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## Introduction

The Mail tool is essential for private communication within the course. The student is able to read and send messages to fellow students and the instructors in their courses using the Mail tool.

The WebCT Mail tool is similar to email. The outgoing messages are stored in an outbox folder and the incoming messages are stored in the inbox folder. Other folders can be created for the student to organise the messages in the Mail tool.

The WebCT Mail tool is restricted to the course and only course participants can use it. The only link it has to external email is that if the administrator and designer have enabled mail forwarding, the user may forward messages in the Mail tool to their external email address.

## Folders in the Mail Tool

Folders are used in the Mail tool to organise the mail messages. You may add folders, rename folders and delete folders in the Mail tool.

### *Adding a Folder*

1. Click on the **Mail** link in the Course Tools menu. The **Mail** screen displays as seen in figure 5-1.

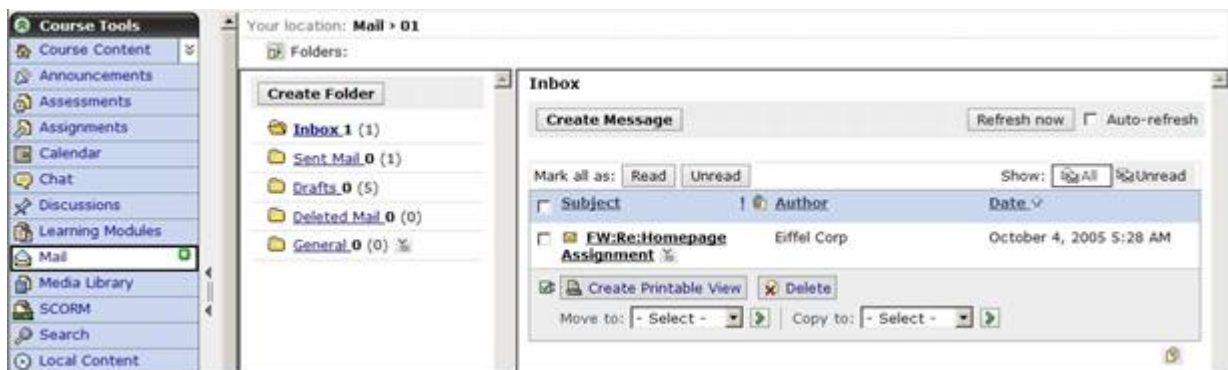


Figure 5-1

In the left hand frame of the Mail screen are the mail folders and in the right hand frame is the currently selected folder. In figure 5-1 you will see the Inbox is selected and the messages contained in the Inbox is display in the right hand frame.

2. Click on the **Create Folder** button. The **Create Folder** window opens as seen in figure 5-2.



Figure 5-2



3. Type in the folder name in the **Folder Name** text box.
4. Click on the **Create** button. The **Mail** screen refreshes and the new folder is added in the left hand frame. See figure 5-3.

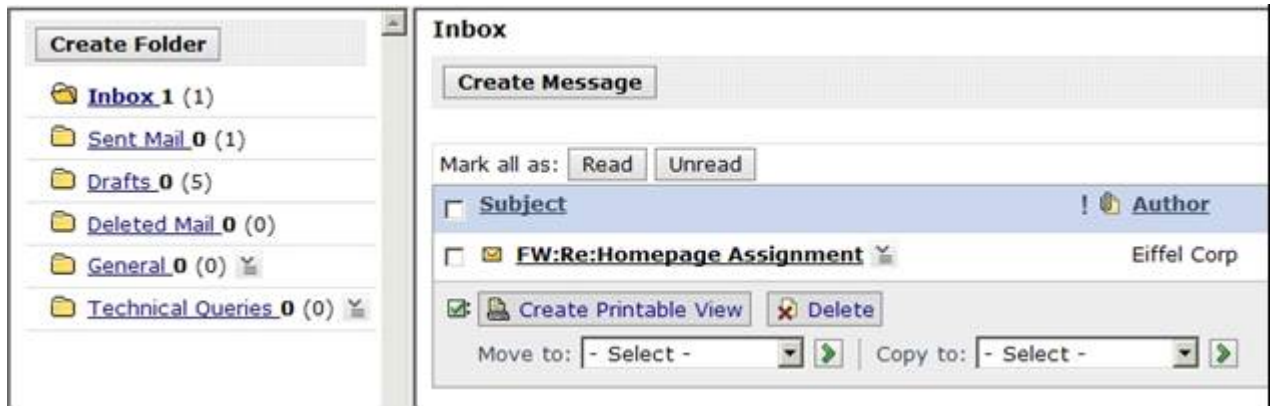


Figure 5-3

In Figure 5-3 the new folder that was added is called **Technical Queries**.

### *Renaming a Folder*

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail Tool** screen displays.
2. Click on the action link to the right of the folder name you want to rename. A drop-down menu appears as seen in figure 5-4.

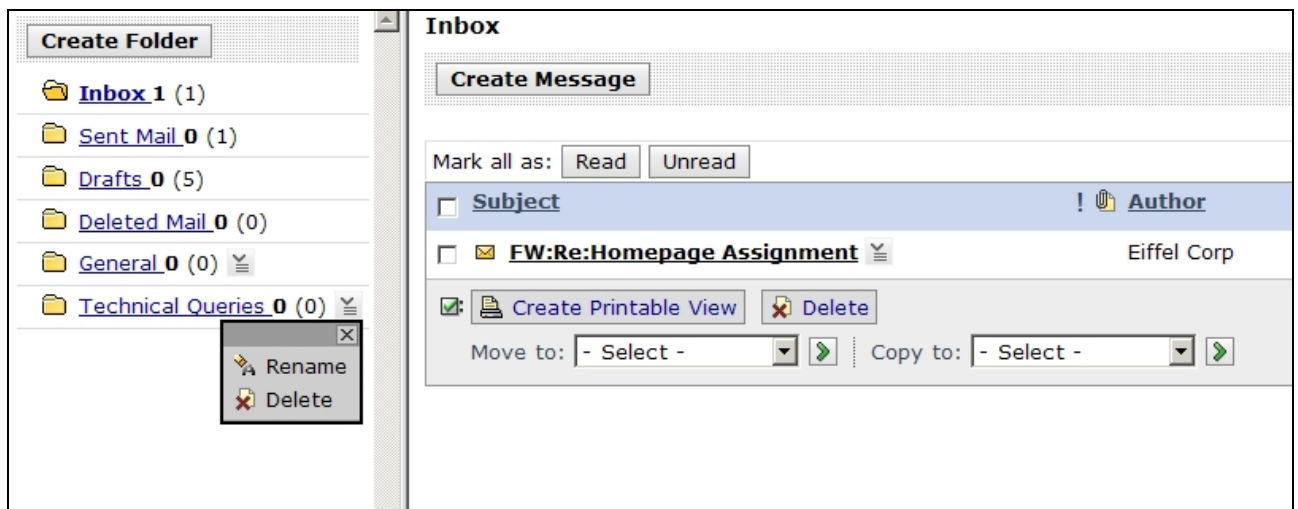


Figure 5-4

3. Select the **Rename** option from the drop-down menu. The **Rename Folder** window opens as seen in figure 5-5 on the following page.



Figure 5-5

4. Type in the new folder name in the **Folder Name** text box.
5. Click on the **Rename** button. The **Mail** screen refreshes and the folder name is updated.

### *Deleting a Folder*

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail** screen displays.
2. Click on the action link to the right of the folder name. A drop-down menu appears.
3. Select the **Delete** option from the drop-down menu. A warning window appears as seen in figure 5-6. The warning message states: **Are you sure you want to delete this folder? Any messages will be moved to the "Deleted Mail" folder.**

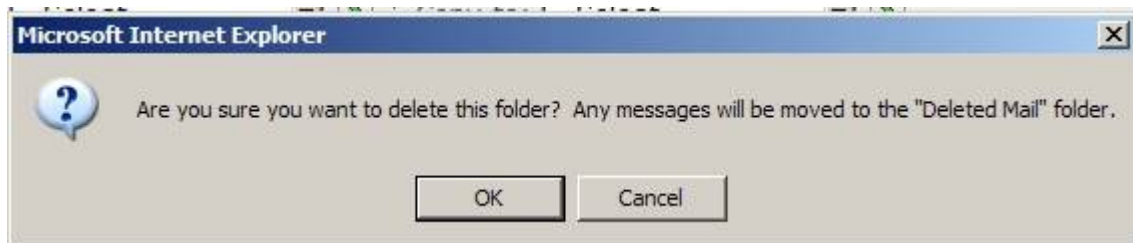


Figure 5-6

4. Click on the **OK** button. The screen refreshes and the folder is deleted.

## Messages in the Mail Tool

You may read and respond to messages in the Mail tool.

### *Reading Mail Messages*

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail** screen displays.
2. Click on the **Inbox** folder. The messages in the Inbox folder load in the right hand frame of the screen. The Mail tool default is to open the Inbox folder. If the Inbox displays automatically ignore this step.



3. Click on the subject of the message that you would like to read from the **Inbox** folder frame. See figure 5-7. The **Message** window opens as seen in figure 5-8.

