

Desire2Learn 
Learning Environment

Email v8.3.0

User Guide
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eLearning *your way*

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305 King Street West, Suite 200
Kitchener, Ontario
N2G 1B9 Canada

www.Desire2Learn.com

Please send feedback on Desire2Learn documentation to:
Docs@Desire2Learn.com.

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About this guide

This guide describes the features, options, configurations, and use of the Learning Environment Email tool.

Important Access to features in the Desire2Learn Learning Environment is dependent on your permissions. You may not have sufficient permissions to access all of the features described in this guide. Some features described in this guide may not be available if you are using Desire2Learn Essentials.

Audiences

The audiences for this guide are all users using the Email tool.

Related guides

Desire2Learn documentation is available in the Documentation Library on the Desire2Learn Community website: <https://community.desire2learn.com>. (Enrollment in the Desire2Learn Community is required to access this site. Information about enrollment can be found on the Community login page.)

Terms used in this guide

Term	Description
User	A person with a Desire2Learn account using the Email tool.
External	A user, server, or email address that exists outside of the Learning Environment.
Internal	A user, server, or email address that exists inside of the Learning Environment.
IMAP email	An email configuration that stores users' email accounts on an IMAP server so they can manage their messages from an external application. Such as another email application used by your organization.
Send-Only email	An email configuration that allows users to send emails from the Learning Environment, but does not allow them to receive emails.

Term	Description
Course Email	An email configuration that allows users to send emails to and receive emails from other users in the Learning Environment. They cannot send to or receive from external email accounts. This option also lets users manage email folders.
Full Email	An email configuration that allows users to send emails to and receive emails from any email account. This option also lets users manage email folders.
Message	An email sent to or received from an internal Learning Environment user or external user, and can be managed within the application.
Internal email address	An email address that is created by the Learning Environment and tied to a user account in the Learning Environment.
External email address	An email address that is managed outside the Learning Environment (e.g. email@hotmail.com). External email addresses can be tied to a user's account in the Learning Environment, but are entered manually by users in their personal settings.

The Desire2Learn Email tool

The Learning Environment Email application is a robust and versatile tool used for sending, receiving, and organizing your internal and external emails. Use Email to communicate internally with any system user, or whole classes, and externally with your personal contacts. Use the Email features to organize your messages and contacts by creating folders, and to search through your messages and display them according to your preferred criteria.

Possible email configurations

The following table describes the possible email configurations available in the Learning Environment Email tool. Your configuration is determined by your organization.

Email configurations


Configuration	Description
Send-Only email	You can compose emails from within the Learning Environment, but you cannot receive emails. You can set your email address to an external account to receive messages.
Course email	You have an email account for sending emails to and receiving emails from other users in the Learning Environment. You cannot send emails to external addresses.
Full email	You have an email account for sending emails to and receiving emails from any email address.
IMAP email	Your email account uses an IMAP server to integrate with another email application.

Accessing the Email tool

► **From the navigation bar**

Click the **Email** link on your My Home or course navigation bar.


► **From the Email Notifier**

When you receive new messages the  **Email Notifier**, located along the top of your My Home or course page, will alert you. Click the notifier to access the **Email** tool and see your new message(s).

