

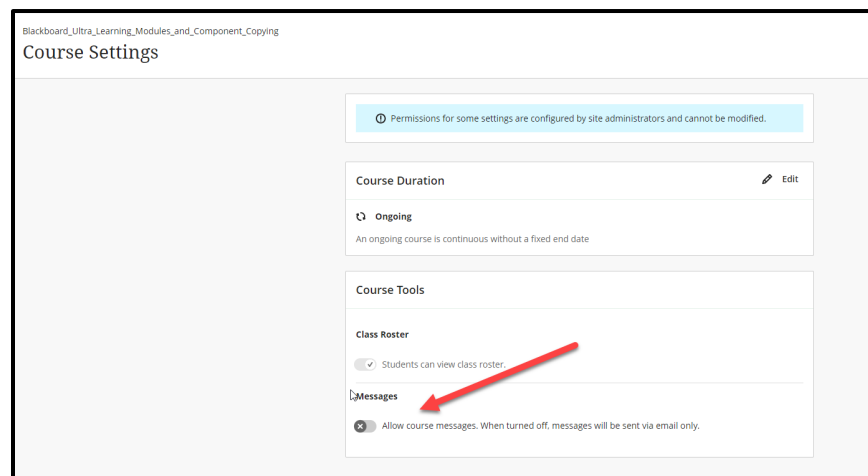


How to Turn On/Off Course Messaging

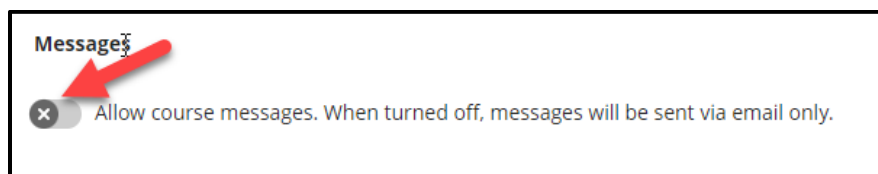
In **Blackboard Ultra**, course messaging is turned off by default. Instructors will have the option to use their **Jacksonville University** email address for course communication, or they can utilize the in-course messaging system provided in Bb.



To access the messaging controls, click on **Course Settings** in the upper right corner.



Proceed down to **Messages** under **Course Tools**.



Click on the toggle marked with an X to turn the messaging system on.

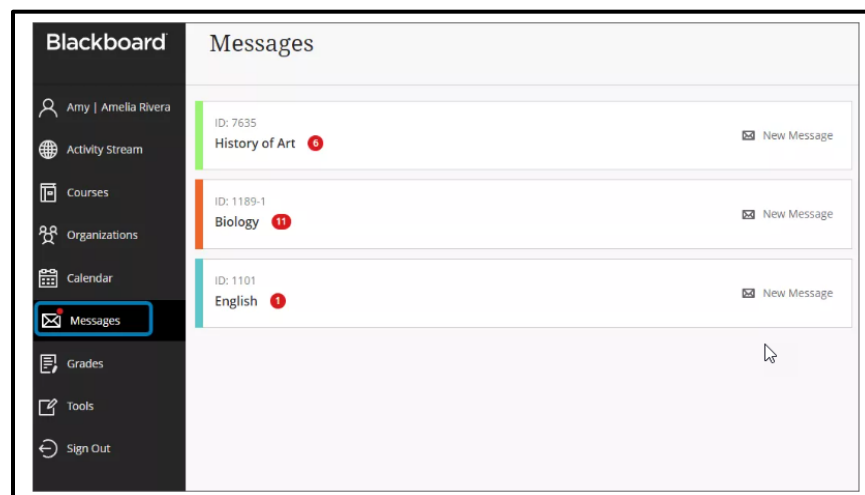


By turning on **Messaging**, you and your students can send messages to each other, multiple people, or an entire class. Messages activity remains inside the system, and you don't have to worry about email addresses that may be incorrect or outdated.

You can set the following limits on messages within your course:

- Students can message anyone in their course.
- Students can only message staff and students in their groups.
- Students can only message staff.
- Students can only reply to messages.
- Turn all messages off, which sends all messages by email only.

Identifying When Messages are Available



Unread messages are indicated with a number within a red circle and appear first.

Jump into your messages. Select a course card to view all the new and existing messages in your course. You can delete messages inside of your course.

Ready to share? Select the **New Message** icon beside your course on the Courses page to send a message to one-person, multiple people, a group, or a class. In the Ultra Course View, begin typing, and the recipient names will pop up. In the first box, select the recipients and select the right-pointing arrow to move them to the **Recipients** box.



Unread message notifications

An identifiable number count highlights any new messages received. When you select the **Messages** page on the base navigation, a red number count changes to a red pill icon to reduce distraction. When you navigate away from this page, the system now displays the unread message count again. Courses with unread messages appear first in the list of the **Messages** page.

Messages inside a course

In a course, select the **Messages** page. The number of unread messages that you have is indicated within a red circle. All your course messages and responses are on the **Messages** page. You can easily review the entire list and open a message to read all the responses.

Your unread messages appear first in the list and have a red circle next to the sender's name. Each message displays the profile picture of the sender. Under the sender's name, you can view how many participants are included or if the message is for the whole class.

The screenshot displays the 'Messages' interface within a course titled 'Introduction to Humanities'. The top navigation bar includes 'Content', 'Calendar', 'Announcements', 'Discussions', 'Gradebook', 'Messages' (with a red circle containing the number '2'), 'Analytics', and 'Groups'. A 'New Message' button is located in the top right corner. The main area shows a list of 'Course Messages'. The first message is from 'Zeen | Farzeen Muhammad' (unread), dated '2 minutes ago, at 2:13 PM'. The second message is from 'Emma Harp (You)', dated '7/24/23, 2:44 PM'. The third message is from 'Emma Harp (You)', dated '7/24/23, 2:39 PM'. At the bottom of the message list, there is a 'B' icon and a dropdown menu showing '25' items per page. The right pane shows the details of the message from 'Zeen | Farzeen Muhammad', including the conversation history and a 'Reply' button.

A. Send a message. Select the **New Message** button to send a message. Send to one person, multiple people, group, or the entire class.

B. Select how many messages per page. If you have many messages, you can increase how many messages display on one page.

C. Delete a message. Use the **Delete** button to delete a message. If more responses come in, you'll get them. You can't edit or delete individual responses in a message.



D. Navigate to another message. Messages open in a panel with all the responses. Use the **View Previous Messages** and **Next Message** buttons at the top to view the previous or next message in the list.

E. Add more people. When you create or respond to a message, select the **Add Participants** button to add additional people unless the message was sent to the entire class. The original recipients see a note in the next message that you added new people or the whole class. The new recipients see the message from the point they were added.

F. Follow a conversation. Messages are threaded. When you select anywhere within a message, the panel for that message displays every sent and received message within that conversation. On your course's Messages page, the most recent message in a thread is what's displayed. Your own messages are indicated with a **(You)** that appears by your name.