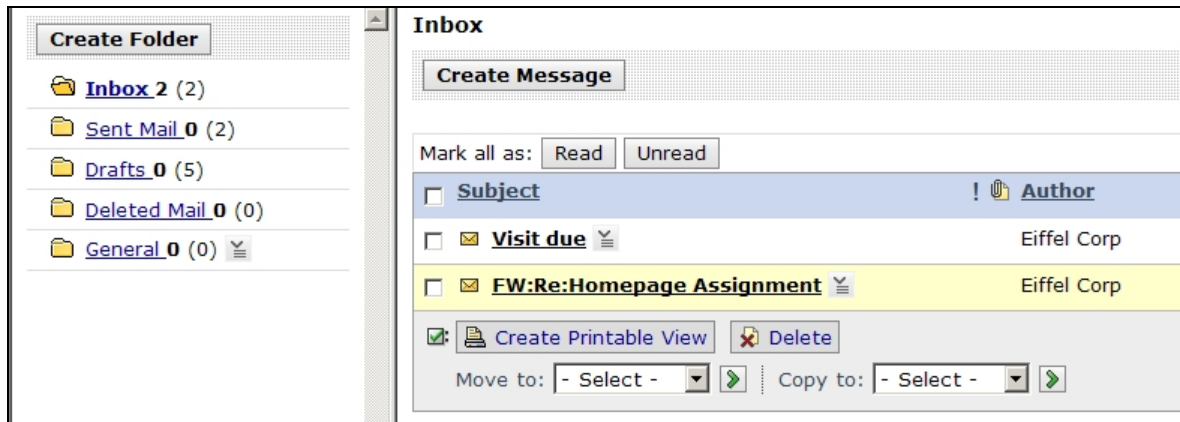


Figure 5-7

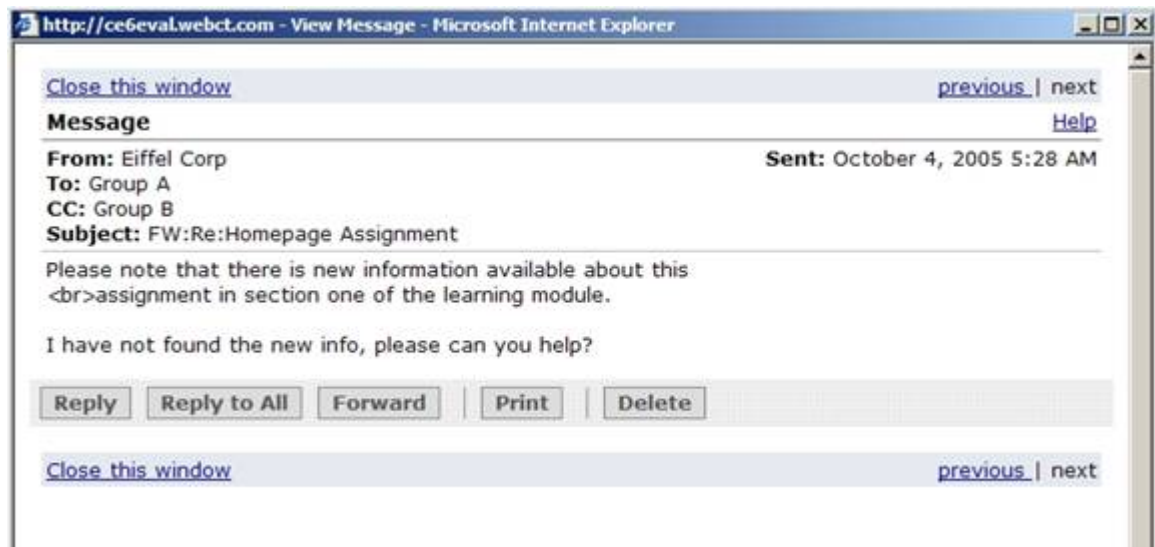


Figure 5-8

The **Message** window displays the message and once you have read it you have a few different options. You may reply to the message, print the message, delete the message, forward the message or close the message.

4. Click on the **Close this window** link to close the **Message** window.

### ***Responding to a Message: Reply/Reply to All /Forward***

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail** screen displays.
2. Click on the folder name in the left hand frame to access the messages in that folder. The messages in the folder open in the right hand frame.
3. Click on the subject of the message you would like to access. The **Message** window opens. See figure 5-9 on the following page.

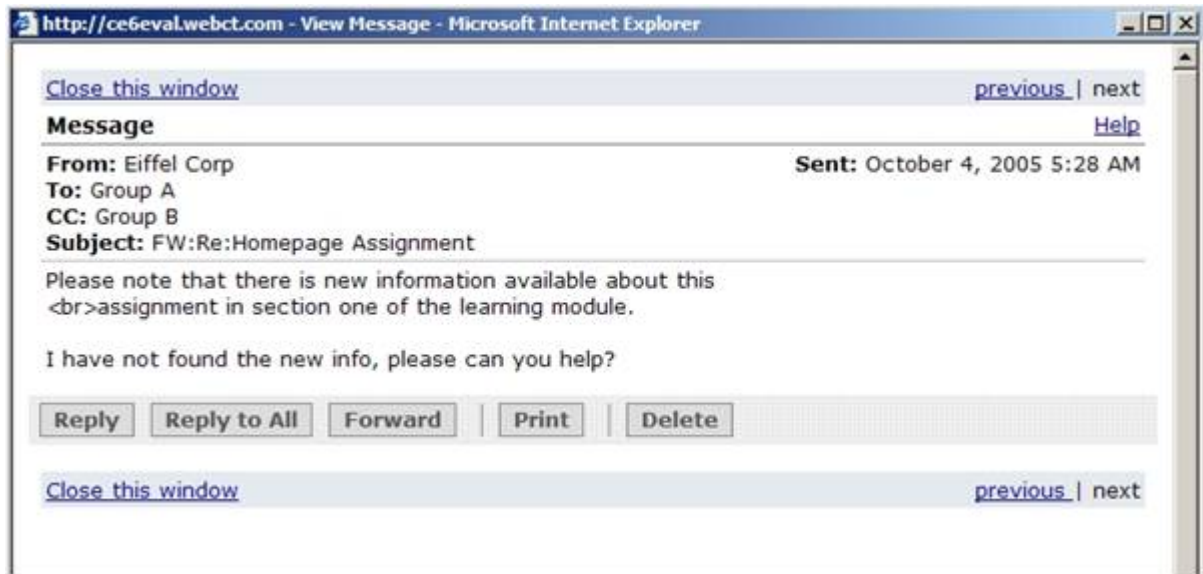


Figure 5-9

In the **Message** window, you have the option of replying to the message or replying to all.

- If you select **Reply**, you will be replying to the person that sent you this mail message.
- If you select **Reply to All** you will be replying to everybody that was carbon copied or blind carbon copied in this message as well as the original sender of the message.
- If you select **Forward** you will be forwarding the information in the message.

4. Click on the **Reply** button. The **Create Message** screen displays. See figure 5-10 on the following page.

Or

5. Click on the **Reply to All** button. The **Create Message** screen displays. See figure 5-10 on the following page.

Or

6. Click on the **Forward** button. The **Create Message** screen displays. See figure 5-10 on the following page.



**Create Message** [Help](#)

**\*To:** Corp, Eiffel <eiffel\_01> ; Group A

**CC:** Group B

**BCC:**

**\*Subject:** RE: FW:Re:Homepage Assignment

**\*Message:** HTML Creator:  On /  Off  High priority

```
<br>
<br>
| <b>From</b>: Eiffel Corp<br>
| <b>Subject</b>: FW:Re:Homepage Assignment<br>
| <b>Date Sent</b>: October 4, 2005<br>
| <b>To</b>: Group A<br>
| <b>CC</b>: Group B<br>
| <br>
| <br>
| Please note that there is new information available about this <br>
| <br>&lt;br>assignment in section one of the learning <br>
| module.<br><br>I have not found the new info, please can you help?
```

Use HTML | Insert equation:

**Attachments:**

\* Required field

Figure 5-10

Note: You may browse for other recipients you want to send this message to if required. To do this refer to the **Create Message** section on page 5-8 to 5-9.

7. Edit the subject of your message in the **Subject** text box if required.
8. Type in your message in the **Message** text box. The original message is brought into the message text box. You may choose to either delete it or type beneath the existing message.
9. Click on the **Send** button. The **Mail** screen refreshes and a success message is displayed at the top of the screen as seen in figure 5-11 on the following page.

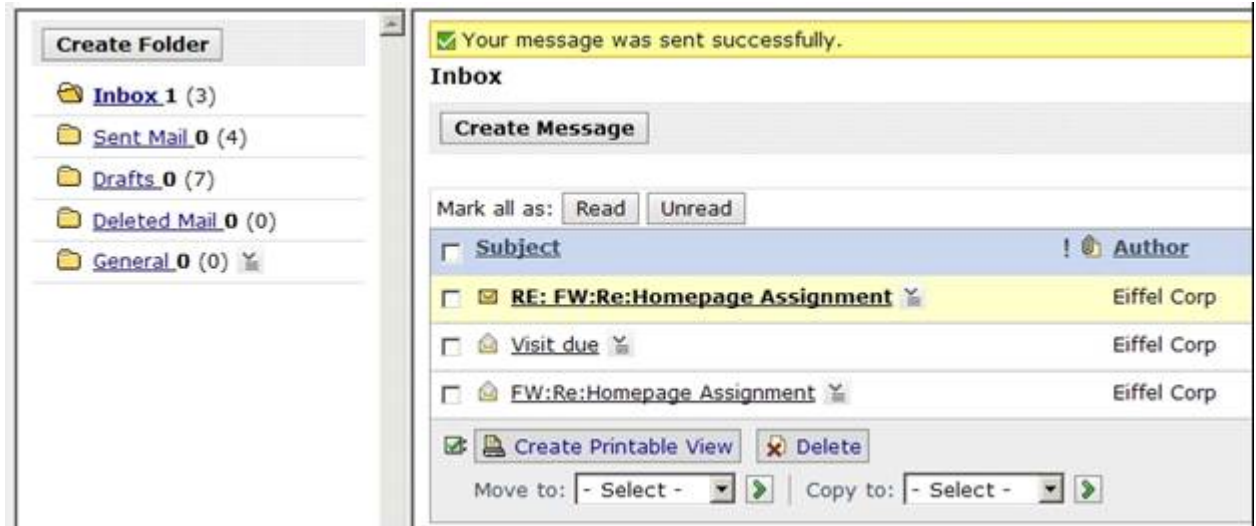


Figure 5-11

## *Creating a Mail Message*

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail** screen displays.
2. Click on the **Create Message** button. The **Create Message** window displays as seen in figure 5-10 on the previous page.
3. Click on the **Browse for Recipients** button. The **Select Message Recipients** window displays as seen in figure 5-12 on the following page.

In the **Select Message Recipients** window you select whether you want to send this message to a particular role, an individual or a group.

- **To:** the message will be sent to that particular role, individual or a group.
- **CC:** the message will be carbon copied to that role, group or individual.
- **BCC:** the message will be blind carbon copied to that role, group or individual.

