.): [()] [] - []
- SMS Number:** Text Msg: [()] [] - []
- E-mail Address:** Primary: [text box], Additional: [text box]

Annotations in the image include circles around the Primary, Additional, and TTY dropdown menus, and arrows pointing to the Primary and Additional dropdowns.

The NTI Connect-ED service now also supports the sending of messages to contacts who own TTY devices for those who are deaf or hard-of-hearing. In order to accomplish this, a typed script must be provided when you are creating a message. When creating a new message, the user must select the checkbox to "Authorize this script for use as text for TTY devices" on the Message Setup screen. The text you enter in the Script box will be sent to any selected TTY-designated recipients.

Contacts needing to receive TTY messages **must have a TTY phone number** captured in their profile.

- VIII. You can also enter E-mail addresses, both a primary and additional, at this screen. An audio clip (.wav) of the message as well as the script will be emailed to the address you capture if you click on the checkbox next to "Send message via E-mail" when you are creating the message.

You can also quickly add a contact to a group at the bottom of this screen.

- IX. When you have updated your contact information, click **Save** at the bottom of the screen.

Updating Group Contact Information

To edit a group, click on **Contacts** at the top of your page, then use your **Type** filter and select **Groups**. This will allow you to see the **Edit** and **Delete** button beside your group names. Click the Edit button beside the group you want to update. You can deselect contacts or add contacts to the group in the **Edit** screen. (See the Selecting Contacts handout for directions for using filters and selecting specific contacts.)

It is essential that a Connect-ED administrative user at your school update and delete groups at the beginning of each year! Groups that are created at the school level are not updated automatically by the system and must be maintained by the school.