

EMAIL

The email tool allows you to send email to other people in your course without launching an external email program, such as Gmail, Hotmail, or Yahoo. You can send email to individual users or to groups of users. By default, a copy of email messages is sent to the sender.



Blackboard Learn keeps no record of sent or received *email*. When you receive or send an email, the email appears in the inbox of your external email program. Keep a copy of important messages in case you need them at a later date.

You can send email to the following users:

- All Users: All users in your course.
- All Groups: All groups in your course.
- All Student Users: All students in your course.
- All Teaching Assistant Users: All teaching assistants in your course.
- All Instructor Users: All instructors in your course.
- All Observer Users: All of the observers in your course.
- Select Users: Select the users from a list.
- Select Groups: Select groups from a list.
- Single/Select Observer users: Send email to a single observer or select observers in your course.

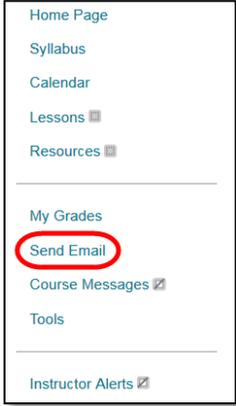
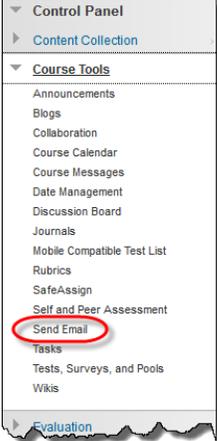
Note: Recipients of each email will not see the email addresses of other recipients.

BEFORE YOU BEGIN

Blackboard Learn requires some text content in the subject line to send email successfully. If you leave the subject line blank, the message will not be delivered.

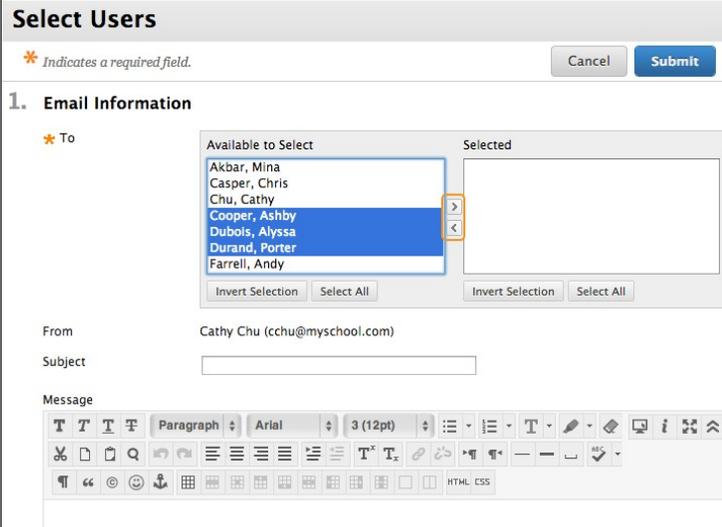
HOW TO SEND EMAIL

1. Access the **Send Email** page by one of the following methods:

Method 1	Method 2	Method 3
<p>On the course menu, click the Send Email link.</p> 	<p>On the course menu, click the Tools link. On the Tools page, select Send Email.</p> 	<p>On the Control Panel, expand the Course Tools section and select Send Email.</p> 

2. On the **Send Email** page, select a link, such as **All Users**.

3. For **Select Users** or **Select Groups**, select the recipients in the **Available to Select** box and click the right-pointing arrow to move them into the **Selected** box. A back arrow is available to move a user out of the recipient list. Click **Invert Selection** and selected users are no longer highlighted and those users that are not selected will be highlighted.



Tip: For Windows, to select multiple users in a list, press the SHIFT key and click the first and last users. To select users out of sequence, press the CTRL key and click each user needed. For Mac systems, press the COMMAND key instead of the CTRL key. You can also use the **Select All** function to send an email to all users.