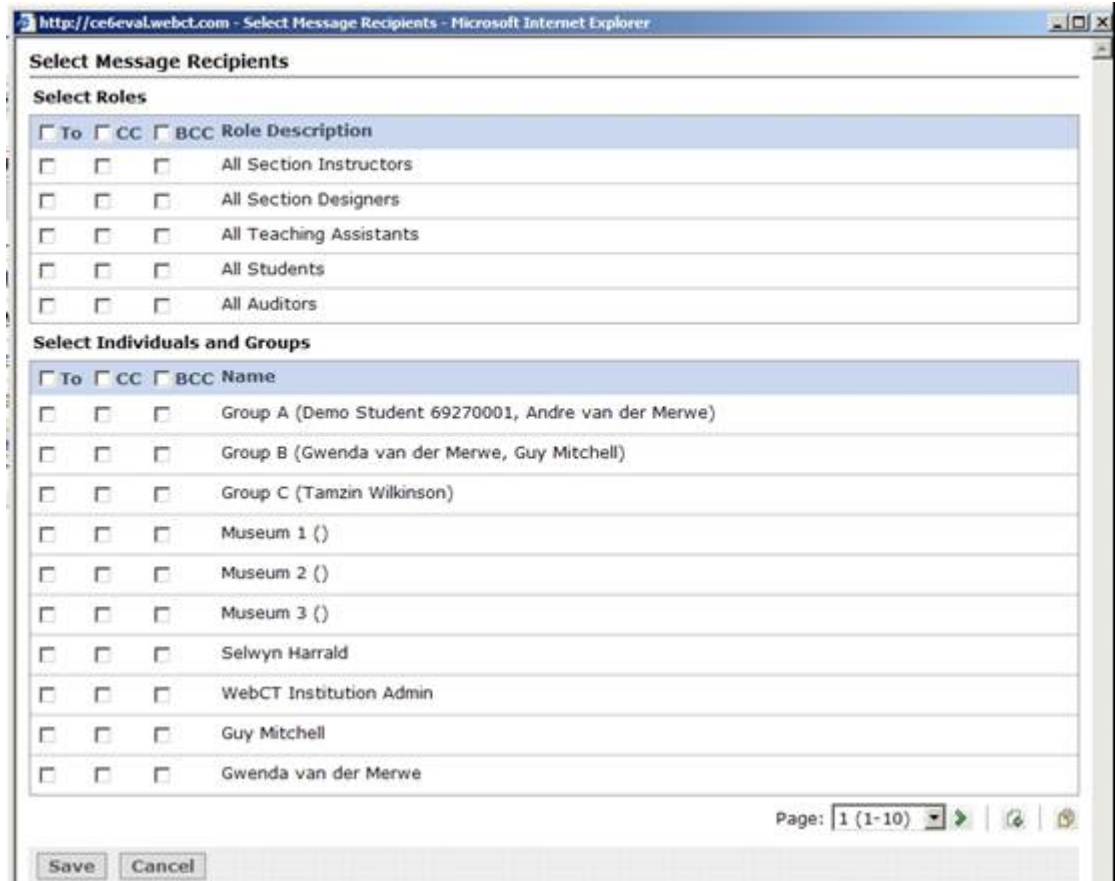


Figure 5-12

4. Select the recipient of the message by clicking on the **To**, **CC** or **BCC** check boxes to the left of that role, group or individual.
5. Click on the **Save** button. The **Create Message** window refreshes adding the relevant recipients to the **To**, **CC** or **BCC** text boxes respectively. In figure 5-13 on the following page, this message will be sent to Selwyn Harrald.
6. Type the subject of the message in the **Subject** text box.
7. Type in the message in the **Message** text box.

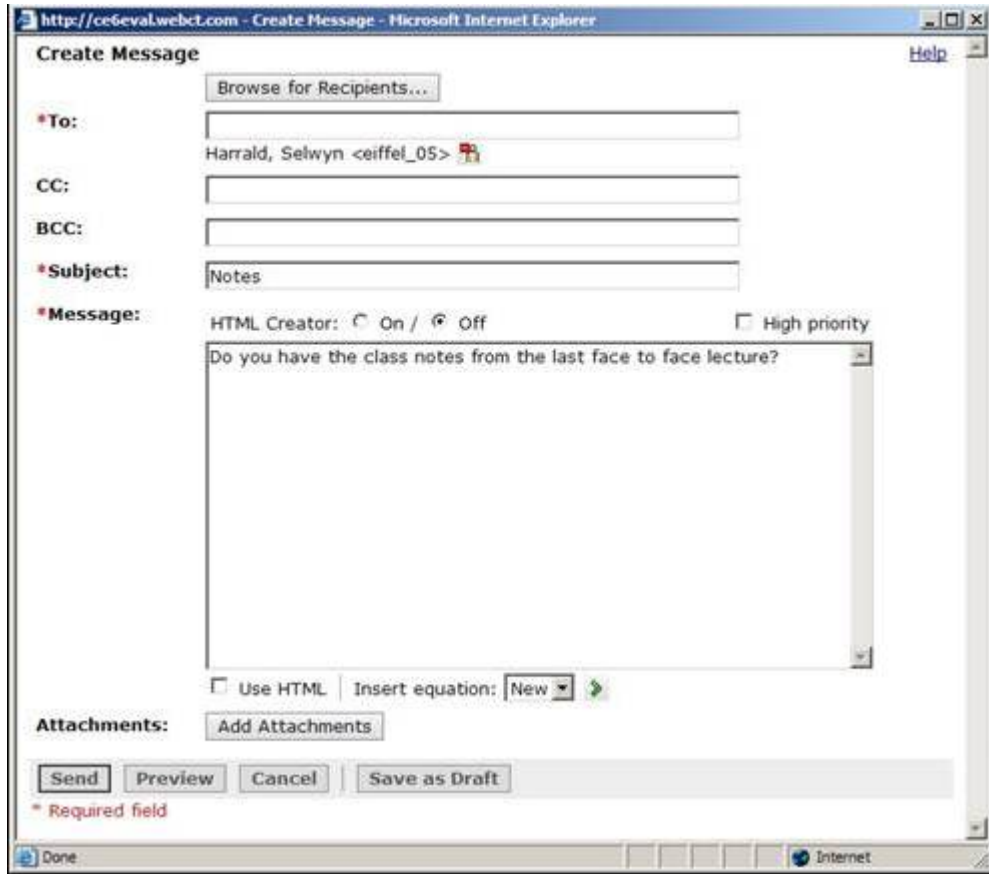


Figure 5-13

Note: You may use the HTML Creator to type in your message. To use the HTML Creator refer to Chapter 8: HTML Creator.

8. Click on the **Add Attachments** button to add an attachment to the message. The **Get Files** window opens as seen in figure 5-14.



Figure 5-14

9. Click on **My Computer** icon to access files from your computer. The **Open** window displays showing the files on your computer. See figure 5-15 on the following page.

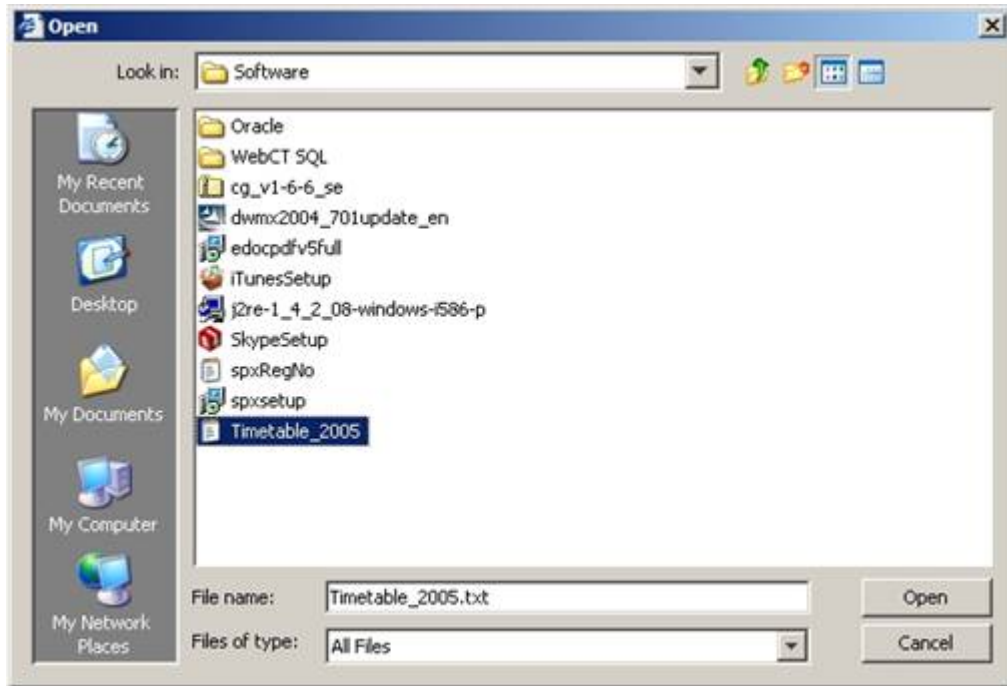


Figure 5-15

10. Navigate to the location on your computer where the file you require is stored.
11. Click on the file that you would like to add to the message. The file name is highlighted. See figure 5-15.
12. Click on the **Open** button. The **My Computer Applet** computer screen appears in the top left hand corner of the screen displaying the progress of the file upload as seen in figure 5-16.

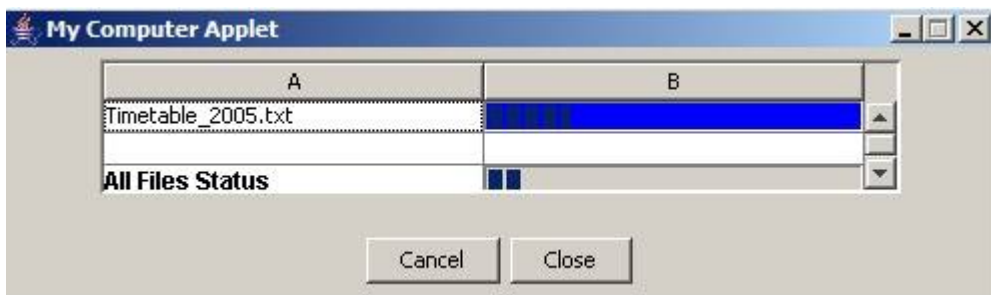



Figure 5-16

The **Create Message** window refreshes showing the attachment added to the message.

