

Competencies

After reading this document, you will be able to:

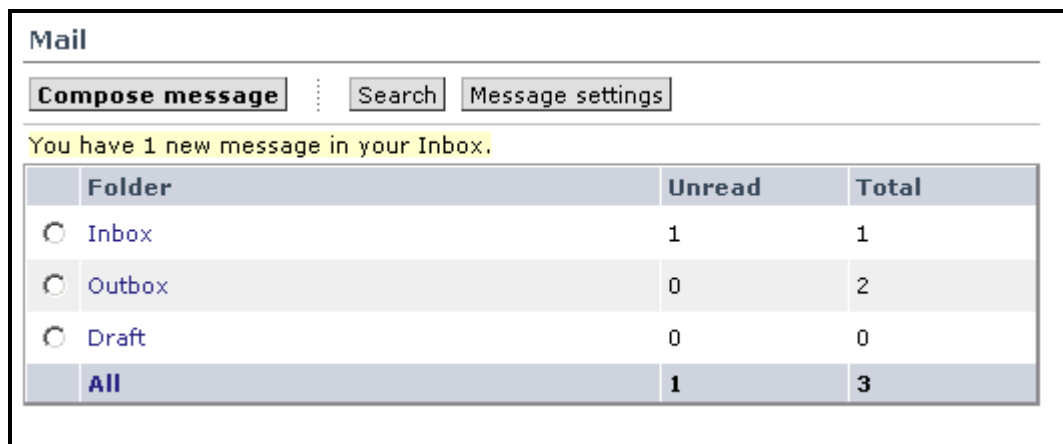
- ▶ Design and create asynchronous communication components (Discussion, Calendar, and Email) that support course goals
- ▶ Employ the Mail tool

The Mail Tool

Mail allows you, your students, and teaching assistants to send private mail messages to each other. There are four default folders for each user.

- ▶ *All*: contains all messages
- ▶ *Inbox*: contains all received messages
- ▶ *Outbox*: contains all sent messages
- ▶ *Draft*: contains all unsent messages

You can send *Mail* messages to individual participants or to a group of recipients, each of whom will receive the message at a private *Mail* address within the WebCT course. Although you cannot delete these default folders, you can rename them.



The screenshot shows the Mail tool interface. At the top, there are buttons for 'Compose message', 'Search', and 'Message settings'. Below these buttons, a notification states 'You have 1 new message in your Inbox.' Below the notification is a table with the following data:

Folder	Unread	Total
<input type="radio"/> Inbox	1	1
<input type="radio"/> Outbox	0	2
<input type="radio"/> Draft	0	0
All	1	3

Figure 1: The Mail screen



Note The *Mail* tool only allows you to send messages within the course. Although you can forward mail to an outside mail address, you cannot send mail from an outside address and have it reach the people at their WebCT mail addresses.

As with any WebCT tool, you must add *Mail* to your course before you can use it.

To add the *Mail* tool

- 1 Click **Add Page or Tool** on the *Navigation Bar*. The *Add Page or Tool* screen appears
- 2 Under *Communication Tools*, select **Mail**. The *Add Mail* screen displays.
- 3 Type the title for the *Mail* page in the appropriate text box.
- 4 Under *Decide where to show the link to this item*, check the boxes specifying where you want the *Mail* link to display.
 - ▶ Selecting **On the Navigation Bar** displays the hyperlink on the *Navigation Bar*, making it visible throughout the course.
 - ▶ Selecting **On an Organizer page** displays the hyperlink on an existing page. The choices available in the drop-down box are the Homepage and any Organizer pages you have previously added to your course.



Note To look at the structure of your course as it exists in order to select where to display the link, click **Course Map** in the header.

- 5 To specify the appearance of the link on a course page, select **Link shows item title** if you want the link to appear as text only. Select **Link shows icon** if you want the link to appear as an icon only. Select both if you want an icon with a text title.
- 6 To choose the image for the icon on a course page:
 - ▶ Select **Use default icons** to use the WebCT default icons.
 - ▶ Select **Use custom icons** and click **Browse** to select an image from the WebCT built-in files, or an image you have previously created and uploaded.
- 7 Click **Add**. The *Mail* tool is added to your course.

