

## Email vs. Messages in a Learn 9 Course

Learn 9 provides 2 ways to send private communication to participants in your course:  
Course Messages and Send Email

The Course Messages tool is an **internal** message delivery system within Learn 9.

The Send Email tool sends messages to the users' **external** email account; this is typically the mix.wvu.edu email account.

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### THE MESSAGE TOOL (internal email)

Each participant must log into Learn 9 to discover, read, and respond to Course Messages. When the Messages link is clicked in the course, an **Inbox** folder and a **Sent** box folder appear. You see how many messages are stored in each and whether you have read them. The Sent box contains a copy of every message you have posted. Click on a folder link to review its contents. You can delete messages from these folders.

To send a Message:

1. Click the Course Messages link in the Course Menu.
2. Click "Create Message".
3. Click the "To" button to view the class list. Select one or more recipients.
4. Select recipients to Carbon Copy (Cc) or Blind Carbon Copy (Bcc), if desired.
5. Enter text into the Subject (this is required).
6. Compose your messages in the "Body" box.
7. Click the "Submit" button in the lower right or top right corner of the screen to send your note.

**Compose Message**  
Course Messages are private and secure text-based communication that occurs within a Course and among Course members. Although similar to email, users must be logged into the Course to read and send Messages. [More Help](#)

\* Indicates a required field.

**1. Recipients**

To  
Cc  
Bcc

**2. Compose Message**

\* Subject

Body

Path: p Words 0

**3. Submit**  
Click Submit to proceed. Click Cancel to quit.

### To review sent messages:

A copy of each sent message is stored in the Message tool's "Sent" folder. To review one,

1. Click on the "Messages" link in the Course Menu.
2. Click the "Sent" folder link.
3. Click the subject line of a message to see the content and the header information, which indicates who the recipients were.

**Important:** Each recipient can see who else received the same message.

To read incoming messages: Follow the same process as above but click the "Inbox" link instead.

### THE EMAIL TOOL (external email)

#### To send a message:

1. Click the Send Email link in the Course Menu.
2. Select a recipient or set of recipients
  - Several predefined sets are listed based role: All Users, All Groups, All TAs, All Students, All Instructors, etc.
  - You can select individuals or specific groups
3. Enter Subject line text and compose your message using the built-in content editor
4. **Important:**
  - A copy of each email is sent to the email Sender. The subject line includes the course account name.
  - Sent emails do NOT include recipient information in the header field. The Instructor can therefore direct it to multiple students without each student knowing who else received it.
  - Click the "**Return Receipt**" checkbox under the composition box. This adds the recipient names to the email that gets returned to the sender (it is listed in the body of the message).
5. Click the "Submit" button to send your email.
  - Email is received and read in your normal email system. There is no record of sent or received email within Blackboard.

If you have any questions or concerns about this document, please contact the ITS Service Desk by calling (304) 293-4444 or by sending an email to [ITShelp@mail.wvu.edu](mailto:ITShelp@mail.wvu.edu).