Note: If you have added an incorrect attachment, click on the icon to the right of the attachment (the paper and red arrow ) and the attachment will be deleted. You may then click on the add attachment button again to find the correct attachment.

13. Click on the **Preview** button to view your message. See figure 5-17 on the following page.

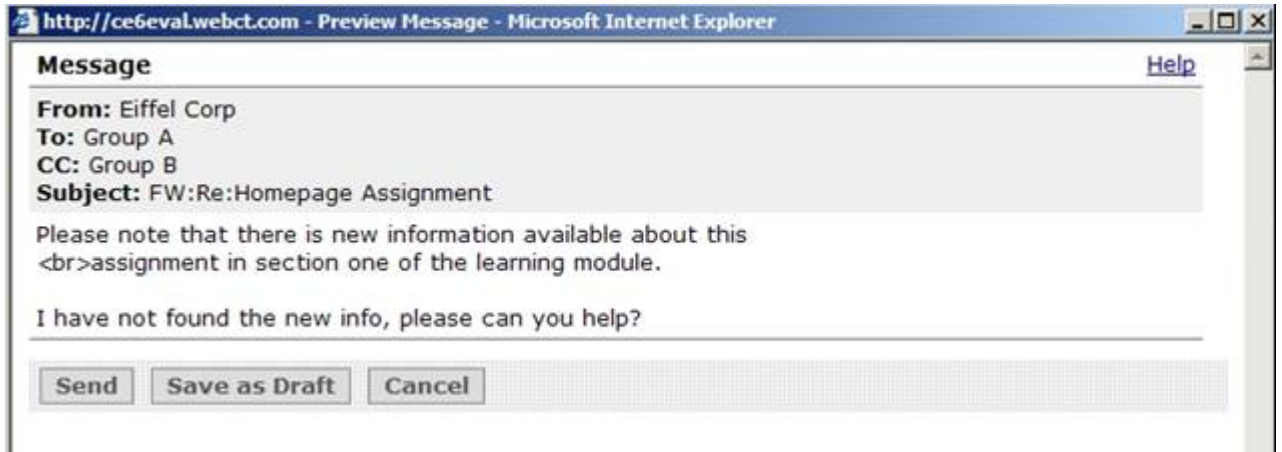


Figure 5-17

14. Click on the **Send** button. The **Mail** screen refreshes with a success message displaying at the top of the screen. See figure 5-18.

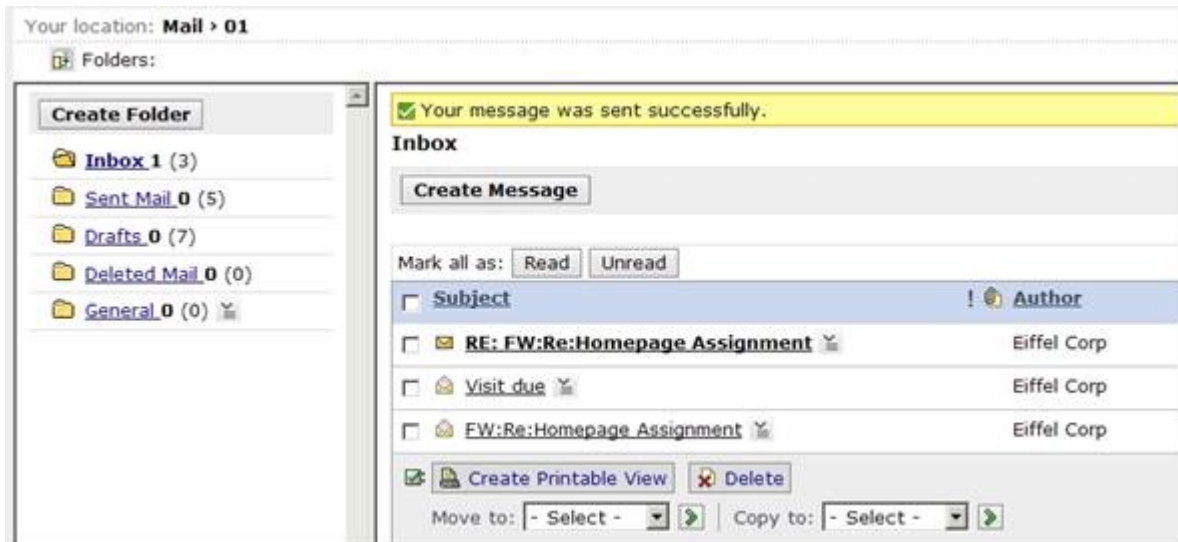


Figure 5-18

Note: If you require to spell-check your message you will need to access the HTML Creator. Refer to the HTML Creator on page 8-27 to see how to use the spelling check facility.

### ***Creating a Mail Message and Saving it as a Draft***

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail** screen displays.
2. Click on the **Create Message** button. The **Create Message** window opens.
3. Click on the **Browse for Recipients** button. The **Select Message Recipients** window displays as seen in figure 5-12 on page 5-9.
4. Select the role, individual or group by clicking on the **To**, **CC** or **BCC** check box to the left of that role, group or individual.



5. Click on the **Save** button. The **Create Message** screen refreshes with the relevant roles added to the **To**, **CC** and **BCC** check boxes.
6. Type in the subject message into the **Subject** text box.
7. Type in your message in the **Message** text box.
8. Click on the **Save as Draft** button to save this message as a draft and access it later. The **Mail** screen refreshes and the message is saved as a draft for you to access at a later stage, edit and send.

Note: This message will be saved in the drafts folder in the Mail tool.

### ***Accessing a Draft Message and Sending it***

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail** screen displays.
2. Click on the **Drafts** folder. The **Drafts** messages display in the right hand frame as seen in figure 5-19.

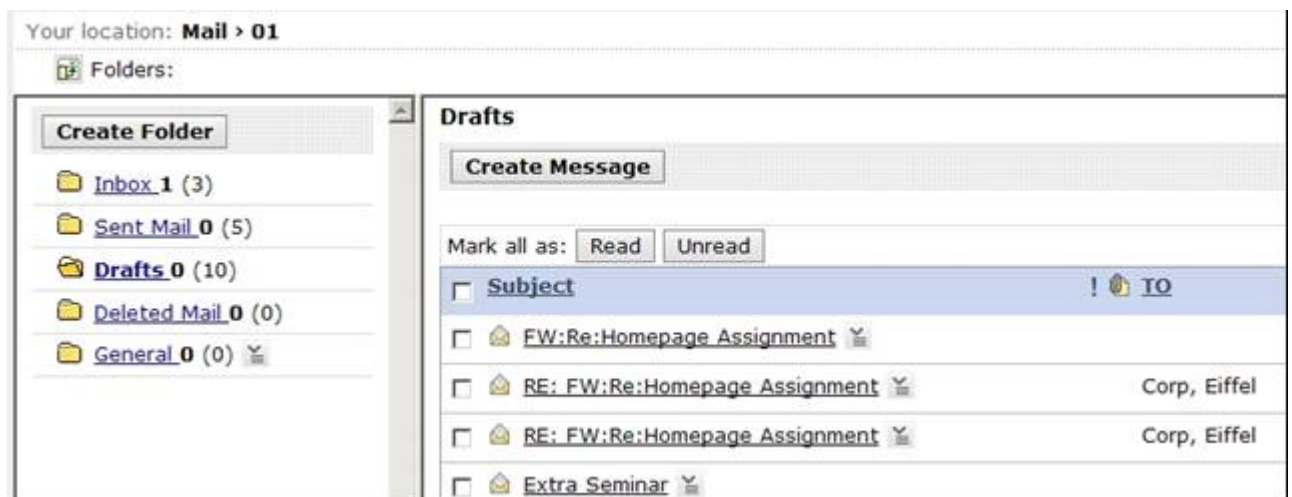


Figure 5-19

3. Click on the message you would like to access from the drafts folder. The message opens in the **Create Message** window as seen in figure 5-20 on the following page.