Reading Mail Messages

You can use the *Mail* tool to list and view any messages that you receive.

To view a *Mail* message

- 1 From the *Mail Folders* table, click the folder that contains the mail that you would like to read. The *Mail Messages* screen appears.
- 2 To display any mail that was just sent, click **Update Listing**.
- 3 Click the hyperlinked subject of the message that you would like to read. A window opens, displaying the message.
- 4 If the mail includes a file attachment, you'll see a paper clip icon. For security reasons, it is recommended that you download the attachment to your own computer before you view it.
- 5 To download the file attachment:
 - a Click the paper clip icon. The *Attachments* window opens.
 - b Select the file you want to download, and click **Download**.
 - c Follow the instructions for downloading from your browser.
 - d When the download is complete, click **Close** to return to the message window.
- 6 When you have finished reading the message, click **Close**. The *Mail Messages* screen appears.

Composing Messages

You can use the *Mail* tool to compose and send messages to course participants.

To compose a message

- 1 While in *Mail*, click **Compose Mail Message**. The *Compose Mail Message* window appears.

Compose Mail Message

Send to:

Subject:

Message:

Height of edit area: Don't wrap text / Wrap text

Attachments:

There are no files attached.

Figure 2: The Compose Mail Message window

- 2 Complete the *Send to* text box by either:
 - ▶ Typing the name of the recipient(s).
 - ▶ Clicking **Browse** to view the list of possible recipients. To select a recipient, click his or her name. To select more than one recipient, hold down the **SHIFT** key while selecting contiguous names, or hold down the **CTRL** key while selecting noncontiguous names. When you are finished selecting recipients, click **Done**.
 - ▶ Clicking **Clipboard** to address the message to all users listed on the clipboard.
- 3 Complete the subject line, and then type your message in the text box. Blank subjects or messages are not allowed.
- 4 If you would like to attach a file:
 - a Enter the filename of the attachment or click **Browse** to locate it on your computer.
 - b Click **Attach File**. The filename appears below the Attachments text box. You can remove the attachment by selecting the box to the left of the filename and then clicking **remove**.
- 5 Click **Send**. The mail is sent and a copy is placed in the *Outbox* folder.

Replying to and Forwarding Messages

In addition to composing original mail messages, you can reply directly to messages that you receive or forward received messages to other *Mail* users.

To reply to a message

- 1 From the *Mail Folders* table, click the folder that contains the message that you would like to reply to. The *Mail Messages* screen appears.
- 2 Click the message that you would like to reply to. The message window opens.
- 3 Click **Reply**. The *Compose Mail Message* window appears, with the *Send to* and *Subject* lines completed. Although you cannot change the *Send to* line, you can change the *Subject* line.
- 4 Type your message in the text box.
- 5 If you would like to attach a file:
 - a Enter the filename of the attachment or click **Browse** to locate it on your computer.
 - b Click **Attach File**. The filename appears below the Attachments text box. You can remove the attachment by selecting the box to the left of the filename and then clicking remove.
- 6 Click **Send**. The mail is sent and a copy is placed in the *Outbox* folder.

To forward a message to another *Mail* user

- 1 From the *Mail Folders* table, click the folder that contains the mail that you would like to forward. The *Mail Messages* screen appears.
- 2 Click the message that you would like to forward. The message appears.
- 3 Click **Forward**. The *Compose Message* window appears.
- 4 Complete the *Send to* text box by either:
 - ▶ Typing the name of the recipient(s).
 - ▶ Clicking **Browse** to view the list of possible recipients. To select a recipient, click his or her name. To select more than one recipient, hold down the **SHIFT** key while selecting contiguous names, or hold down the **CTRL** key while selecting noncontiguous names. When you are finished selecting recipients, click **Done**.
 - ▶ Clicking **Clipboard** to address the message to all users listed on the clipboard.
- 5 Type your message in the text box.

- 6 If you would like to attach a file:
 - a Enter the filename of the attachment or click **Browse** to locate it on your computer.
 - b Click **Attach File**. The filename appears below the Attachments text box. You can remove the attachment by selecting the box to the left of the filename and then clicking remove.
- 7 Click **Send**. The mail is sent and a copy is placed in the *Outbox* folder.



