
WebCT 4.x: Mail – Reading & Sending Messages

Competencies

After reading this document, you will be able to:

- Read and reply to messages
- Quote and send messages
- Forward messages to another user within the course
- Mark all messages as read
- Mark selected messages as read or unread
- Save messages as drafts
- Send draft messages
- Download and compile messages
- Search messages

About Mail

Mail allows you to send, receive, reply, and forward mail messages to others in the course. You can also store drafts of mail messages, search your mail messages, and add mail folders.

There are four default folders for each user. The default folders cannot be renamed or deleted.

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

Reading messages

By default, mail messages are presented in chronological order.



Tips

- To view both read and unread messages, click **All**.

- To view messages by thread, click **Threaded**. Threaded messages are a series of replies to the same subject. The header row of each message thread displays the following information:
 - » **Status**: displays the number of unread messages in the thread over the total number of messages in the thread.
 - » **Subject**: displays the subject of the first message in the thread and the magnifying glass icon. You can view the message thread by clicking the magnifying glass icon.
- To display any messages that were just sent, click Update Listing.



Note It is recommended that you install updated anti-virus software before viewing or downloading attachments.

- 1 From the *Mail* screen, click the folder that contains the message you want to read. The *Mail Messages* screen appears.
- 2 Click the message that you want to read. The message opens in a new browser window.



Note If the message includes a file attachment, you will see a paper clip icon. For security reasons, it is recommended that you download the attachment to your own computer before you view it.

- 3 If your message includes a file attachment, you can do the following:
 - If you want to display the file attachment:
 - » From the *Mail Messages* screen or an open message, click the paper clip icon or **See Attached**. The *Attachments* screen appears.
 - » From the *Attachments* screen, click the file you want to view. The file is displayed.
 - If you want to download the file attachment to your computer:
 - » From the *Mail Messages* screen or an open message, click the paper clip icon or See Attached. The *Attachments* screen appears.
 - » Select the file and click **Download**. Your browser's file download screen appears.
 - » Follow the onscreen instructions. Be sure to take note of where you save the attachment. Many users prefer to make a folder for saving attachments, but others save to the Desktop for easy retrieval.
 - » Click **Close**. The message appears.
- 4 When you are finished reading the message, you can:

- Close the message. Click **Close**. The *Mail Messages* screen appears.
- Reply
- Forward the message
- Download

Replying to messages

You can reply to messages sent from other users in the course.



Note If replying to a message containing an equation, you cannot edit the equation. You can insert or edit an equation only by forwarding or quoting the message.

- 1** From the *Mail* screen, click the folder that contains the message to which you want to reply. The *Mail Messages* screen appears.
- 2** Click the subject of the message to which you want to reply. The message appears in a new browser window.
- 3** Click **Reply**. The *Compose Mail* Message screen appears. The original message appears at the bottom of the screen.
- 4** In the *Subject* text box, enter or edit the subject for your message.
- 5** Compose your message by doing one of the following:
 - In the *Message* text box, enter your message. The following message options are available:
 - » To change the number of viewable lines in the Message text box, from the Height of edit area drop-down list, select a number and click **Resize**.
 - » To allow text to continue horizontally beyond each visible line, select *Don't wrap text*.
 - Click **HTML editor**.



Note Depending on administrator settings, the HTML editor may not be available.

- 6** If you want to attach a file:
 - Next to *Attachments*, click **Browse**. Your computer's file browser appears.

- Locate and select the file you want to upload. The path and filename of your attachment appears in the *Attachments* text box.
 - Click **Attach file**. The filename appears as a hyperlink, and the file is attached to your message.
- 7** If you want to preview your message before sending:
- Click **Preview**. A preview of your message appears in a new browser window.
 - Click **Close**. The Compose Mail Message screen appears.
- 8** Click **Send**. The message is sent and a copy is placed in the **Outbox** folder.

Quoting messages

You can reply to a message and quote the original message in your reply.

- 1** From the *Mail* screen, click the folder that contains the message that you want to quote in your reply. The *Mail Messages* screen appears.
- 2** If the messages are threaded, click the magnifying glass icon to view the messages in the thread.
- 3** Click the subject of the message you want to quote. The message appears in a new browser window.



Note If the Message contains an equation, the equation is displayed.

- 4** Click **Quote**. The *Compose Mail Messages* screen appears. The original message appears at the bottom of the screen.
- 5** In the *Subject* text box, enter or edit the subject for your message.
- 6** Compose your message by doing one of the following:
 - In the *Message* text box, enter your message. The following message options are available:
 - » To change the number of viewable lines in the Message text box, from the Height of edit area drop-down list, select a number and click **Resize**.
 - » To allow text to continue horizontally beyond each visible line, select *Don't wrap*.
 - Click **HTML editor**.



Note Depending on administrator settings, the HTML editor may not be available.

- 7 If you want to insert or edit an equation, use the WebEQ Equation Editor for Microsoft Windows or for Macintosh.



Note Depending on administrator settings, the Equation Editor may not be available.