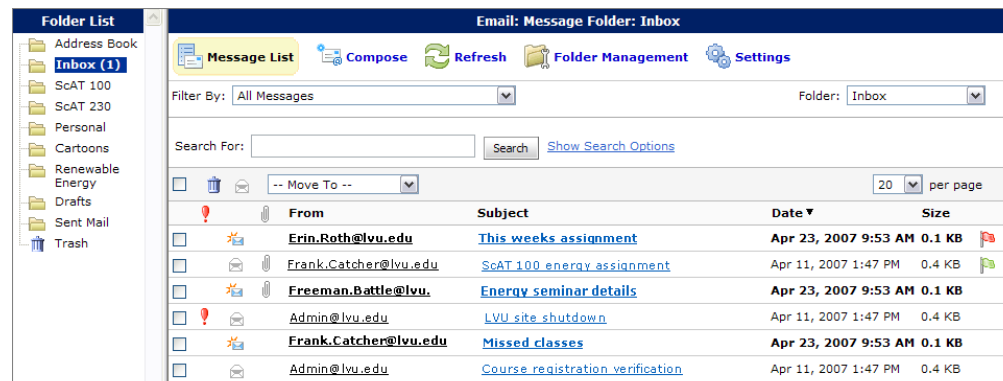
► From the Updates widget

In the Updates widget, located on your My Home and course pages, click the **New Email** link to access the **Email** tool and see your new message(s).

The main mail page: Message List

The Email tool's Message List page is the first page you see after clicking on either the email links or the  **Email Notifier** icon.

Note This page displays if you have permission to receive emails. If you have Send-Only email you are taken directly to the Compose page. Refer to *Creating and sending mail*, p. 10, for information on composing and sending emails.









Message List page with sections highlighted

Email options (1)

Use the options located across the top of the Message List page to access tool features. (These features are described in further detail throughout the guide.)

Email tool features

Icon	Option	Description
	Message List	Click Message List to return to the message folder last viewed when viewing different email page.
	Compose	Click Compose to create and send emails.
	Refresh	Click Refresh to reload this page and check for new emails.
	Folder Management	The Folder Management icon takes you to a page where you can sort the messages you receive by saving them in folders you have created and organized.

Icon	Option	Description
	Settings	Click Settings to open a page where you can customize your email, display, and forwarding options. From here you can also see and edit your IMAP information, if applicable.
	Switch to IMAP*/ Desire2Learn Mail (*IMAP-compliant systems)	Use the Switch to IMAP icon to access your email from an IMAP server integrated with another email application.

Filter messages (2)

The Filter by feature allows you to quickly sort and view your messages (and contacts) by specific course associations, by group or section within a course, or, as in the case of contacts, as either personal or course-related. You can also view messages (and contacts) not associated with a course offering, using this feature.

Use the **Filter By** drop-down list to display your messages by one of the following criteria:

Filter By options

Filter option	Result
All Course Offerings	Displays messages associated with any course offering.
No Course Associations	Displays messages not associated with a course offering.
Specific Course Associations (including groups and sections)	Displays messages associated with a specified course. All courses that you are enrolled in and that have email enabled are displayed. Note Users enrolled in a cascading role can only see the current course offering and its affiliated groups and sections.

Folders (3)

Use the **Folder** drop-down list to display messages kept in a specific folder. You can also access your Address Book through this list.

The folders are either system-created or created by you. System folders include: Inbox, Drafts, Address Book, Sent Mail, and Trash.

Refer to *Managing mail folders*, p. 18, for information on creating and maintaining the folders.

The folder pane

The folder pane, located to the left of the Message List area, contains the same content as is in the **Folder** drop-down list. You can turn this feature **On** or **Off** in the Settings page. Manage the organization and naming of these folders through the Folder Management page.

To access content in the Folder pane, click a folder's name

Search the Message List (4)

Use the **Search For** field to search and find messages in the Message List. Type the word you are searching for in the field and click **Search**.


Click the **Show Search Options** link to search specifically in the From, Subject, or Body fields of messages in the Message List.

Managing messages

From the Message List page you have a number of options for managing your messages.

Delete messages


► To delete a message from the Message List


- 1 Select the check box next to the message or messages you want to delete.
- 2 Click the  **Delete** icon.

Note Deleted messages are moved to the Trash folder. Deleting the message from the Trash folder removes it permanently.

Mark messages as read

► To mark a message in the Message List as read

- 1 Select check box next to the message or messages you want to mark as read.
- 2 Click the  **Mark as Read** icon.

Note To mark a message as unread, open the message and click the  **Mark Unread** icon in the Message Preview page.