Note You can also forward your mail to an external email address and enable that functionality for your learners. This can be done by clicking **Message Settings** and then entering the address where you would like the mail to be forwarded. In WebCT Version 4.x, message attachments are now forwarded as well.

Marking Messages as Read or Unread

To facilitate the organization of your *Mail* contents, you can choose to mark selected messages as read or unread. Alternately, you can choose to mark all messages as read (although you cannot mark all messages as unread).

To mark selected mail as read or unread

- 1 From the *Mail Folders* table, click the folder that contains the mail that you would like to mark. The *Mail Messages* screen appears.
- 2 Display the messages that you would like to mark.
 - ▶ To choose from all messages, click **Show All**.
 - ▶ To choose from all unread messages, click **Show Unread**.
- 3 Select the messages that you would like to mark.
- 4 From the *Apply to selected message(s) below* drop-down list, select **Mark Read** or **Mark Unread**.
- 5 Click **Go**. A confirmation dialog box displays.
- 6 Click **OK** to confirm. The updated *Mail Messages* screen appears.

To mark all mail as read

- 1 From the *Mail Folders* table, click the folder that contains the mail that you would like to mark. The *Mail Messages* screen appears.
- 2 Display the messages that you would like to mark.
 - ▶ To choose from all messages, click **Show All**.
 - ▶ To choose from all unread messages, click **Show Unread**.

- 3 Click **Mark all as read**. A confirmation dialog box displays.
- 4 Click **OK** to confirm. The updated *Mail Messages* screen appears.

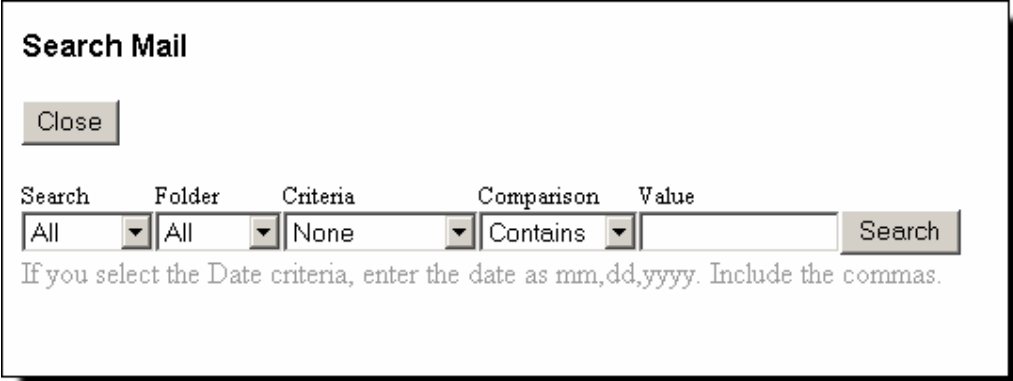
Searching Mail

You may search *Mail* messages using the following criteria:

- ▶ first name or last name of the message writer
- ▶ user name of the message writer
- ▶ thread subject
- ▶ unique message number
- ▶ date that the message was sent
- ▶ content of the mail message

To search mail messages

- 1 While in *Mail*, click **Search**. The *Search Mail* screen appears.



Search Mail

Close

Search	Folder	Criteria	Comparison	Value
All	All	None	Contains	

If you select the Date criteria, enter the date as mm,dd,yyyy. Include the commas.

Figure 3: The Search Mail screen

- 2 Choose your search parameters:
 - a From the *Folder* drop-down box, select the folders to search.
 - b From the *Search* drop-down box, specify whether to search **All** messages or only **Unread** ones.
 - c From the *Criteria* drop-down box, select the search criteria.
 - ▶ **None**: no filter
 - ▶ **Name**: full name of the message writer