- 8 If you want to attach a file:
 - Next to *Attachments*, click **Browse**. Your computer's file browser appears.
 - Locate and select the file you want to upload. The path and filename of your attachment appears in the *Attachments* text box.
 - Click **Attach file**. The filename appears as a hyperlink, and the file is attached to your message.
- 9 If you want to preview your message before sending:
 - Click **Preview**. A preview of your message appears in a new browser window.
 - Click **Close**. The *Compose Mail* Message screen appears.
- 10 Click **Send**. The message is sent and a copy is placed in the *Outbox* folder.

Sending messages

- 1 From the *Mail* or *Mail Messages* screen, click **Compose message**. The Compose Mail Message screen appears in a new browser window.
- 2 Complete the *Send to* text box by either:
 - Typing the name or WebCT ID of the recipient(s).



Note Multiple recipients need to be separated by commas.

- Viewing the list of possible recipients by clicking **Browse**.



Note Depending on administrator settings, this option may not be available. To select a recipient, click their name. To select more than one recipient, hold the CTRL key while selecting the names. Click **Done**.

- 3 In the *Subject* text box, enter your subject.



Note The Subject text box cannot be left blank.

- 4 Compose your message by doing one of the following:
 - In the *Message* text box, enter your message. The following message options are available:
 - » To change the number of viewable lines in the *Message* text box, from the Height of edit area drop-down list, select a number and click **Resize**.
 - » To allow text to continue horizontally beyond each visible line, select Don't wrap text.
 - Click **HTML editor**.



Note Depending on administrator settings, the HTML editor may not be available.

- 5 If you want to insert an equation, use the WebEQ Equation Editor for Microsoft Windows or for Macintosh.



Note Depending on administrator settings, the Equation Editor may not be available.

- 6 If you want to attach a file:
 - Next to *Attachments*, click **Browse**. Your computer's file browser appears.
 - Locate and select the file you want to upload. The path and filename of your attachment appears in the *Attachments* text box.
 - Click **Attach file**. The filename appears as a hyperlink, and the file is attached to your message.
- 7 If you want to preview your message before sending:
 - Click **Preview**. A preview of your message appears in a new browser window.
 - Click **Close**. The *Compose Mail Message* screen appears.
- 8 Click **Send**. The message is sent and a copy is placed in the *Outbox* folder.

Forwarding messages to another user within the course

You can forward mail to another user within the course. From within WebCT, you cannot forward a message to an external email account. To have all your WebCT mail forwarded to an external email account, see *forwarding messages to an external email account*.



Note If an equation was included in the original message, you can use the WebEQ Equation Editor to edit it.

- 1 From the *Mail* screen, click the folder that contains the message you want to forward. The *Mail Messages* screen appears.
- 2 If the messages are threaded, click the magnifying glass icon to view the messages in the thread.
- 3 Click the subject of the message you want to forward. The message appears in a new browser window.
- 4 Click **Forward**. The *Compose Mail Message* screen appears.
- 5 Complete the Send to text box by either:
 - Typing the name or WebCT ID of the recipient(s).



Note Multiple recipients need to be separated by commas.

- Viewing the list of possible recipients by clicking **Browse**.



Note Depending on administrator settings, this option may not be available. To select a recipient, click their name. To select more than one recipient, hold the CTRL key while selecting the names. Click **Done**.

- 6 In the *Subject* text box, enter or edit the subject for your message.
- 7 Compose your message by doing one of the following:
 - In the *Message* text box, enter your message. The following message options are available:
 - » To change the number of viewable lines in the Message text box, from the Height of edit area drop-down list, select a number and click **Resize**.
 - » To allow text to continue horizontally beyond each visible line, select Don't wrap text.

- Click **HTML editor**.



Note Depending on administrator settings, the HTML editor may not be available.

- 8 If you want to insert or edit an equation, use the WebEQ Equation Editor for Microsoft Windows or for Macintosh.



Note Depending on administrator settings, the Equation Editor may not be available.

- 9 Click **Send**. The message is sent and a copy is placed in the *Outbox* folder.

Marking all messages as read



Note Threaded messages, whether collapsed or expanded, are marked as read.

- 1 From the *Mail* screen, click the folder that contains the messages you want to mark. The *Mail Messages* screen appears.
- 2 Display the messages that you would like to mark. By default, only unread messages are listed. To view all messages, click **All**.
- 3 Click **Mark all as read**. A confirmation message appears.
- 4 Click **OK**. All messages are marked as read.

Marking selected messages as read

- 1 From the *Mail* screen, click the folder that contains the messages you want to mark. The *Mail Messages* screen appears.
- 2 Display the messages that you would like to mark. By default, only unread messages are listed. To view all messages, click **All**.
- 3 Select the messages that you want to mark as read:
 - To select individual messages, next to the subject of each message, select the check box.
 - To select all messages in a thread, in the header row next to the magnifying glass icon, select the check box.
 - To select all messages in the folder, in the table header row next to *Subject*, select the check box.

- 4 Click **Mark as read**. A confirmation message appears.



Tip To automatically scroll to the bottom of the screen to click **Mark as read**, click **Message options**.

- 5 Click **OK**. The selected messages are marked as read.