Move messages to a folder

► To move a message from the Message List to a folder

- 1 Select the check box next to the message or messages you want to move.
- 2 In the **Move To** drop-down list, select the folder you want to put the message(s) in.

Select number of messages you see on a page



Use the **per page** drop-down list to set how many messages are displayed per page.

Sort messages in the Message List

You can sort the messages in the Message List by their priority, whether they contain attachments, as well as their To/From, Subject, Date, and Size attributes.

To sort the message list, on the Message List page, click the icon or title representing the type of sort you want to perform.

Message List sort options

Sort by	Description
 Priority	Sorts messages by shared priorities.
 Attachments	Sorts messages by their inclusion of attachments.
To/From	Alphabetically sorts messages by sender names.
Subject	Alphabetically sorts messages by subject lines.
Date	Chronologically sorts messages.
Size	Sorts messages by size.

Other features

Usage

This Usage area shows you how much space you have remaining. You will not see this feature if you have been granted unlimited server space. The amount of space you have is determined by your organization.

Messages stored in your inbox, trash, and sent-mail folders contribute to the space used.


If your inbox full (more than 95% full), you can not send or receive messages. Delete unneeded saved messages and messages with attachments, and messages in your trash and sent-mail folder to free up space.

Preview Pane

The **Preview Pane** allows you to read messages from within the Message List page.

You can turn this option on or off in the Settings page. If you turn this option off, clicking on a message will open a new window containing the message or a new compose page.

Creating and sending mail




The Compose New Message page displays once you have clicked either the  **Compose** icon on the Message List screen or the **Email** link if you have permission to send mail only.

This page will open in the preview pane at the bottom of the main email screen, if you have the **Show the preview pane** option checked in your Settings, or as a new window if you do not have this option checked.


Compose Message options



Use the options on the Compose New Message page to access the following features:

Compose New Message features

Option	Description
 Address Book	Click the Address Book icon to open, in a pop-up, an address book containing your contacts. Use the Address Book to quickly fill in the To, Cc and Bcc fields. (See <i>Address Book</i> , p. 16, for information on how to use this feature.)
To, Cc, Bcc	You can also send messages to contacts by directly entering their addresses into these fields.
Subject	Specify a subject line in this field.
Priority	Set the priority for this message as Low, Normal (default setting), or High. This priority setting will appear next to your message in the receiver's Message List.
 Spell Check	Click the Spell Check icon to check your message for misspellings.
 Preview	Click the Preview icon to have a look at your message before sending it.
Message Field	Enter your message into this area.
Attachments	Browse for and add attachments to your message. Use the Add button to add multiple attachments. See <i>Using attachments</i> , p. 12, for more information.
Cancel	Click Cancel to cancel the message you are composing. (Not applicable to Send-Only configurations.)
Save as Draft	Click Save as Draft to save the message you are composing (with any attachments) to the Drafts folder without sending it. (Desire2Learn Email only.)
Send	After composing your email and adding any attachments. Click Send to send it. A message will display either confirming that your message has been sent or letting you know the message could not be sent.

Steps to compose and send a message

- 1 Open the Compose New Message page by clicking either the  **Compose** icon on the Message List page or the **Email** link if you have permission to send mail only.
- 2 Add an address for your message in the **To**, **Cc**, or **Bcc** fields, as applicable. You can manually enter the addresses, enter only the recipient's username (if you have the necessary permissions), or use the Address Book to add addresses from your contact lists. (See *Address Book*, p. 16, for more information.) Use semi-colons to separate email addresses.
- 3 Enter a Subject line, if desired.

- 4 Use the Priority drop-down list to set the priority as low or high, or leave it as the normal default.
- 5 Type your message in the **Message** area.
- 6 Browse for and add **Attachments**. Use the **Add** button to show additional attachments fields. (See *Using attachments*, p. 12, for more details on including attachments.)
- 7 Click the  **Spell Check** and  **Preview** icons to check your message for misspellings and see how it looks.
- 8 At any point during the composition of your message you can click **Save as Draft** to save the message and attachments, without sending it, to the **Drafts** folder. This will save your message, including any attachments you have added, to be completed and/or sent later. (This option is available in Desire2Learn Email only.)
- 9 Click **Send**. You will receive a message either confirming that your message has been sent or letting you know the message could not be sent.