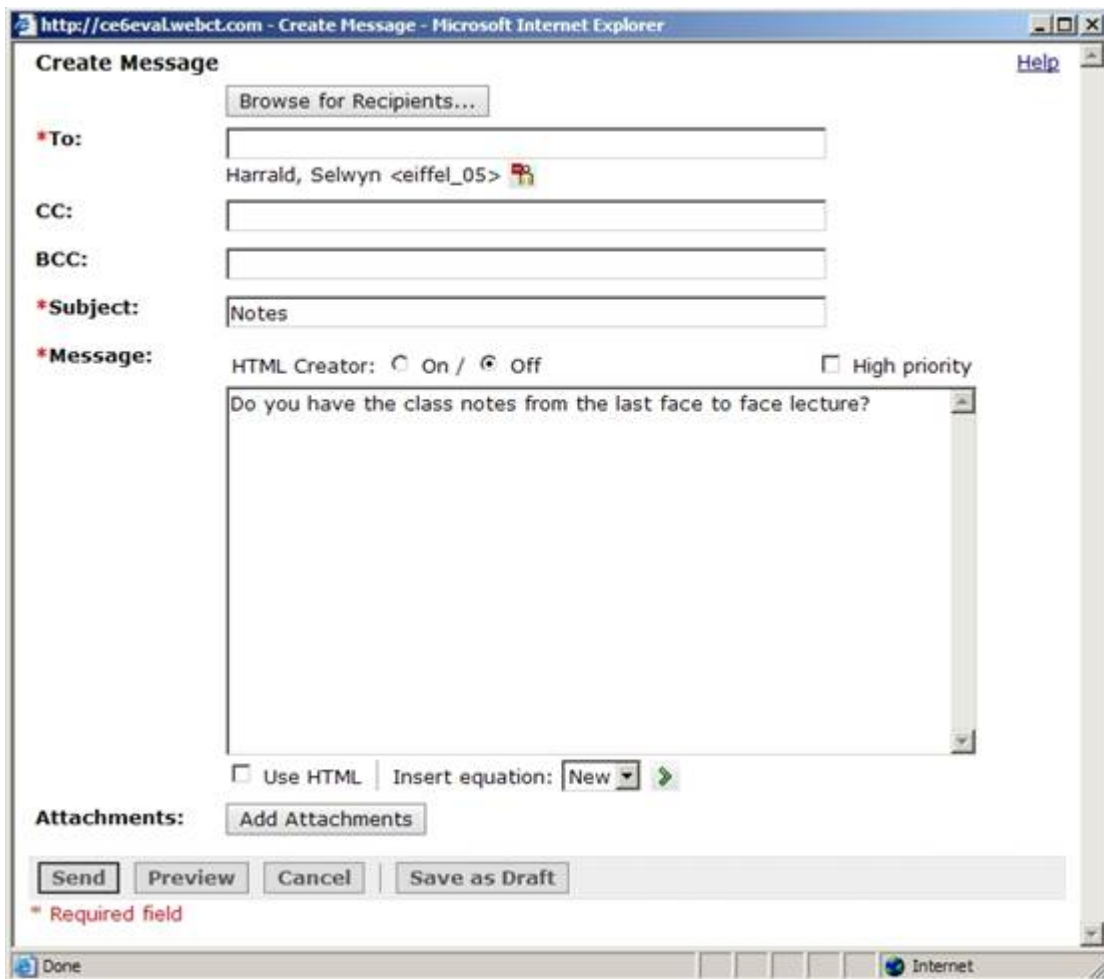


Figure 5-20

4. Edit the message by either changing the recipients, the subject, adding to the message or adding attachments.
5. Click on the **Send** button. The **Mail** screen refreshes and the Inbox folder displays with a message at the top of the screen stating that the message was sent successfully. See figure 5-21.

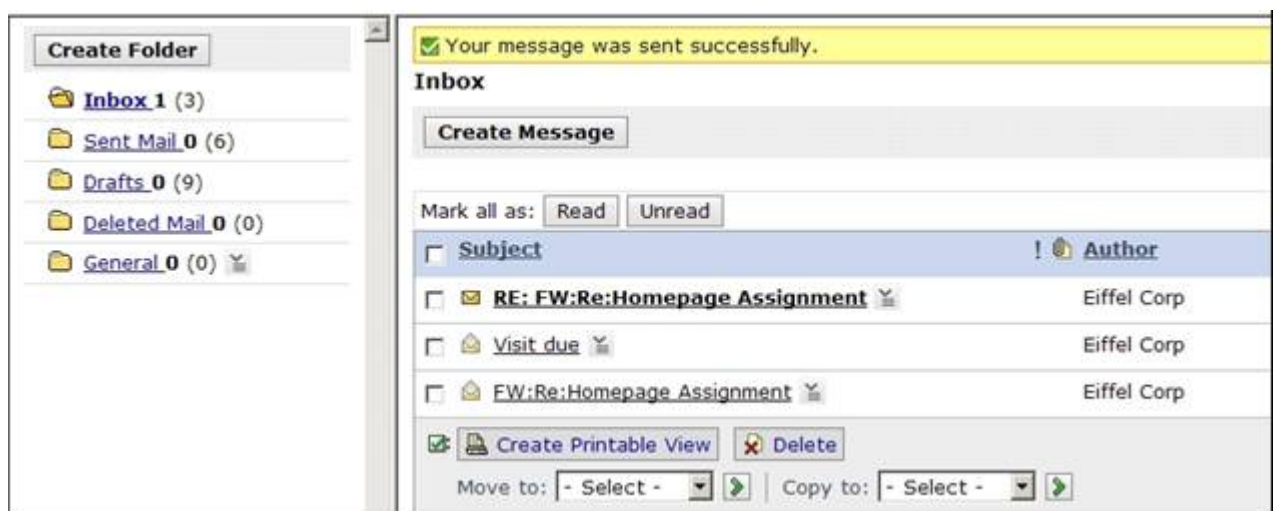


Figure 5-21



## Message Options

Message options include deleting messages, printing messages, moving or copying messages from one folder to another, marking messages as read or unread, setting the number of threads per page and the all messages or unread messages view.

### Deleting a Message

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail** screen displays.
2. Click on the folder name that you would like to access. The **Mail** screen refreshes and the messages in the folder display in the right frame.
3. Select the check box to the left of the message that you would like to delete. In figure 5-22 the first message is selected.

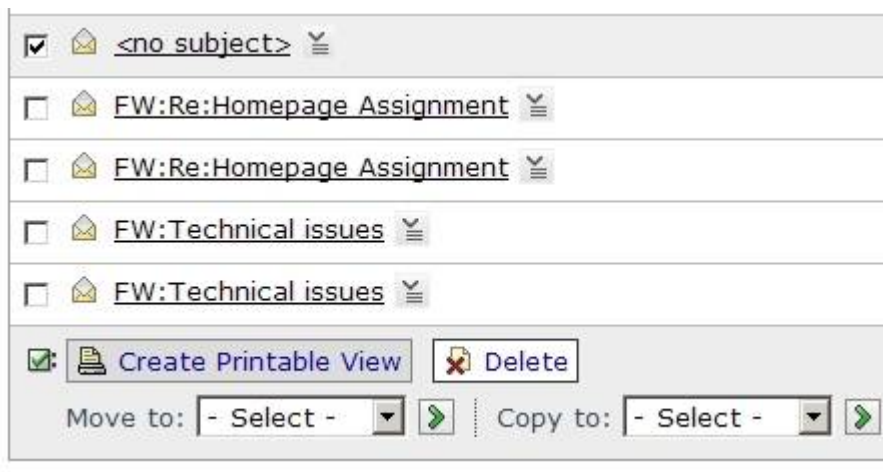


Figure 5-22

4. Click on the **Delete** button. The **Mail** screen refreshes and displays the inbox folder after deleting the message.

### Printing a Message

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail** screen displays.
2. Click on the folder name that you would like to access. The **Mail** screen refreshes and the messages in the folder display in the right frame.
3. Click on the message that you would like to print. The **Message** window opens displaying the message. See figure 5-23 on the following page.

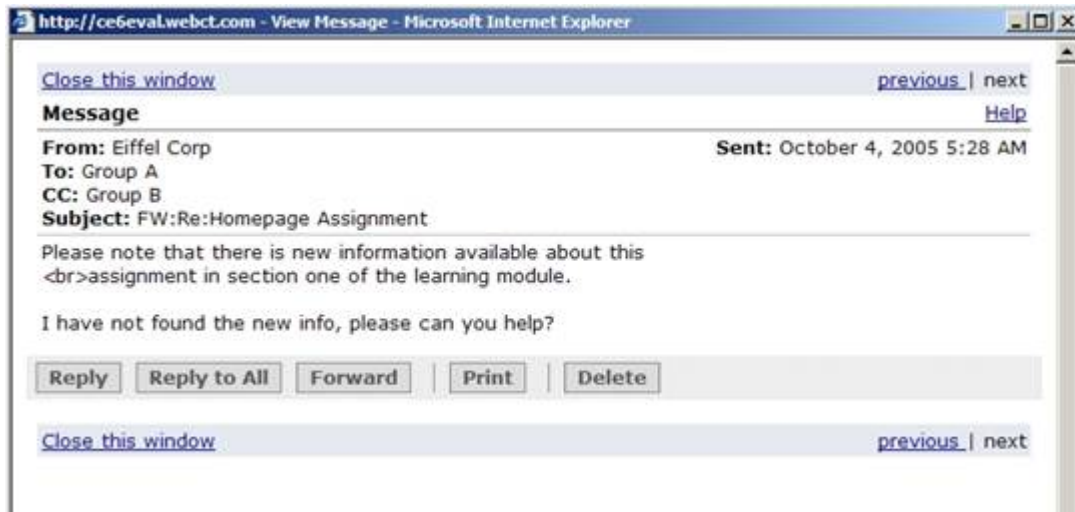


Figure 5-23

4. Click on the **Print** button. The **Print** window opens. Follow the usual prompts to print from your computer. The message is printed.

## Moving a Message to a Different Folder

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail** screen displays.
2. Click on the folder name that you would like to access. The **Mail** screen refreshes and the messages in the folder display in the right frame.
3. Select the message you would like to move by clicking on the check box to the left of the message subject. In Figure 5-24 the second message titled "visit due" is selected.
4. Select the **Move to** drop-down menu as seen in figure 5-24.

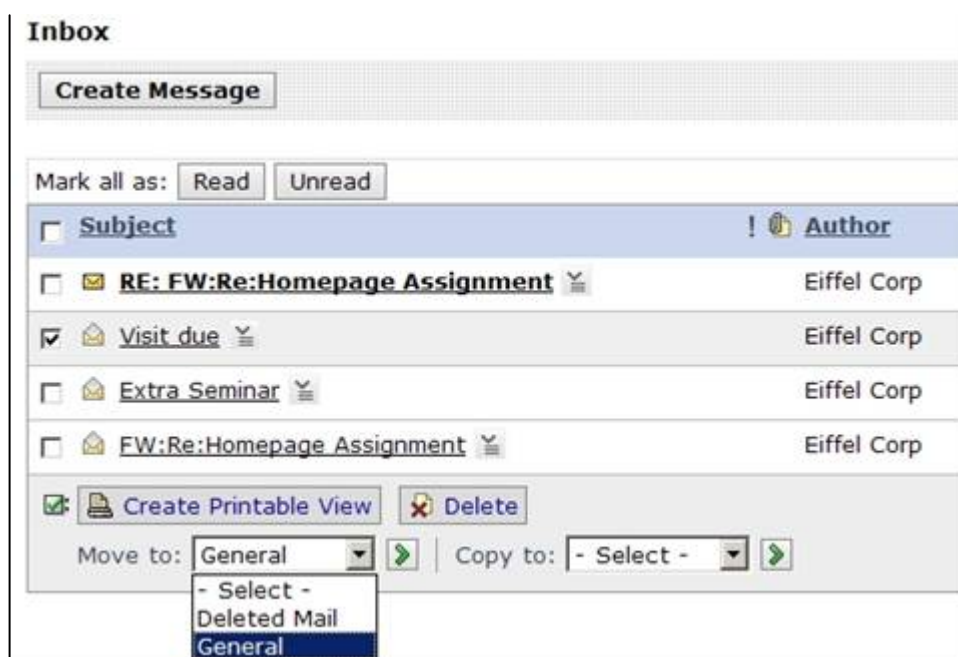


Figure 5-24



5. Select the folder that you would like to move the message to from the **Move to** drop-down menu.
6. Click on the green arrow button to the right of the **Move to** drop-down menu. The screen refreshes after moving the selected message and the inbox folder displays.

