Email

On this page

This information applies only to the Original experience. Your institution controls which tools are available.

The email tool allows you to send email to other people in your course without launching a separate email program, such as Gmail, Hotmail, or Yahoo. You can send email to individual users or to groups of users.

How email works in Blackboard Learn

Blackboard Learn keeps no record of your email, whether you send or receive it. Any email you receive from Blackboard Learn appears in your external email inbox. Keep a copy of important messages in case you need them at a later date.

You can send email to these users:

- **All Users**: All users in your course
- **All Groups**: All groups in your course
- **All Student Users**: All students in your course
- **All Teaching Assistant Users**: All teaching assistants in your course
- **All Instructor Users**: All instructors in your course
- **All Observer Users**: All of the observers in your course
- **Select Users**: Select the users from a list
- **Select Groups**: Select groups from a list
- **Single/Select Observer users**: Send email to a single observer or select observers in your course

*Recipients of each email won’t see the email addresses of other recipients.*

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**Get started with email**

*Blackboard Learn doesn’t recognize email addresses and file names with spaces or special characters, such as ?, !, #, & , %, or $.*

*Remember to include a subject line so that the email is sent successfully. If you leave the subject line blank, the message may not be delivered or could be marked as spam.*

1. You can find the Blackboard email tool in these areas:
   - On the course menu, select **Tools > Send Email**.
   - On the **Control Panel**, select **Course Tools > Send Email**.
   - On the **My Institution** tab, select **Tools > Send Email** and select a course.

2. On the **Send Email** page, select a link, such as **All Users**.

3. For **Select Users** or **Select Groups**, select the recipients in the **Available to Select** box and select the right-pointing arrow to move them into the **Selected** box. Use the left-pointing arrow to move a user out of the recipient list. Select **Invert Selection** to select users whose names aren’t highlighted, and deselect users whose names are highlighted.

*To select multiple users in a list on a Windows computer, press the Shift key and select the first and last users. To select users out of sequence, press the Ctrl key and select each user needed. On a*
4. Type your Subject. Your message won’t be delivered without a subject.
5. Type a Message.
6. Select Attach a file to browse for file from your computer. You can attach multiple files to your message.
7. Select Submit.

After you send an email, a message appears at the top of the Send Email page that lists all recipients. The message isn’t a confirmation that any users received the message, just that the message was sent.

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Add an email link to the course menu

You can add a link to the course menu for you and your students to have instant access to the email tool. You can also customize the name of the link.

1. Change Edit Mode to ON and select the plus sign above the course menu. The Add Menu Item list appears.
2. Select Tool Link.
3. Type a Name for the link.
4. In the Type list, select Email.
5. Select the Available to Users check box.
6. Select Submit.

The new link appears last in the course menu list. Press and drag the arrows icon to move the link into a new position. Access the link's menu to rename, delete, or hide the link from students.