Marking selected messages as unread

- 1 From the *Mail* screen, click the folder that contains the messages you want to mark. The *Mail Messages* screen appears.
- 2 Display the messages that you want to mark. By default, only unread messages are listed. To view all messages, click **All**.
- 3 Select the messages that you want to mark as unread:
 - To select individual messages, next to the subject of each message, select the check box.
 - To select all messages in a thread, in the header row next to the magnifying glass icon, select the check box.
 - To select all messages in the folder, in the table header row next to Subject, select the check box.
- 4 Click **Mark as unread**. A confirmation message appears.



Tip To automatically scroll to the bottom of the screen to click **Mark as unread**, click **Message options**.

- 5 Click **OK**. The selected messages are marked as unread.

Saving messages as drafts

- 1 From the *Mail* or *Mail Messages* screen, click **Compose message**. The *Compose Mail Message* screen appears in a new browser window.
- 2 Complete the *Send to* text box by either:
 - Typing the name or WebCT ID of the recipient(s).



Note Multiple recipients need to be separated by commas.

- Viewing the list of possible recipients by clicking **Browse**.



Note Depending on administrator settings, this option may not be available. To select a recipient, click their name. To select more than one recipient, hold the CTRL key while selecting the names. Click **Done**.

- 3 In the *Subject* text box, enter your subject.



Note The Subject text box cannot be left blank.

- 4 Compose your message by doing one of the following:
 - In the *Message* text box, enter your message. The following message options are available:
 - » To change the number of viewable lines in the Message text box, from the Height of edit area drop-down list, select a number and click Resize.
 - » To allow text to continue horizontally beyond each visible line, select Don't wrap text.
 - Click **HTML editor**.



Note Depending on administrator settings, the HTML editor may not be available.

- 5 If you want to insert an equation, use the WebEQ Equation Editor for Microsoft Windows or for Macintosh.



Note Depending on administrator settings, the Equation Editor may not be available.

- 6 Click **Save Draft**. The message is placed in the *Draft* folder.

Sending draft messages

- 1 From the *Mail* screen, under Folder, click **Draft**. The *Mail Messages* screen for the *Draft* folder appears.
- 2 Click the subject of the draft message you want to send. The message appears in a new browser window.
- 3 Click **Edit**. The *Compose Mail Message* screen appears.

- 4 Edit your message and click **Send**. The message is sent and a copy is placed in the Outbox folder.

Downloading messages

- 1 From the *Mail* screen, click the folder that contains the message you want to download. The *Mail Messages* screen appears.
- 2 If the messages are threaded, click the magnifying glass icon to view the messages in the thread.
- 3 Click the subject of the message you want to download. The message appears in a new browser window.
- 4 Click **Download**. Your browser's file download window appears.
- 5 Follow the onscreen instructions.
- 6 Click **Close**.

Compiling and downloading messages

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

- 1 From the *Mail* screen, click the folder that contains the messages you want to compile and download. The *Mail Messages* screen appears.
- 2 Display the messages to choose from:
 - To display all messages in the folder, click **Show All**.
 - To display only unread messages, click **Show Unread**.
- 3 Select the order in which the messages will be presented:
 - To compile messages in chronological order, click **Unthreaded**.
 - To compile messages in threads, click **Threaded**.



Note Threads are created when someone replies to a message. The first message is shown with the subject above; the reply is shown underneath and is indented under the original message.

- 4 Select the messages to compile and download:
 - To select individual messages, next to the subject of each message, select

the check box.

- To select all messages in a thread, in the header row next to the magnifying glass icon, select the check box.
- To select all messages in the folder, in the table header row next to Subject, select the check box.

- 5 Click **Compile**. The compiled messages appear in a new browser window
- 6 Click **Download**. Your browser's file download window appears.
- 7 Follow the onscreen instructions.
- 8 Click **Close**.

Searching messages

You can search mail messages by:

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

When you are finished searching your messages, you can compile and download them.

To search mail messages

- 1 From the *Mail* or *Mail Messages* screen, click **Search**. The Search Mail screen appears.
- 2 Choose your search parameters:
 - From the *Search* drop-down list select one of the following:
 - » To search all messages, select **All**.
 - » To search only messages you have not read, select **Unread**.
 - From the *Folder* drop-down list, select the folder to search.
 - From the *Criteria* drop-down list, select the filter:
 - None** = no filter
 - Name** = full name of the message writer
 - User ID** = user name of the message writer

Subject = the message 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

- 3 From the Comparison drop-down list, select how the information entered in the Value text box will be compared with the filter:

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 filter, retrieves all messages before the date or number entered in the Value text box. In combination with a text filter (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 filter, retrieves all messages after the date or number entered in the Value text box. In combination with a text filter (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 filter (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 filter (Name, Subject, Message) retrieves words that end with the letter entered in the Value text box.

- 4 In the Value text box, type the words or numbers to be searched.



Note If you have selected the Date filter, type the date in the format dd,mm,yyyy. Include the commas.

- 5 Click **Search**. The *Mail Messages* screen appears listing all messages that satisfy your search requirements.