Using Communication Tools

How to Post an Announcement

1. Click the **Communicate** tab.
2. Click the **Announcements** link.
3. Click **Add Announcement**.
4. Enter your message.
5. Use the inline HTML editor to format your message.
6. Enter a date range for the announcement.
7. **Select a** User **from the drop-down list.**
8. **Click** Save**.**

How to Modify an Announcement

1. Click the **Communicate** tab.
2. Click the **Announcements** link.
3. Click **Edit** or **Delete**.
4. Save your change or confirm deletion.
5. Click **Exit Announcement Editor**.

How to Create a Poll

1. Click the **Communicate** tab.
2. Click **Polls**.
3. Click **Add Question.**
4. Enter the **Question** text.
5. Enter the **Feedback** text.
6. Select a **List Type** for the question responses.
7. Enter each **List Item** text in a separate text box.
8. Complete the **Text Input Settings**.
9. Click **Save**.
10. Click **Exit Poll Editor**.

How to View Poll Results

1. Click the **Communicate** tab.
2. Click **Polls**.
3. Click **summary, details,** or **export**.
4. Click **Exit Poll Editor**.

How to Post a Discussion Forum

1. Click the **Communicate** tab.
2. Click a **Discussion Forum**.
3. Click **New Post**.
4. Enter the **Post title**.
5. Enter the post contents in the text box.
6. Click **Submit**.

How to View a Discussion Forum

1. Click the **Communicate** tab.
2. Click a **Discussion Forum**.
3. Select a **View**.
4. Select a **Navigation Control**.
5. Select a **Navigation Filter**.
6. Click **Save** to save the current navigation filter as the default.
7. Click **Refresh** to check for new posts.
8. Click an expand icon to view the posts in a thread.
9. Click the title of a post to open it.

How to Manage Posts in a Discussion Forum

1. Click the **Communicate** tab.
2. Click a Discussion Forum.
3. Open a discussion post.
4. Select a global option to reply, edit, print, email the author, or delete.
5. Select an instructor option from the drop-down list to reject, move, make sticky, lock, or delete the post.

How to Send Mail

1. Click the **Communicate** tab.
2. Click **Quick Message**.
3. Click the **To** button.
4. Search for your recipients.
5. Select a delivery option (to, cc, bcc) for each recipient.
6. Click **OK**.
7. Enter a message **Subject**.
8. Enter the message body.
9. Click **Send**.

How to Manage Your Inbox

1. Click the **Communicate** tab.
2. Click **View Inbox**.
3. Click a message **Subject** to open the message.
4. Use the **Source Filter** drop-down list and **Search** text box to locate messages from a particular course or sender.
5. Use the **Action** drop-down list to delete, move, change the read status, or check the read status of selected messages.
6. Click the name of a **System Folder** to view drafts, the inbox, sent messages, and trash.
7. Click a column heading to sort messages.
8. Click the **Selection options** checkmark to apply additional filters.

How to Add a Mail Folder

1. Click **edit** in the **My Folders** section.
2. Click **Add**.
3. Enter a folder name.
4. Click **OK**.

How to Schedule Live Office Hours

1. Click the **Communicate** tab.
2. Click the **settings** link in the **Live Office Hours** component.
3. Select **Date and Time Settings**.
4. Select **Interval Settings**.
5. Click **Save**.

How to Conduct Live Office Hours

1. Click the **Communicate** tab.
2. Click the date and time of the office hours session.
3. Click **Options.**
4. (Optional) Select the checkbox to auto-invite users into the room.
5. Right-click a user and click **Invite User** to allow the student to begin chatting.
6. To remove a student, right-click on the user's name and click **Send User to Queue**.
7. (Optional) To hide and block a user's messages from the chat, right-click on the user and click **Ignore**.
8. To unblock a user, right-click on the user and click **UnIgnore**.
9. To end your office hours, close the window.

How to Schedule a Live Chat

1. Click the **Communicate** tab.
2. Click the **settings** link in the Live Chat component.
3. Click **Add a Live Chat**.
4. Enter a **Name** for the chat.
5. Enter a **Description** for the chat.
6. Select a **Tracking** option.
7. Select a **Team** or select **ALL**.
8. Select a **Start** and **End Date** to restrict the chat. To leave the chat session open, do not set dates.
9. Click **Save**.
10. Click **Exit Live Chat Editor**.

How to Moderate a Live Chat

1. Click the **Communicate** tab.
2. Click the name of the chat session in the **Live Chat** component.
3. (Optional) Click **Options** to change your **Font Color** and **Message scroll speed**.
4. View the **Online Users**.
5. Type your messages in the textbox and click **Send**.
6. (Optional) To hide and block a user's messages from the chat, right-click on the user and click **Ignore**.
7. To unblock a user, right-click on the user and click **UnIgnore**.
8. To end the chat, close the window.

How to View or Clear Chat Logs

1. Click the **Communicate** tab.
2. In the **Live Chat** component, click **View Logs**.
3. Select a user or group of users from the **Limit View** drop-down list.
4. Select a **Start Date** and time.
5. Select the number of **Records per Page**.
6. Click **Go**.
7. Click **Done**.
8. (Optional) Click **Clear Logs** to delete all posts in the chat log.