

## COURSE MESSAGES

Course messages are private and secure text-based communication that occurs within a course and among course members. Although similar to email, you must be logged into a course to read and send course messages. Using the course messages tool instead of the email tool can also be more reliable. Problems with incorrect or out-of-date student email addresses do not affect course communication.

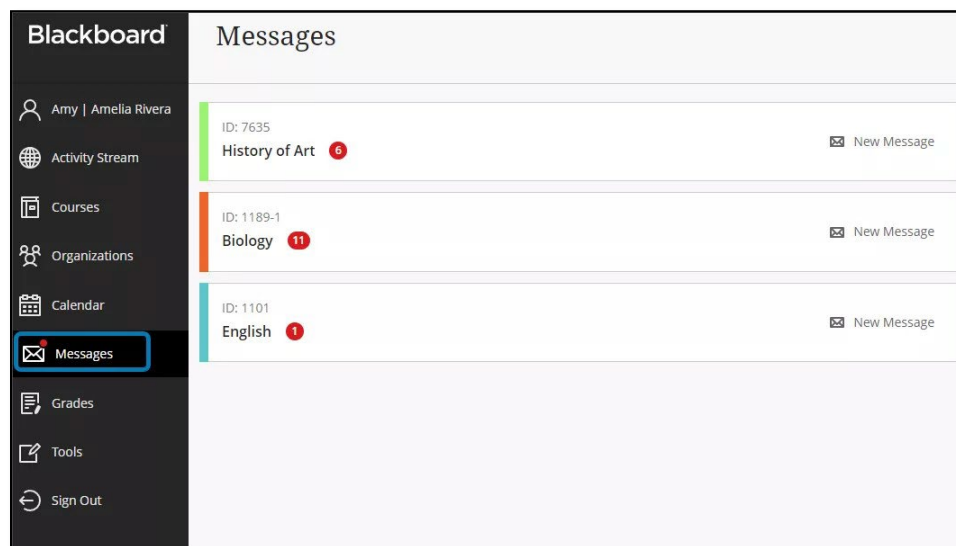


Students are notified by email, unless they have turned off the setting, that they have received a course message. Students must return to Blackboard in order to view and reply to course messages.

Course messages are organized in folders, marked as read or unread, moved to other folders, or deleted. The messages area has two folders, **Inbox** and **Sent** that you cannot rename or delete.

### MESSAGES FOR ALL COURSES

As an instructor, you can quickly send messages to all students about important deadlines and schedule changes.



**Don't miss any action.** Unread messages are indicated with a number within a red circle and appear first.

**Jump into your messages.** Select a course card to view all new and existing messages in your course. You can delete messages inside of your course.

**Ready to share?** Select the **New Message** icon beside your course on the Courses page to send a message to one person, multiple people, a group, or a class. Select **To**. A list of all course members appears. In the first box, select the recipients and select the right-pointing arrow to move them to the **Recipients** box.

## UNREAD MESSAGE NOTIFICATIONS

An identifiable number count highlights any new messages received. When you select the Messages page on the base navigation, a red number count changes to a red pill icon to reduce distraction. When you navigate away from this page, the system now displays the unread message count again. Courses with unread messages appear first in the list of the Messages page.

## HOW TO SEND A COURSE MESSAGE

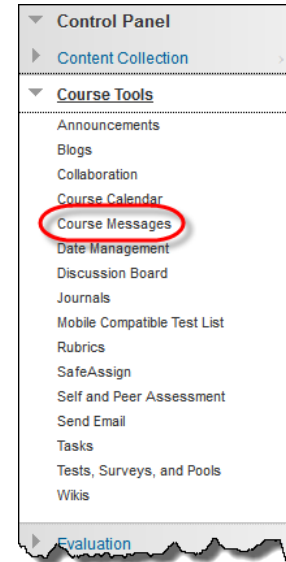
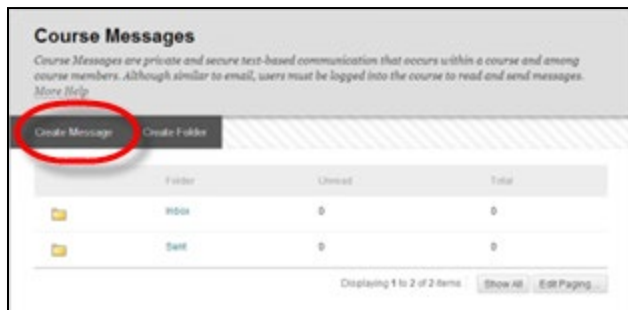
1. On the course menu, click the **Tools** link. On the **Tools** page, select **Course Messages**.