## Copying a Message to a Different Folder

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail** screen displays.
2. Click on the folder name that you would like to access. The **Mail** screen refreshes and the messages in the folder display in the right frame.
3. Select the check box to the left of the message that you would like to copy. A tick appears in the check box.
4. Click on the **Copy to** drop-down menu. See figure 5-25.

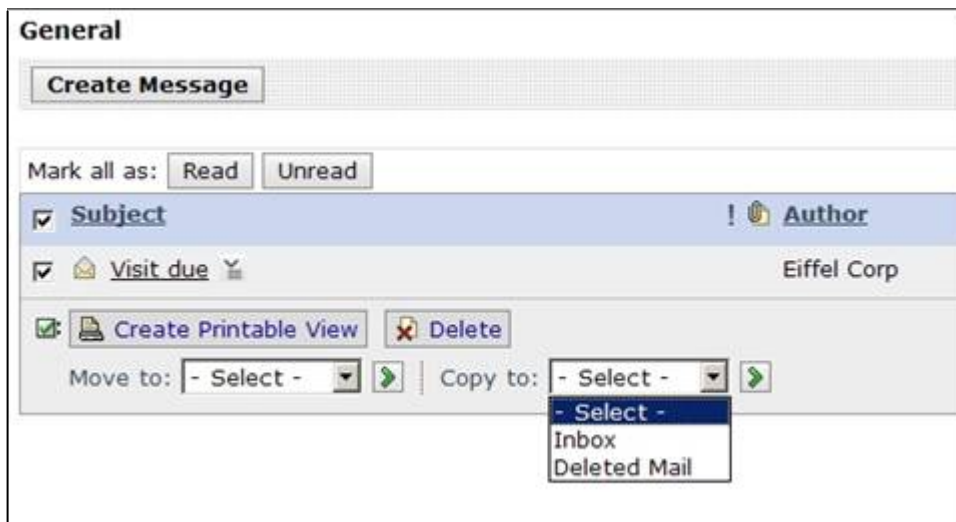


Figure 5-25

5. Select the folder (you would like to copy the message to) from the **Copy to** drop-down menu.
6. Click on the green arrow button to the right of the **Copy to** drop-down menu. The **Mail** screen refreshes and the inbox folder displays after the copying the message.

## Setting the Number of Messages per Page

You may edit the amount of threads that display on a page in Mail.

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail** screen displays as seen in figure 5-26 on the following page.

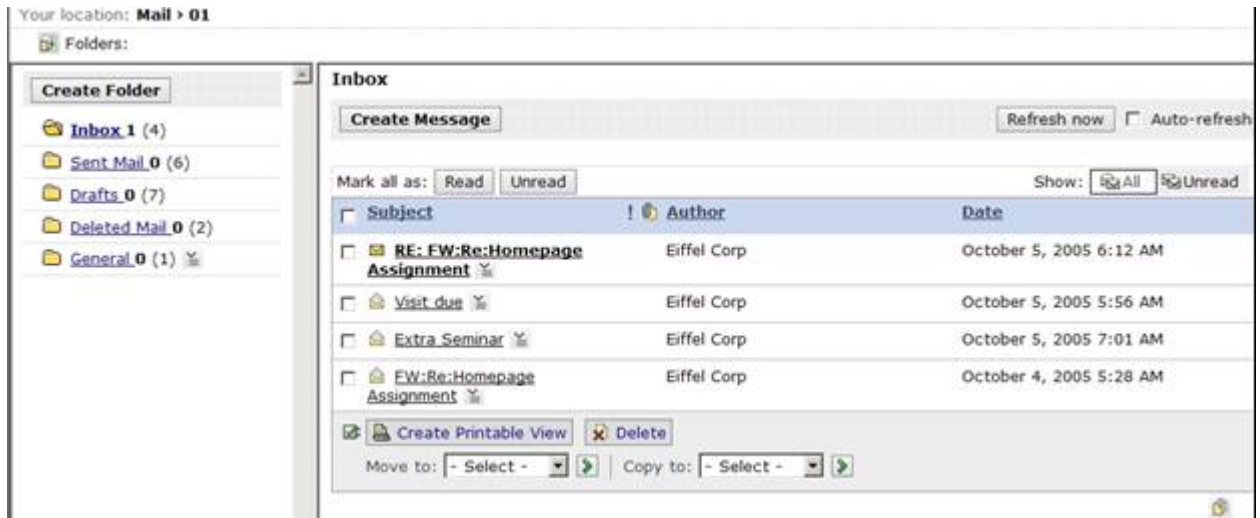



Figure 5-26

2. Click on the page size icon in the right hand bottom corner. . The **Edit Paging** screen displays as seen in figure 5-27.

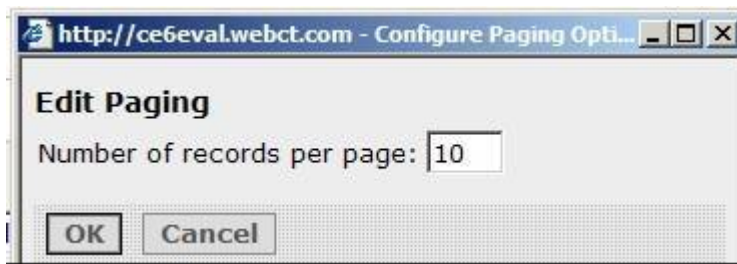


Figure 5-27

3. Type in the number of messages you would like to display per page in the **Number of records per page** text box.
4. Click on the **OK** button. The screen refreshes changing the setting.

If there are more messages in the folder than can be displayed on one page, WebCT will create a navigation option in the bottom right hand corner of the folder screen. This enables you to navigate to the other pages which contain messages in the folder. See figure 5-28.

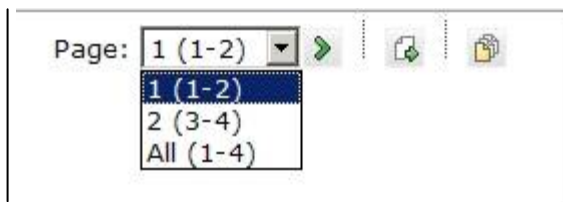



Figure 5-28

This menu enables you to navigate to the next page  containing messages in the folder or you can use a drop-down menu seen in figure 5-28 to go to a specific page.



## Creating a Printable View

You can create a printable view of messages in Mail and then either save the messages as a file on your computer or print the messages.

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail** screen displays.
2. Click on the folder name that you would like to access. The **Mail** screen refreshes and the messages in the folder display in the right frame.
3. Select the messages that you would like to create a printable view of by clicking on the check box to the left of the subject of the message. A tick appears in the check box.
4. Click on the **Create Printable View** button as seen in figure 5-29.



Figure 5-29

5. Click on the **Create Printable View** button. The **Compiled Messages** screen displays as seen in figure 5-30 on the following page.

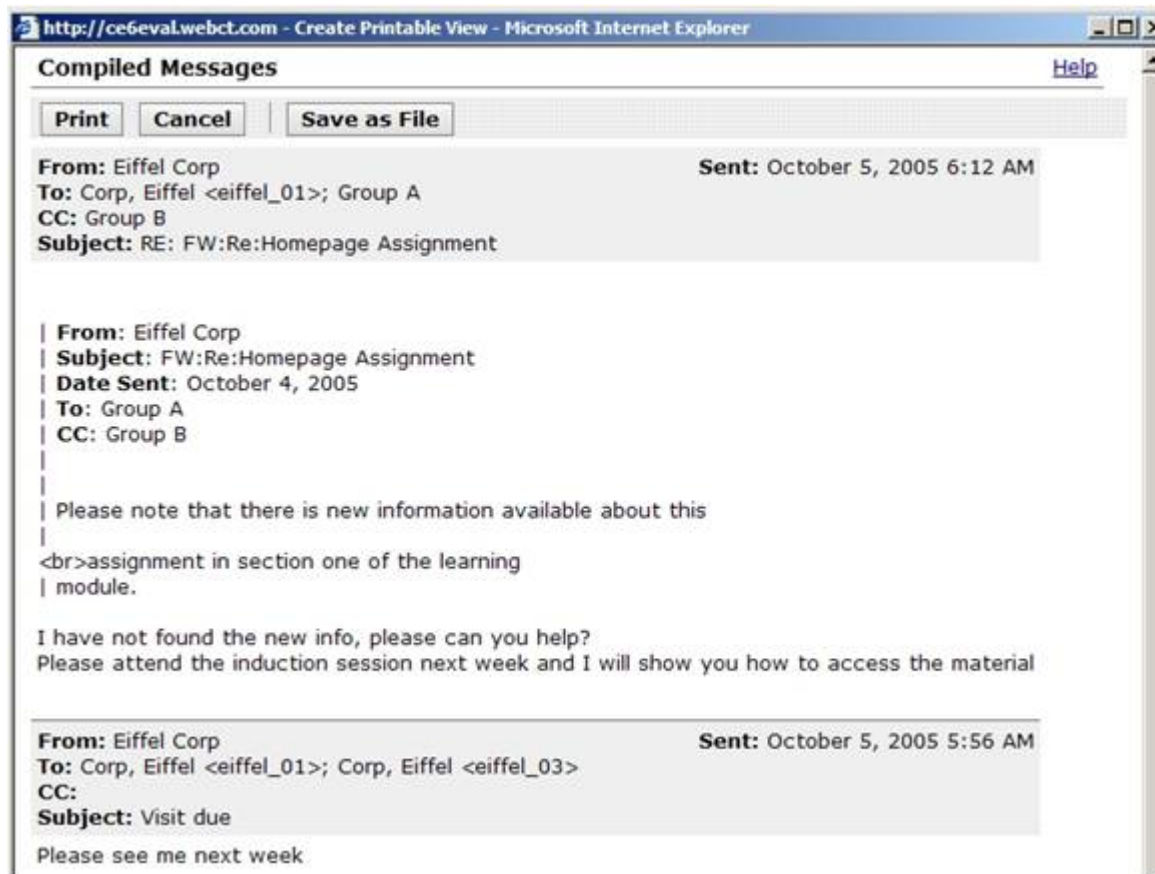


Figure 5-30

Note: You may print this compiled message screen by accessing the **Print** button and following the usual prompts to print documents from your computer.