Note Refer to *Mail Settings*, p. 14, for descriptions of the settings associated with sending messages. These settings include: the option to send a copy of all sent messages to a specified email address, save a copy of sent message to the **Sent Email** folder, add a **Reply to** address different from the sent address, and to add/edit your email signature.

Using attachments

► To add an attachment to your message


- 1 In the Message page, click the **Browse** button to open a Choose file dialog box.
- 2 Browse and locate the file you want to attach.
- 3 Click the **Open** button in the Choose file dialog box. The file name, along with the file path, will appear in the **Attachments** field.
- 4 To add additional attachments, click the **Add** button and repeat steps 1 to 3.
- 5 Click **Send**.


Any included attachments will be sent along with the message.

► To delete an attachment from your message

Click the **Remove** link beside the attachment you want to delete.

► To open an attachment in a message

In the Message Preview page, click the  **Attachment** icon or its file name. The File Download popup displays with options to **Open**, **Save**, or **Cancel** this request. Choose the **Open** option.

Alternatively, right-click the  **Attachment** icon or its file name and choose one of the Open options.

► To save an attachment

To save an attachment to your computer, right-click the attachment icon or its file name and choose **Save target as...** Locate where you want to save the attachment and click **Save**.

Attachment types

While you can attach and download most files types, files with the following extensions cannot be added to or downloaded from messages:

.asp, .aspx, .exe, .bat, .dll, .com, .asa, .asax, .ascx, .asmx, .axd, .cdx, .cer, .config, .idc, .cs, .csproj, .java, .jsl, .licx, .rem, .resources, .resx, .shtm, .shtml, .stm, .vb, .vbproj, .vjsproj, .vsdisco, .webinfo, .ini.











Attachment size


The size of the attachments you are able to send is determined by your organization. You will receive a warning message if your attachment is larger than the allowable size.

Reading mail

To read messages, from the Message List page, click the **Subject** link of the message. The message will open either in the preview pane or in a new window, depending on your settings.



Message Preview options

Option	Description
 Reply	Reply to the sender only. Whether or not the original message is included in the reply is determined by your settings.
 Reply All	Reply to all recipients of the message, including the Cc addresses.
 Forward	Forward the message to an address other than the sender's.
 Move to Trash	Move the open message to the trash folder.
Mark as  Unread/  Read	Return the message to the Message List with its status changed to  Unread or  Read .
 Print	See how the message will look printed out. From here you can directly print it or return to the message area.
 Choose Course Association	Click Choose Course Association to attach (or modify) a course association to this message. This option is for organization purposes. Messages associated with courses can be easily filtered and searched for.
Move To	Use the Move To drop-down list to move this message to one of the folders.


Option	Description
 Flags	Associate a flag with this message. Use this option to group messages together based on flag colors.
Attachments	Download attachments by clicking their icons or file names, or by right-clicking and choosing to Save target as...

Replying to and forwarding mail

► To reply to a message


- 1 In the Message List, select the message you want to reply to by clicking the message's subject link. The Message Preview page displays.
- 2 To reply to only the sender, click  **Reply**. To reply to all the recipients of the message, click  **Reply to All**.
- 3 Add any additional content, including attachments, to the message.
- 4 Click **Send**.

► To forward a message

- 1 In the Message List, select the message you want to forward by clicking the message's subject link.
- 2 Click  **Forward**.
- 3 Enter the recipient names in the **To**, **CC**, and **Bcc** boxes, or use the Address Book.
- 4 Add any additional content, including attachments, to the message.
- 5 Click **Send**.

Note Refer to *Mail Settings*, p. 14, for descriptions of the settings associated with replying to messages. These settings include the option to include the original message in email replies.