-OR-

On the **Control Panel**, expand the **Course Tools** section and select **Course Messages**.

2. On the **Course Messages** page, click **Create Message** on the action bar.

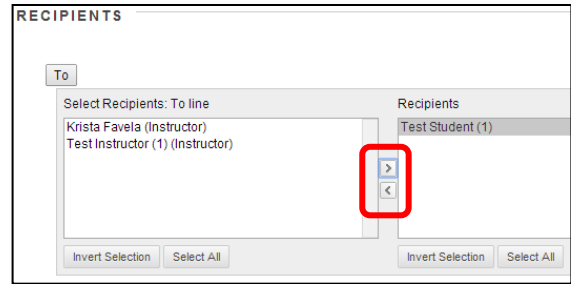


3. On the **Compose Message** page, select **To** and a list of course members appears.

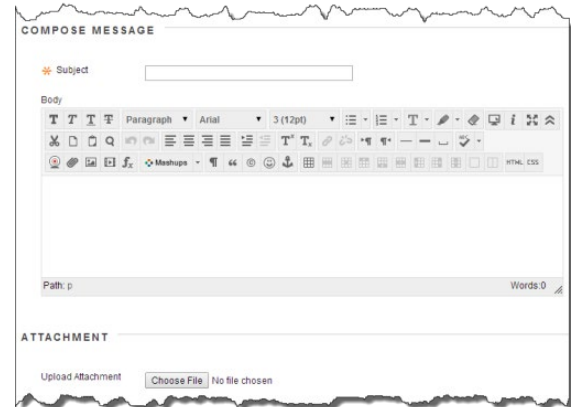


- In the **Select Recipients: To line** box, select the recipients and click the right-pointing arrow to move them to the **Recipients** box. You can use the **Cc**, and **Bcc** functions to send the message to those users that may be interested in the message, but are not the primary recipients. When using **Bcc**, other recipients do not know that the users listed in the **Bcc** field are receiving the message.

Tip: For Windows, to select multiple users in a row, press the **SHIFT** key and click the first and last names. To select users out of sequence, press the **CTRL** key and click each name needed. For Mac systems, press the **COMMAND** key instead of the **CTRL** key. You can also select all course members with the **Select All** function.

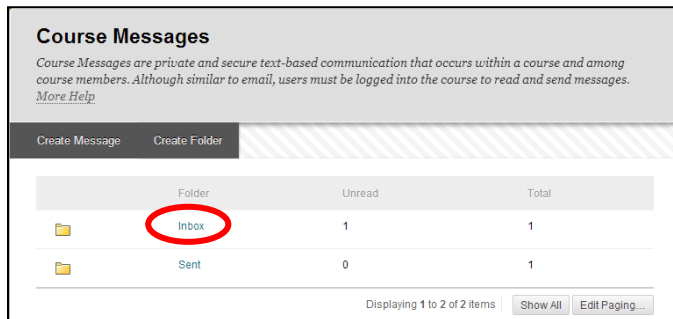


- Type the **Subject**.
- Type the **Body**. You can use the content editor functions to format the text and include files, images, web links, multimedia, and mashups. You may only attach files from Course Files or the Content Collection.
- Click **Submit**.