6. Click as **Save as File** button. The **Save** window appears.
7. Navigate to the location on your computer where you would like to save the file.
8. Click on **Save** button. The file is saved on your computer. You may access these messages and read them while you are offline.

## Refresh Now or Auto Refresh

In Mail you have the option of refreshing the Mail tool automatically. Alternatively you may choose to click on the refresh now button whenever you want the Mail tool to refresh.

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail** screen displays as seen in figure 5-31 on the following page.

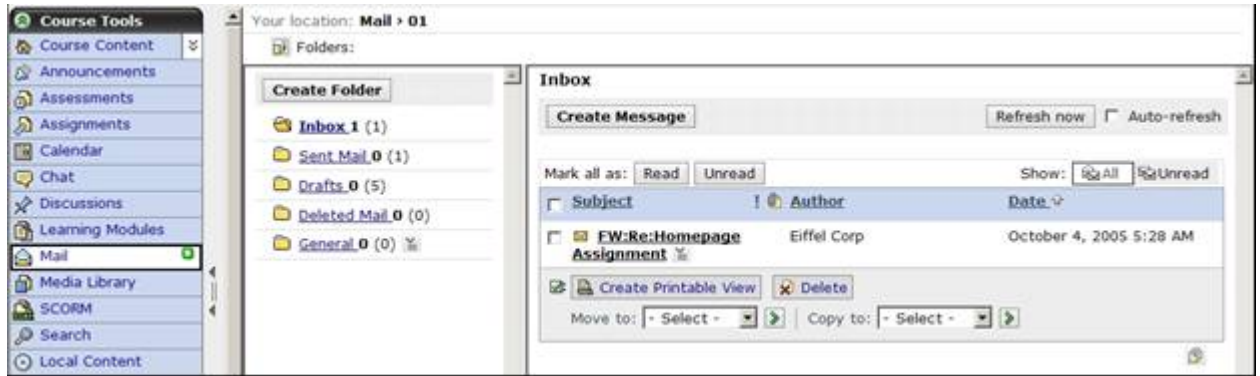


Figure 5-31

2. Click on the **Refresh now** button to manually refresh Mail. The window refreshes and if any new messages have been sent to you, they will display in the inbox.
3. Select the check box to the left of the **Auto-refresh** to automatically refresh the Mail. The window refreshes and auto-refresh will refresh your screen every minute automatically.

## Mark All as Read or Unread

When accessing a folder you may select to view all messages or unread messages only.

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail tool** screen displays.
2. Click on the **Unread** button. The Mail screen refreshes. Notice that only the new or unread messages display as seen in figure 5-32.

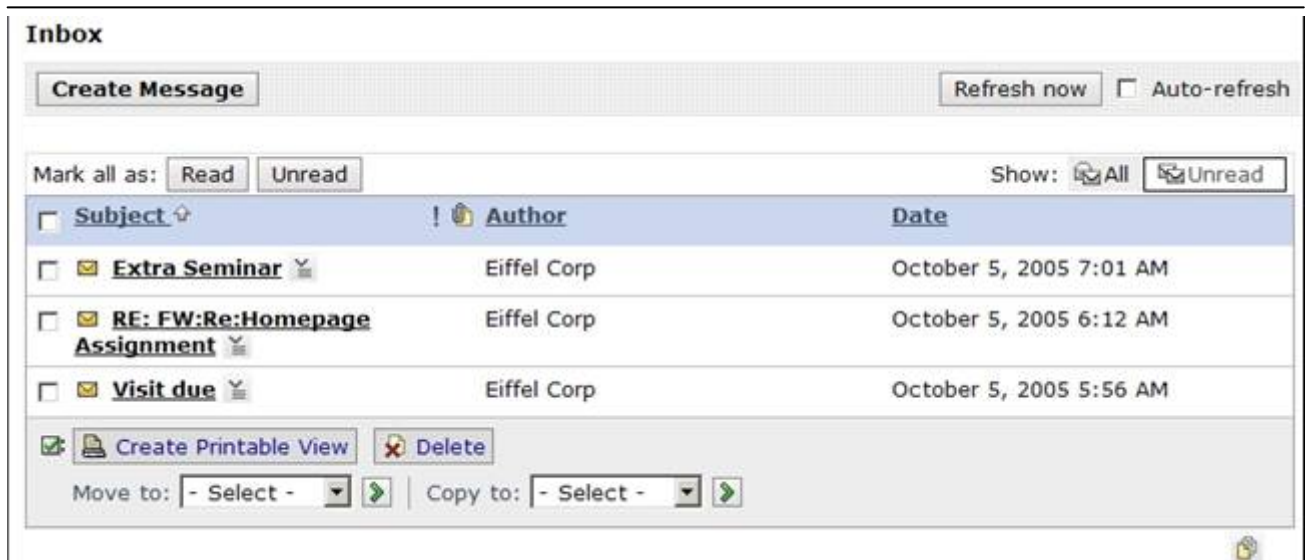


Figure 5-32

3. Click on the **All** button to refresh the screen and show all messages (both read and unread). See figure 5-33 on the following page.

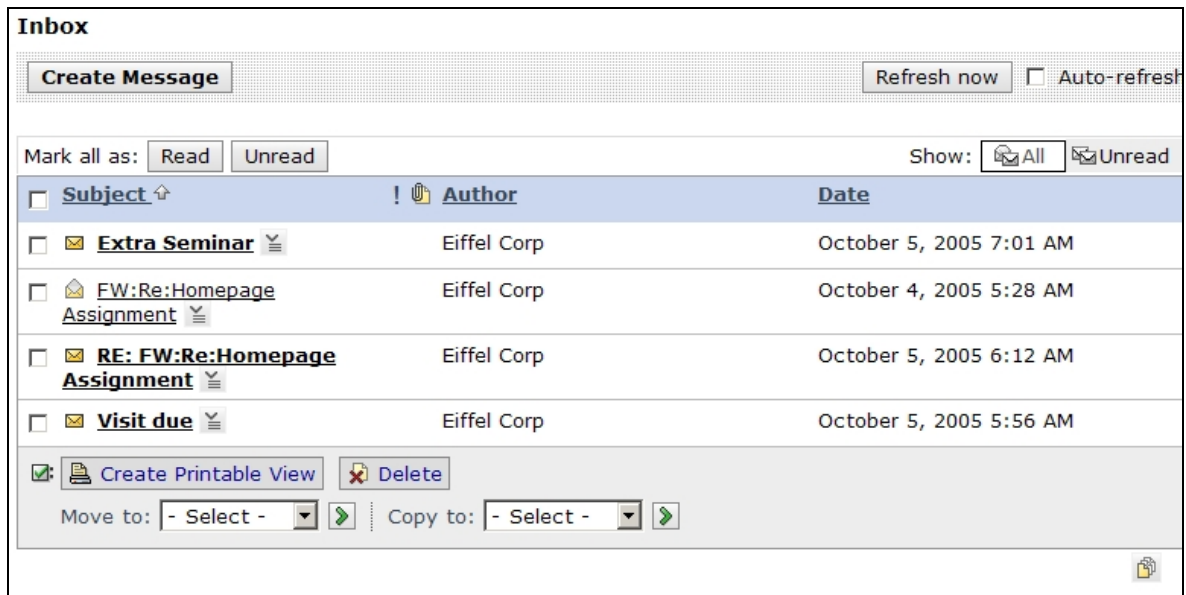


Figure 5-33

Note: It may be useful to access all your unread messages and create a printable view the messages. If you save the file onto your computer, you can read all your new messages while you are offline.

## Marking All Messages as Read

A message is marked as read in Mail once you have accessed it and opened the message and read it. A read message in Mail will display as seen in figure 5-34 with an open envelope icon.



Figure 5-34

You may mark all your messages in a particular folder as read.

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail** screen displays.
2. Click on the Mark all as: **Read** button just above the messages as seen in figure 5-33. The screen refreshes and all the messages are marked as read.

## Mark All Messages as Unread

Messages that are unread display in Mail as seen in figure 5-35.

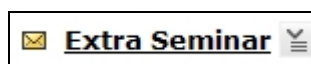


Figure 5-35

Note that the message is in bold and it has a closed envelope icon to the left of it. You may mark all your messages as unread in a particular folder.

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail** screen displays.



2. Click on the Mark all as: **Unread** button. The screen refreshes and all the messages are marked as unread.

## Forwarding messages to an external email address

You may forward the mail messages to an external email account if the administrator has allowed the option. The messages you receive in Mail will appear in your inbox folder in Mail as well as in your external email account. You will still have to access the Mail tool to reply to the messages and will not be able to reply to them from your external email account.

1. Click on the **Mail** link in the left hand Course Tools menu. The **Mail** screen displays.
2. Click on the folder name that you would like to access. The **Mail** screen refreshes and the messages in the folder display in the right frame.
3. Click on the subject of the message that you want to access. The **Message** window opens.
4. Click on the mail forwarding icon. The **Mail Forwarding** window appears.
5. Type in the email address that you want to forward your mail to in the **External email address** text box.
6. Click on the **Save** button. The **Message** screen displays.

For more information on the Mail Forwarding option refer to the WebCT built-in help.

## Global Mail: My WebCT

You may access a global view of all Mail tools in all courses you are registered in from the My WebCT area. This enables you to move between the Mail tools in the different courses from one central area or screen.

