

Most common asked questions over the Mail tool in Blackboard.

1. How do I use the mail tool inside the course?

Step 1: On the Course Menu, expand Course Tools.

Step 2: Select Mail.

If you have new e-mail you will see a number other than 0 next to the Inbox.

Step 3: Click on the Inbox to view you e-mail.

Step 4: Click on the subject of the mail you want to read and a window will pop up with the message. When you are done reading the message you can close the message.

2. How do I send an e-mail?

There are two ways you can do this. The first option is that you can reply to an existing e-mail you received, by clicking on the Reply button. After pressing the Reply button you will get a blank box were you can type your message. Once you are done typing the message just press the Send button.

The second option is that you can create a new message.


Step 1: Start by clicking on the Create Message button.

Step 2: Click Browse for Recipients and select the members you want to e-mail.

Step 3: Type your Subject and your e-mail in the box provided.

Step 4: If you need to add an Attachment click on the attachment button and add your attachment

Step 5: When you are ready to send it click on the Send button.

Note: To remove any person from the recipient list, click the Remove User  icon next to their name.

Tips: Because the default number of names displayed per page is 10, when there are more than 10 members, you will need to go to the next page view. Or you can set your paging preferences for this tool to a higher number of names to display on a page. To navigate pages, use the paging controls in the lower right of the screen:

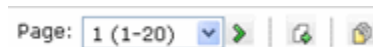
3. How do I save all my mail messages? I want to keep a record of all correspondence after the course ends.

Online courses typically have starting and ending dates. Even with recurring courses, there is always a new group of students. At the conclusion of a course, most campus policies ask instructors or course administrators to "clean up" the students and their data.

If you wish to keep a record of those messages for future reference, you can select all the messages and use Create Printable View to compile them into a single view for printing purposes. You can also download them to a file.

To use the Create Printable View option:

Step 1: Adjust Paging Preferences to its highest value: 999.



Click the Paging Preferences icon  to set the number of items to 999.

Step 2: Check the box next to the Subject label to select all messages.

Step 3: Click the Create Printable View button. The selected messages are all compiled into one view.

Step 4: Click the Print button and choose your printer to print the messages or Save as File to download them to your computer into a single Text (.txt) file for archival purposes.



Note: The Mail tool is internal to the Blackboard system. All mail is sent, received, and stored within your course. It allows you to communicate with other users enrolled in the same course, but not with the Internet public at large (eg hotmail or yahoo.ect). The Mail tool is course-specific, and therefore only messages pertaining to that course appear in your Mail box for that course.