Mail Settings

Click the  **Settings** icon on the Message List page to access your mail settings. This page is also accessible from the **Email** tab in your course preferences page.

Turn your settings on or off by selecting the check boxes and radial buttons, and entering information into the fields beside the options.

Click **Save** once you have made your changes. Click **Message List** to return to where you were.

Note The type of configuration you have determines whether or not all these settings will be available.

Email Settings options

Option	Description
Email Options	
Track activity for messages sent to internal email addresses	A personal setting that, when turned on, tracks the status of a sent message (read or unread), and when the message was replied to and/or forwarded. View Recipient Activity link accessed through messages in the Sent Mail folder.
Include original message in email replies	When you reply to an email, the original message will be included with your reply.
Send a copy of each outgoing message to [specified email address]	This option allows you to send a copy of all the emails you send to a specified address. Click the Change email address link to specify the address you want to send copies to. Changing this address will change your external address for all mail sent from the Desire2Learn application. This option is only available when you are using Send Only email.
Save a copy of your sent messages to the Sent Mail folder.	A copy of the messages you send, with attachments, will be saved to the Sent Email folder. Only applies to users who can receive email.
“Reply to” Email Address:	This option allows you to set an address to receive replies to your emails, if different from the address the emails originated at. Use this option if you have Send-Only permissions as some applications will not deliver mail without a valid reply address.
Email Signature	Add text that will appear at the bottom of the messages you send.
Display Options	
Show the Message Preview pane.	Using the preview pane allows you to read messages from within the Message List page. If you turn this option off, clicking on a message will open a new window containing the message. Only applies to users who can receive email.
Show the Folder List pane	This option displays the folder pane to the left of the Message List area. The folder pane contains the same content as you would find in the folder drop-down list. Only applies to users who can receive email.
Mark messages as read when viewed in the Message Preview pane	Using the preview pane to read your messages will mark them as read. Only applies to users who can receive email.
Show internal email addresses in the Address Book	Internal addresses for your system contacts will appear in the Address Book.

Option	Description
Show external email addresses in the Address Book	External addresses for your system contacts will appear in the Address Book.
Allow filtering messages and contacts on group enrollment	Controls whether groups and sections are listed in the Filter By field in the message list and the address book.
Forwarding Options	
Forward incoming messages to an alternate email account	Enter an address into this field to have email sent to your Desire2Learn address redirected to this address. Only applies to users who can receive email.
After selecting the above option, choose one of the following:	
Forward and delete from the 'Inbox' folder	Mail will be forwarded to your specified address and then deleted. Deleted mail is not stored in the trash folder and does not affect allocated usage.
Forward and mark unread in the 'Inbox' folder	Mail will be forwarded to your specified address and then marked as unopened in the Desire2Learn mail list.
Forward and mark read in the 'Inbox' folder	Mail will be forwarded to your specified address and then marked as opened in the Desire2Learn mail list.
IMAP Options (when available)	
IMAP Server	Allows you to associate your email account with an external email application of your choice. The email application must be IMAP compliant.
IMAP Server Username	Your username for your external mail application.
IMAP Server Password	Your password for your external mail application.

Address Book

About the Address Book

Your Address Book options vary according to your permissions. Contacts in the address book are either system generated, in the case of course and internal contacts, or user created, in the case of personal and external contacts.

Depending on your permissions, you may not be able to create personal contacts.


► **To access the Address Book**

To access the address book, from either the Folders pane or the **Folder** drop-down list, click or choose the **Address Book** link.

You can also access the Address Book from the Compose page, the Reply pages, and the Forward page, in order to add recipients to messages. From these pages, click the  **Address Book** icon.

Adding, editing, and viewing contacts

► To add a contact

- 1 Click the  **Add Contact** in the Address Book.
- 2 The Contact page opens in either the preview pane or in a new window.
- 3 Choose an existing folder to add this contact to from the Folder drop-down list. Or, click the **create folder** link to create a new folder in which to add this contact. (Not available to IMAP users.)
- 4 Enter the contact information.
- 5 Click **Save** to save this contact information and return to the address book, or **Save and New** to save this contact information and add another new contact.