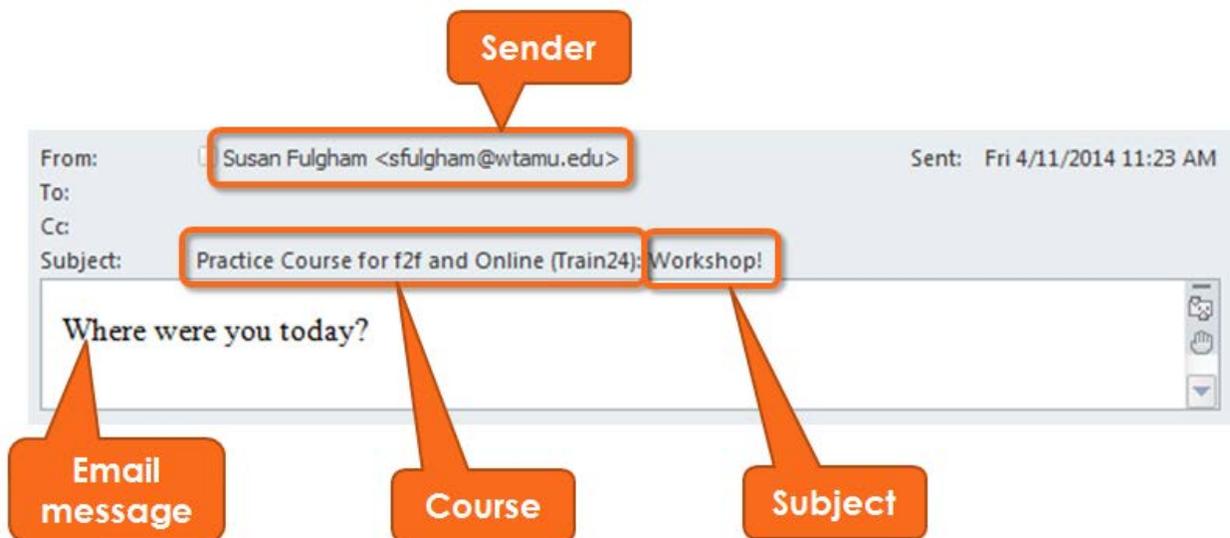
4. Type your **Subject**. Your message will not be delivered without a subject.
5. Type a **Message**.

6. Click **Attach a file** to browse for file from your computer. You can attach multiple files. After you add one file, the option to attach another file appears.
7. Click **Submit**.

A message appears at the top of the **Send Email** page after the email is sent listing all recipients. The message is not a confirmation that any users received the email. It only confirms that the email was sent.

RECEIVING AN EMAIL

When you receive an email sent from Blackboard. It will be sent from the senders external email address listed in Blackboard (by default, students - @buffs.wtamu.ed, instructors - @wtamu.edu).

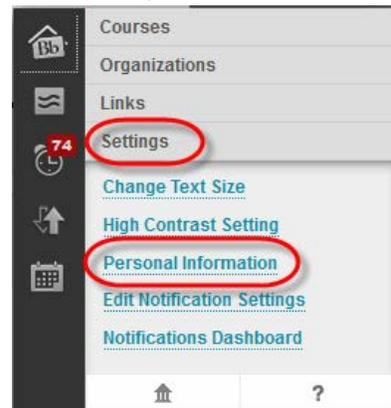


FAQ

1. When I send someone an email using the Email tool, I cannot see the other person's actual email address. Why?

- Email addresses are not visible unless participants choose to make them visible to course members. Find this setting in the page header above the tabs at: **Global Navigation Menu > Settings > Personal Information > Set Privacy Options.**

From this page, students choose the information they want course members to see.



2. Am I able to change the external email address used in my course?
 - No. Your WT email address is the official method for communication. Therefore this email cannot be changed.
3. Why are not all of my students receiving my emails? Some students have received several from the me, but not all.
 - Many popular email clients, such as Hotmail, Yahoo, and AOL may identify email from Blackboard Learn as junk mail and either automatically delete the email or move it to a junk mail folder. If you have problems, check your user preferences or options for settings regarding the handling of junk email. You can also change your email address.