

Best Practice for Using the Messages Tool

Overview

The iLearn Messages Tool can be used to send information to individuals, groups, or all students within a Course Site. Though the Messages Tool is similar to email, there are some important differences. These include:

- The Messages Tool is “course-dependent”, meaning that messages you see in Course A will not appear in Course B and vice versa.
- The Messages Tool sends messages **WITHIN** the iLearn environment. However, you can set your messages tool to forward your messages to an external Marist email account.

IMPORTANT: If a user sending you a message selects the option to send a copy to your email, the message will go to your message box in iLearn and to your official Marist Email Account. This option **OVERRIDES** the option to auto forward all messages, so be sure to check your official Marist Email or forward it to an account you check on a regular basis.

IMPORTANT: If you respond to forwarded iLearn messages through your external email account, the message will go to the recipient’s official Marist Email. It will **NOT** go back into iLearn.

Recommendations for Sending Information to Students

1. You may find that choosing to **send a copy of messages to student’s email accounts** is the most convenient option for your students. Since a copy of the email is also placed in the student’s Messages “Received” folder, those who prefer to check their course-specific message within iLearn would still be able to do so.
2. To use this option, choose to “send copy of message to recipients’ email” option. Be aware, however, that this option sends the message to a student’s official Marist Email Account. Be sure to let students know they must either check their Marist Email or forward to an account they check on a regular basis.

Recommendations for Receiving Information from Students

As an instructor, if you prefer to keep all of your course-specific messages separate from your Marist Email Account,

- a. Under the “Settings” tab, set “Allow sending copies to recipients’ email address(es)” to No.
- b. If at some point you wish to get your course messages at your Marist Email Account then you can set up auto forwarding.

If you prefer to have your course-specific messages sent to your Marist Email Account then you can simply indicate to students that they should use “Send a copy of this message to recipients’ email address (es)” checkbox. Alternatively, you may wish to have students send “non-urgent” information via Messages but to use the “Send a copy...” option if it is a time sensitive issue.

Settings & Permissions

New permissions allow instructors to control whether users in a role see groups, roles, all participants, or hidden groups in the “To” menu when composing messages.

1. Make sure you have created groups in Site Editor >> Mange Groups.
2. Click “Settings” in the Messages tool, Select the group that is to be hidden from the participants when composing message from the drop down.



3. Click “Permissions”, adjust the permissions by clicking appropriate checkboxes.

Permission	Course Evaluation	Guest	Instructor	Student	Teaching Assistant	Tech Support
Allow the 'All Participants' option in the "To" field	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Allow Groups in the "To" field	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Allow Roles in the "To" field	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
View Hidden Groups in the "To" field	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Save Cancel

Send a Message

1. At the Messages tool page, click the “Compose Message” button on the top menu.
2. Select whom (individuals, groups, or roles) you wish to send the message to from “To” box.
 - a. **NOTE:** If you need to select more than one student or role, you can hold down the “control” key (Ctrl) on your keyboard and click on the names/roles you want to include.
3. Next, you can choose whom you wish to send the message to without revealing the recipient's address by clicking “Add Bcc” button.
4. By default, the message will remain within the iLearn tool. Select the “Send a copy of this message to recipients’ email address (es)” checkbox to forward a copy of the message to the recipients’ emails address (es).
5. Complete the Subject line, body of the message
6. Attach a file if desired.
7. Click the “Send” button, or “Save Draft” to send it on a later date.

Reply to a Message that is Sent to your Email

To reply to a message that is sent to your Email, you can either respond directly or return to iLearn and respond from within the system. If you reply through your Email, the message will go to the recipient’s official Marist Email account and will NOT send a copy to iLearn Messages Tool as a backup.

To respond through iLearn, follow these directions:

1. Access your e-mail and locate the message (the “from” or “sender” line will read “iLearn”)
2. Click on the “Course ID link” (e.g. “ATE_101L_013_14F”).

3. Enter in your Marist Account to authenticate into iLearn.
4. You will then be placed directly into the Messages Tool of the course from which the message was sent.
5. Click on the Receive folder to reply back to the message.

Set Up Auto Forwarding

1. Click on the “Settings” button on top of the Messages screen.
2. Set “auto forwarding” to “Yes”.
3. Enter in the email address to which you wish to have your messages forwarded.
4. Click the “Save Settings” button.

Manage the Messages

To manage the messages, you can create folders following these steps:

1. Click on the “New Folder” button on the top menu.
2. Enter the title for the folder
3. Click “Add” button.