

Setting Up and Using D2L Internal Messaging

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Setting Up Your D2L Internal Messaging

1. Click the "Message alerts" icon at the top of the page. Next click "Go to Internal Messaging," then "Settings."
2. **Or**, you can select "Internal Messaging" from the Communication drop-down menu at the top of the page, then "Settings."
3. Make sure you:
 - Activate "Include original message in replies" so you can follow message conversations.
 - Setup a signature which includes your full name. D2L does not sign your e-mails for you, so this is important as it informs your instructor that an e-mail is from you. To set up an email signature, complete the following steps:
 1. When logged in to D2L, Click **your name** in the upper right corner of the D2L window
 2. Click **Account Settings**>Click the **Internal Messaging tab**
 3. Scroll down the page and type your name in the **Messaging Signature** textbox>Click **Save and Close**

The screenshot shows the 'Account Settings' page with the 'Internal messaging' tab selected. Under 'Internal Messaging Options', three checkboxes are checked: 'Track activity for internal messages sent', 'Include original message in replies', and 'Save a copy of each outgoing message to the Sent Mail folder'. Below this is the 'Internal Messaging Signature' section, which includes a rich text editor with a toolbar containing icons for video, image, link, paragraph style, bold, italic, underline, list, font family, size, background color, and a grid. The signature text area is empty. At the bottom of the signature section are icons for undo, redo, search, and other actions. Below the signature section is the 'Display Options' section with five checkboxes: 'Show the Message Preview pane' (checked), 'Show the Folder List pane' (unchecked), 'Mark messages as read when viewed in the Message Preview pane' (checked), 'Show internal messaging addresses in the Address Book' (checked), and 'Allow filtering messages and contacts on group enrollment' (checked). At the bottom of the form are three buttons: 'Save and Close' (highlighted in blue), 'Save', and 'Cancel'.

Using D2L Internal Messaging

1. Be sure to use your online course's *internal messaging* tool for all private messages to your instructor. Please note that this is an internal messaging system, and can only be used from within the course. No external e-mails can be sent using the D2L internal messaging tool.
2. Your instructor has also provided you with an external e-mail address (on the **Instructor Information and Expectations** page). Use this e-mail address (from an external e-mail account such as your Office365 e-mail account) **ONLY** if you are unable to contact your instructor using the internal messaging tool. (Please allow 24 hour on weekdays and up to 48 hours on weekends for your instructor to respond)
3. Be sure to check and read your course internal messaging regularly.
4. Always be sure to include your name, the name and number of your course, and the topic of your message in the subject line of any e-mails that you send.

If you are experiencing a technical problem, call the 24/7 Help Desk at 1-888-800-9198 (toll free number).

Posted by: Amy Sorensen - Tue, Mar 29, 2016 at 12:39 PM. This article has been viewed 67906 times.

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