► To edit a personal contact

- 1 In the Address Book, click the name of the contact you want to edit. The View Contact page displays.
- 2 From this page, edit the contact information. Note that some contact information may not be editable. You can not edit contact information for system-created contacts.
- 3 Click **Save** to save this contact information and return to the Address Book, or **Save and New** to save this contact information and add another new contact.

► To manage contacts


You can filter, search, move, delete, and view your Address Book contacts in the same way as messages in the Message List. System-created contacts cannot be deleted.

For example, the **Filter by** feature allows you to quickly sort and view your contacts by specific course associations or group or section enrollment. You can also view contacts not associated with a course offering, using this feature.

Note Users enrolled in a cascading role can only see the current course offering and its affiliated groups and sections in the **Filter By** list.

For detailed descriptions of these actions, refer to *The main mail page: Message List*, p. 7.

► To add recipients to a message using the Address Book

- 1 From the Compose page, the **Reply**, **Reply All**, and **Forward** pages, then click the  **Address Book** icon to open the Address Book page.
- 2 Find and select the contact(s) you want to add. Select these contacts by clicking the box next to them.
- 3 Click either the **To**, **Cc**, or **Bcc** links to add the selected contact(s) to these associated fields.
- 4 Repeat step 2 until you have added all the contacts.


- 5 Click the **Add Recipients** button to add those recipients listed in the **To**, **Cc**, and **Bcc** fields to your message, or click **Close** to close the Address Book page and return to the message.
- 6 Once you have added contacts, continue to compose or send your message.

Managing mail folders

About Folder Management


Use the Folder Management feature to manage your messages and contacts by saving them in folders that you create and organize. The Folder Management page contains both system-created folders and folders created by you.

► **To access Folder Management**


To access the Folder Management page from the Message List, click the  **Folder Management** icon. The Folder Management page displays.

Adding, editing, and reordering folders

► **To add a folder**

- 1 Click the  **New Folder** icon. The New Folder page displays.
- 2 Choose the type of folder—**Message** or **Address book**—you want to add. You cannot change the folder type once it has been associated with a folder.
- 3 Type a name for the folder in the **Folder Name** field.
- 4 Assign the folder a **Parent Folder**, if applicable. Choosing a parent folder means that the folder you add will be "nested" within the parent folder. Choose "None" if you do not want the folder to have a parent. You can nest folders as deep as you would like.
- 5 Click **Save** to save the folder, or **Save and New** to save the folder and add another new folder.
- 6 Click **Close** to close the New Folder window and return to the Folder Management page.


► **To edit a folder**

In the Folder Management page, either click the name of the folder you want to edit or click the  **Edit** icon. The Edit Folder page displays.




The amount of information you can edit depends on the type of folder you are editing. While you can change the name, the parent folder, and delete folders you have created, you can only change the name of system-created folders. You cannot delete system-created folders (Trash, Draft, Inbox, Address Book), nor can you change their parent folder.

After editing the folder information, Click **Save** to save the folder, or **Save and New** to save the folder and add a new folder. Click **Close** to close to the Folder Management page.

▶ **To delete a folder**

Click the  **Delete** icon next to the folder you want to delete. You cannot delete system-created folders.

▶ **To reorder a folder list**

- 1 Click the  **Reorder** icon on the Folder Management page.
- 2 Select the folder(s) you want to move.
- 3 Click the  **Up** or  **Down** buttons to move the folder(s) through the order.
- 4 Once you have the folders ordered the way you want click **Save**.
- 5 Click **Go Back** to return to the Folder Management page.

The Reorder page only lists folders that are organized at the same level (i.e. they are either top-level folders or share a parent folder). To change the nesting structure of folders at different levels (i.e. remove or add a parent association) you must edit the **Parent Folder** field for folders on the Edit Folder page.

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