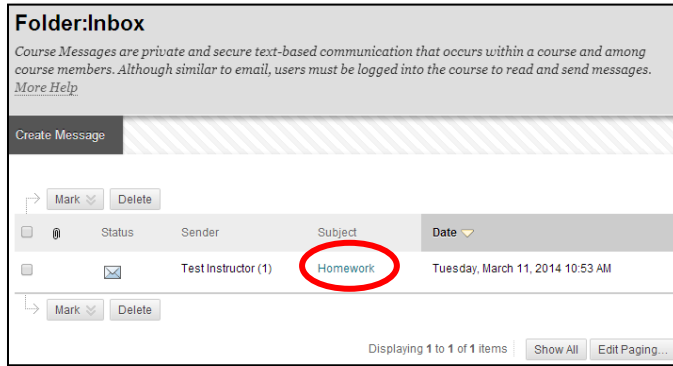


## HOW TO VIEW AND REPLY A COURSE MESSAGE

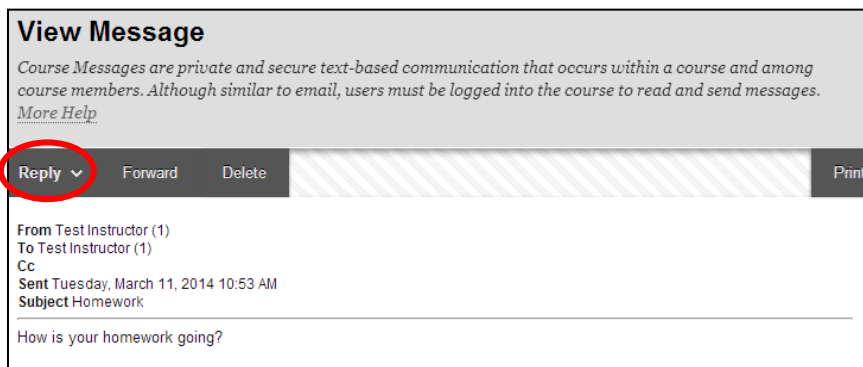
- On the **Course Messages** page, select a folder.



2. On the **Folder** page, click the link in the message's **Subject** column.



3. On the **View Message** page, click **Reply** to the sender of the message.

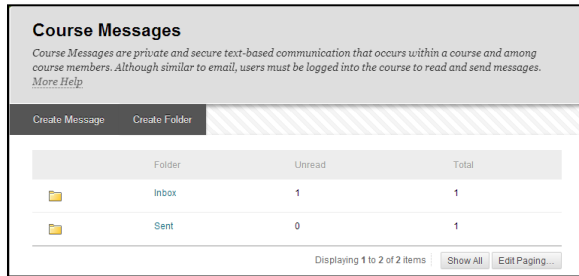


4. Type the **Body**. You can use the content editor functions to format the text and include files, images, web links, multimedia, and mashups. You may only attach files from Course Files or the Content Collection.
5. Click **Submit**.

## HOW TO CREATE A COURSE MESSAGES FOLDER

If allowed by your institution, you can create personal folders to help organize your course messages. Personal folders are only for storing messages. Messages received always appear in the **Inbox** folder first and messages sent always appear in the **Sent** folder. After a message appears, you can move it into a personal folder.

1. On the **Course Messages** page, click **Create Folder** on the action bar.



2. On the **Add Folder** page, type the name of the new personal folder in the **Name** box.

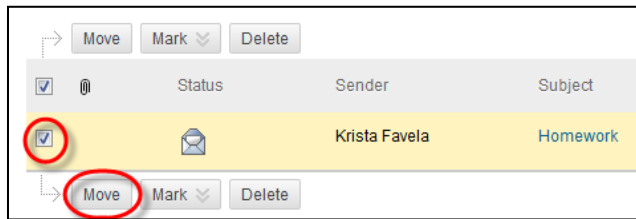


3. Click **Submit**.

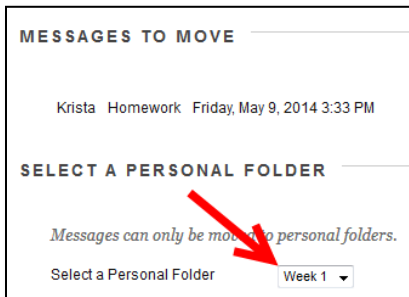
## HOW TO MOVE A COURSE MESSAGE

You can move messages from any folder to a personal folder. Using personal folders is a good way to organize messages so they are easy to find later. You cannot move a message to the **Sent** folder or the **Inbox** folder.

