Using the Email Tool

Email can be sent to the following users:

- All Users: All users in your course.
- All Groups: All groups in your course.
- All Student Users: All students in your course.
- All Teaching Assistant Users: All teaching assistants in your course.
- All Instructor Users: All instructors in your course.
- All Observer Users: All of the observers in your course.
- Select Users: Select the users from a list.
- Select Groups: Select groups from a list.
- Single/Select Observer users: Send email to a single observer or select observers in your course.

Get started with email

Blackboard Learn doesn't recognize email addresses and file names with spaces or special characters, such as ?, !, #, &, %, or $.

Remember to include a subject line so the email is sent successfully. If you leave the subject line blank, the message may not be delivered or could be marked as spam.
1. There are three ways to find the email tool in Blackboard Learn.
   o On the course menu, select Tools > Send Email.
   o On the Control Panel, select Course Tools > Send Email.
   o On the My Institution tab, select Tools > Send Email and select a course.
2. On the Send Email page, select a link, such as All Users.
3. For Select Users or Select Groups, select the recipients in the Available to Select box and select the
   right-pointing arrow to move them into the Selected box. Use the left-pointing arrow to move a
   user out of the recipient list. Select Invert Selection to select users whose names aren't highlighted,
   and deselect users whose names are highlighted.

   To select multiple users in a list on a Windows computer, press the Shift key and select the first and
   last users. To select users out of sequence, press the Ctrl key and select each user needed. On a
   Mac, press the Command key instead of the Ctrl key. You can also use the Select All function to
   send an email to all users.

4. Type your Subject. Your message will not be delivered without a subject.
5. Type a Message.
6. Select Attach a file to browse for file from your computer. You can attach multiple files to your
   message.
7. Select Submit.

After you send an email, a message appears at the top of the Send Email page listing all recipients. The
message is not a confirmation that any users received the message, just that the message was sent.

Add an email link to the course menu

You can add an link to the course menu for you and your students to have instant access to the email tool.
You can also customize the name of the link.

1. Change Edit Mode to ON and select the plus sign above the course menu. The Add Menu Item list
   appears.
2. Select Tool Link.
3. Type a Name for the link.
4. In the Type list, select Email.
5. Select the Available to Users check box.
6. Select Submit.

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

- Your email address is not visible unless you choose to make it visible to course members. Find this setting in the global navigation menu > Settings > Personal Information > Set Privacy Options. On this page, you can choose the information you want course members to see.
- You can change your external email address used in your course. Change your email address by accessing the global navigation menu > Settings > Personal Information > Edit Personal Information. Type your preferred email address and select Submit. Some institutions do not allow users to change their email addresses of record. To learn more, contact your institution.
- Email providers, such as Gmail, Hotmail, or Yahoo, may identify email from Blackboard as junk mail, and either automatically delete it or move it to a junk mail folder. If you have problems, check your junk mail options and settings.

For additional support, contact the Helpdesk at 330-672-4357 (HELP) or visit support.kent.edu.