- ▶ **Subject:** the thread subject
 - ▶ **Message No:** the unique message number associated with each message
 - ▶ **Date:** the date that the message was sent
 - ▶ **Message:** any of the words in the text of the mail message
- d From the *Comparison* drop-down box, select how the information entered in the *Value* text box will be compared with the criteria.
- ▶ **Contains:** retrieves messages that match any part of the text or numbers entered in the *Value* text box
 - ▶ **Equals:** retrieves messages that match exactly the text or numbers entered in the *Value* text box
 - ▶ **Before:** in combination with the *Date* or *Number* criteria, retrieves all messages before the date or number entered in the *Value* text box. In combination with a text criteria (*Name*, *Subject*, *Message*), retrieves all messages containing letters that occur alphabetically before the word entered in the *Value* text box.
 - ▶ **After:** in combination with the *Date* or *Number* criteria, retrieves all messages after the date or number entered in the *Value* text box. In combination with a text criteria (*Name*, *Subject*, *Message*), retrieves all messages containing letters that occur alphabetically after the word entered in the *Value* text box.
 - ▶ **Starts with:** in combination with a text criteria (*Name*, *Subject*, *Message*), retrieves messages with words that begin with the letter entered in the *Value* text box.
 - ▶ **Ends with:** in combination with a text criteria (*Name*, *Subject*, *Message*), retrieves words that end with the letter entered in the *Value* text box.
- 3 In the *Value* text box, type the words or numbers to be searched. If you have selected the *Date* criteria, type the date in the format dd, mm, yyyy. Include the commas.
- 4 Click **Search**. The *Mail Messages* screen appears, listing all messages that satisfy your search requirements.

Compiling and Saving Messages

This feature allows you to select mail messages, compile them into one file, and download the file to your computer.

To compile and save a group of messages

- 1 From the *Mail Folders* table, click the folder that contains the mail that you would like to compile and download. The *Mail Messages* screen appears.
- 2 Select the messages to choose from:
 - ▶ To choose from all messages, click **Show All**.
 - ▶ To choose from all unread messages, click **Show Unread**.
- 3 Select the order in which the messages will be presented:
 - ▶ For chronological order, click **Unthreaded**.
 - ▶ For threaded, click **Threaded**.
- 4 From the list of messages, select the messages to be compiled.
- 5 From the *Apply to selected message(s) below* drop-down list, select **Compile**.
- 6 Click **Go**. The compiled messages appear.
- 7 Click **Download**. Your browser's file download window appears.
- 8 Select the save to disk option, and follow your browser's instructions for downloading the file.
- 9 When the download process is completed, click **Close** to close the popup window.

Using the Clipboard

You can copy a list of student records and paste them into *Mail*. For example, you could list students with failing grades, and then copy and paste these records into a message encouraging them to seek tutorial help.

To copy student names to the clipboard

- 1 In *Manage Students*, list a subset of students, or search student records.
- 2 Under the *Advanced Options* heading, select **Copy records to clipboard**.
- 3 Click **Go**. These student records can now be retrieved by clicking **Clipboard** in the *Compose Message* window.

Saving a Draft Message

You can use the *Save Draft* feature to save your work on a message that you not yet ready to send.

To save a message as a draft

- 1 While in the *Mail* tool, click **Compose Mail Message**. The *Compose Mail Message* window appears.
- 2 Complete the *Send to* text box by one of the following methods:
 - ▶ Type the name of the recipient(s) by clicking **Browse** to view the list of possible recipients. To select a recipient, click his or her name. To select more than one recipient, hold down the **SHIFT** key while selecting contiguous names, or hold down the **CTRL** key while selecting noncontiguous names. When you are finished selecting recipients, click **Done**.
 - ▶ Clicking **Clipboard** to address the message to all users listed on the clipboard.
- 3 Complete the subject line, and then type the draft of your message in the text box.
- 4 Click **Save Draft**. The message is placed in the *Draft* folder.

After saving a message as a draft, you can access it at any time, finish your work on it, and send it.

To send mail that was stored as a draft

- 1 From the *Mail Folders* table, click **Draft**. The *Mail Messages: Draft* screen appears.
- 2 Click the hyperlink to the message that you want to send. The message opens.
- 3 Click **Edit**. The *Compose Mail Message* window appears.
- 4 Edit your message as needed.
- 5 Click **Send**. The mail is sent, and a copy is placed in the *Outbox* folder.