1. On the **Course Messages** page, select the folder that contains the message.
2. On the **Folder** page, select the check box for each message and click **Move**.



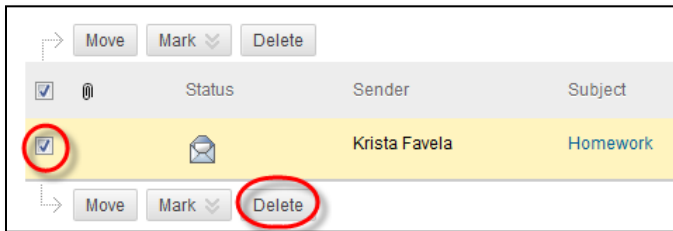
- On the **Move Message** page, select a folder from the **Select a Personal Folder** drop-down list. This is the folder where you will store your messages. The messages are deleted from the old folder after they have been moved to the new folder.



- Click **Submit**.

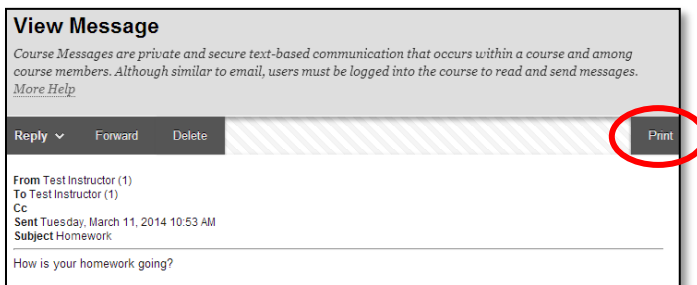
## HOW TO DELETE A COURSE MESSAGE

- On the **Course Messages** page, select the folder that contains the message.
- On the **Folder** page, select the check box for each message and click **Delete**. Deleting a message is final and irreversible.



## HOW TO PRINT A COURSE MESSAGE

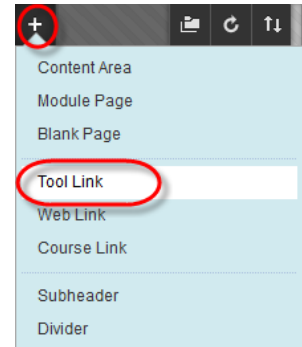
- On the **Course Messages** page, select the folder that contains the message.
- On the **Folder** page, click the link in the message's **Subject** column.
- On the **View Message** page, click **Print**. The message is printed using the web browser's print settings.



## HOW TO ADD A COURSE MESSAGES LINK TO THE COURSE MENU

If you want students to access the course messages tool often, you can add a link to the course menu for one-click access to the tool. You can customize the name of the link as needed.

1. Change **Edit Mode** to **ON** and point to the plus sign above the course menu. The **Add Menu Item** drop-down list appears.
2. Select **Tool Link**.
3. Type a **Name** for the link.
4. From the **Type** drop-down list, select **Course Messages**.
5. Select the **Available to Users** check box.
6. Click **Submit**.



The new tool link appears last in the course menu list. Press and drag the arrows icon to move the link into a new position. Access a message's contextual menu to rename, delete, or hide the link from students.

A screenshot of the 'Add Tool Link' form. It has a title 'Add Tool Link' and four numbered callouts: 1 points to the 'Name' field containing 'Course Messages'; 2 points to the 'Type' dropdown menu containing 'Course Messages'; 3 points to the 'Available to Users' checkbox, which is checked; and 4 points to the 'Submit' button. There is also a 'Cancel' button.