1. From the **My WebCT** screen click on the mail icon towards the top right hand corner of the screen as seen in figure 5-36. The **Mail** screen displays as seen in figure 5-37 on the following page.



Figure 5-36



Figure 5-37

In the Mail account screen each folder represents the Mail tool in a particular course or section. The two Mail folders are called Astronomy-SA and e Learning. These represent the Mail tools in those particular courses or sections.

2. Click on the section folder to access the mail in that particular course or section. That section or course Mail loads as seen in figure 5-38.

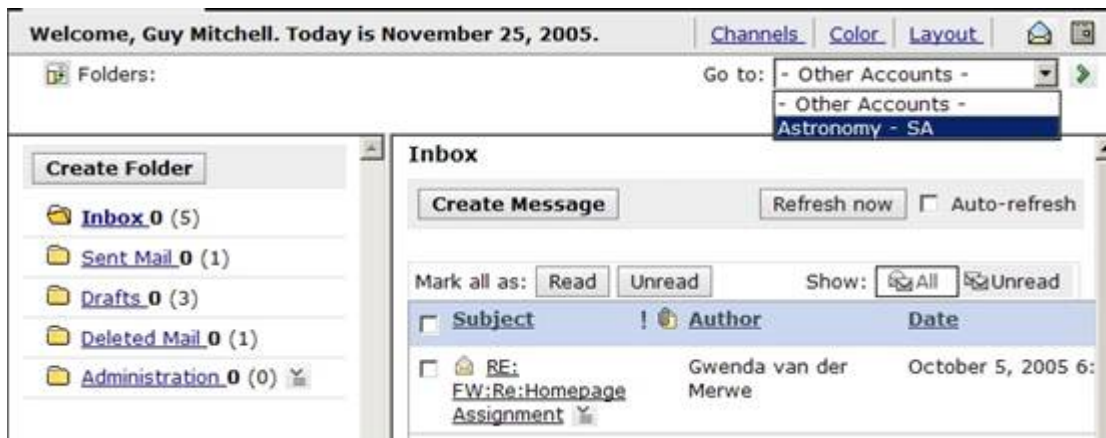


Figure 5-38

In figure 5-38 you will notice that there is a drop down-menu displaying. This enables you to access other section or course Mail tools.

3. Click on the section or course name that you would like access from the drop-down menu.
4. Click on the green arrow to the right of the **Go to** drop-down menu. The screen refreshes and the selected Mail account displays.

You may access your mail, respond to messages and create new messages as you can in the Mail tool within the course or section.

5. Click on the **My WebCT** tab to return to the My WebCT area.

## Searching in the Mail Tool

You may use the Search tool to find messages in the Mail tool if the designer has added the Search tool to the course.

1. Click on the **Search** link on the left hand Course Tools menu. The **Advanced Search** screen displays as seen in figure 5-39.

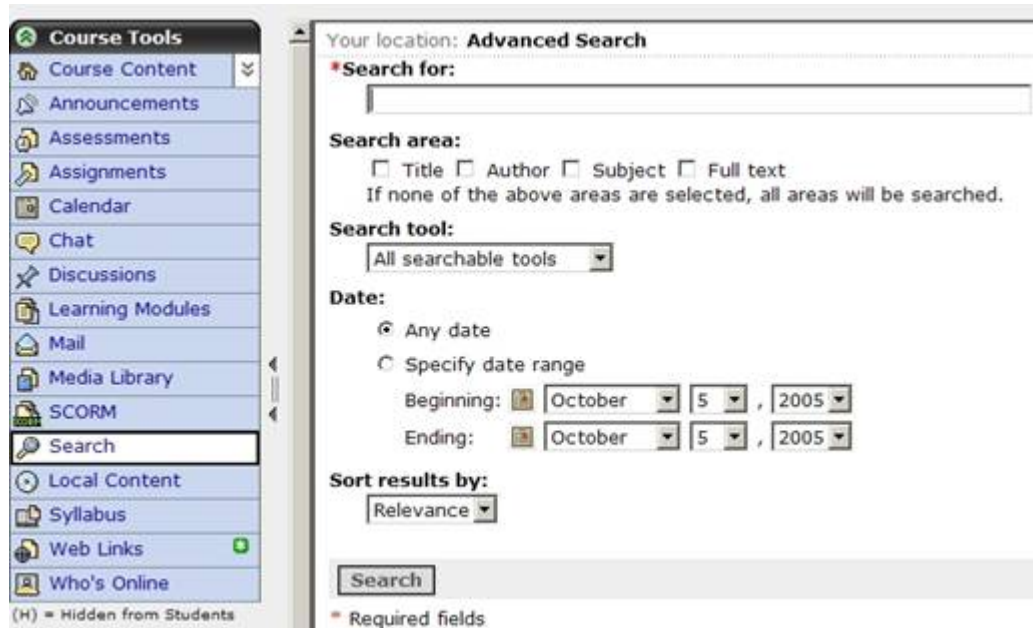


Figure 5-39

2. Type the word (that you are searching for) in the **Search for** text box.
3. Select which area you would like to search from the **Title**, **Author**, **Subject** or **Full text** check boxes available. Click on the corresponding left hand check box to select an option.

Note: If you require all of these areas in the search, then do not select any of the check boxes and all areas will be searched.

4. Click on the **Search tool** drop-down menu. The drop-down menu appears as seen in figure 5-40.

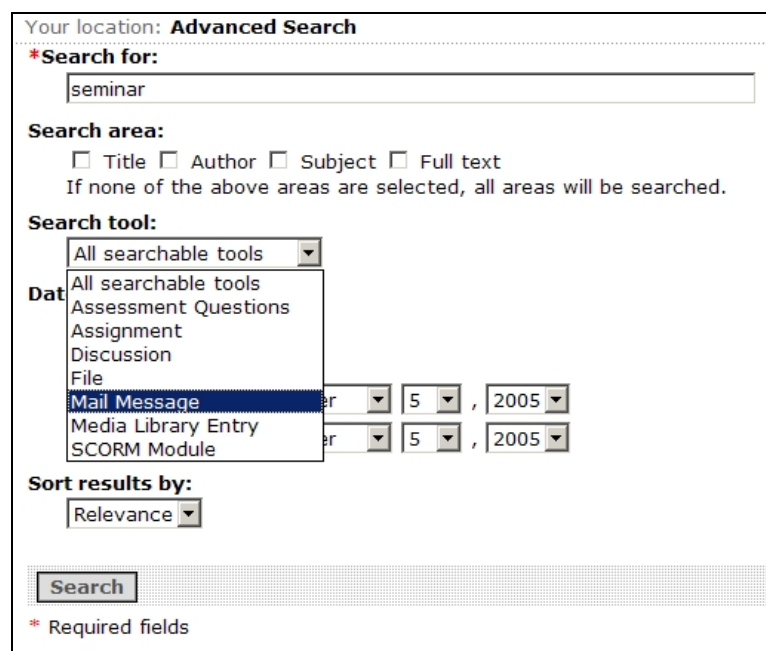


Figure 5-40

5. Select the **Mail Message** option from the drop-down menu.



6. Select the radio button to the left of **Any date** if you would like to search within any date range.
- Or
7. Select the **Specified date** radio button if you would like to specify a date range.
8. Select the month, day and year from the **Beginning** date drop-down menus. This specifies the beginning date of the range you are searching in.
9. Select the month, day and year from the **Ending** date drop-down menus. This specifies the date range you want to end your search in.
10. Select the **Sort results by** drop-down menu. The items available in the **Sort results by** drop-down menu are explained in the table below.

Item	Description
Relevance	To sort results beginning with records containing the most occurrences of your search terms
Title	To sort results alphabetically by record title
Author	To sort results alphabetically by authors name
Tool	To sort results alphabetically by the tool
Date	To sort results by beginning with the most recent records

11. Select a choice from the **Sort by** drop-down menu.
12. Click on the **Search** button. The screen refreshes and the results of the search displays as seen in figure 5-41.

Your location: **Advanced Search**

Your search for **seminar** in **01** returned **2** result(s).

Sort results by: **Relevance**

Title	Relevance
1 <b>Extra Seminar,</b> (Mail Message)	34
<b>Date</b> Wed Oct 05 06:58:01 EDT 2005 <b>Subject</b> Extra Seminar <b>Author</b> Eiffel Corp <b>Description</b> There is a free seminar that is happening in the hall on Wednesday. I really think it will be valuable to attend this and encourage you all to do this. Watch the announcement tool for the details ...	
2 <b>Extra Seminar,</b> (Mail Message)	34
<b>Date</b> Wed Oct 05 07:01:24 EDT 2005 <b>Subject</b> Extra Seminar <b>Author</b> Eiffel Corp <b>Description</b> There is a free seminar that is happening in the hall on Wednesday. I really think it will be valuable to attend this and encourage you all to do this. Watch the announcement tool for the details ...	

**Advanced Search**

**Note:** These advanced search options can be used to expand or narrow your search results.

New search  
 Search within these results

**\*Search for**

**Search area**

Title  Author  
 Subject  Full text

**Search tool**

**Date**

Any date  
 Specify date range

**Beginning**  
 ,

**Ending**  
 ,

**Search Results**

Sort results by: **Relevance**

\*Required field

Figure 5-41

To view the message in Mail you may click on the title of the message. The screen refreshes showing you the message as seen in figure 5-41.



< | Your location: [Advanced Search](#) > **View Message**

---

**Message** [Help](#)

**From:** Eiffel Corp **Sent:** October 5, 2005 7:01 AM  
**To:** Group A; Group B  
**CC:**  
**BCC:**  
**Subject:** Extra Seminar

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There is a free seminar that is happening in the hall on Wednesday. I really think it will be valuable to attend this and encourage you all to do this. Watch the announcement tool for the details which will be added tomorrow.

[Reply](#) [Reply to All](#) [Forward](#) [Print](#) [Delete](#)

Figure 5-42

Note: You may return to the advance search screen by clicking on the **Advanced Search** link from the breadcrumbs at the top of this screen as seen in figure 5-42. You may also refine your search by searching within the results of your previous search.