Using Email Tool

With the Send Email tool, you can send messages through your course to other members' external email accounts without the need to switch to your John Jay email account. You can send emails to individual users or to groups of users.


Special Note: Sending email through Blackboard uses an email relay system. **There is no Sent Folder within Blackboard to check what emails you have sent.** You will receive a copy of what was sent to the email that is tied within Blackboard. It is important to make sure to check your email in Blackboard by accessing the **Update Email link** within the Tools module on the **Home tab** of Blackboard.

Accessing the Send Email tool

1. In your course, select the **All Course Tools** link on the Course Menu.

Course Tools

Discussion Board

Groups

Blackboard Collaborate
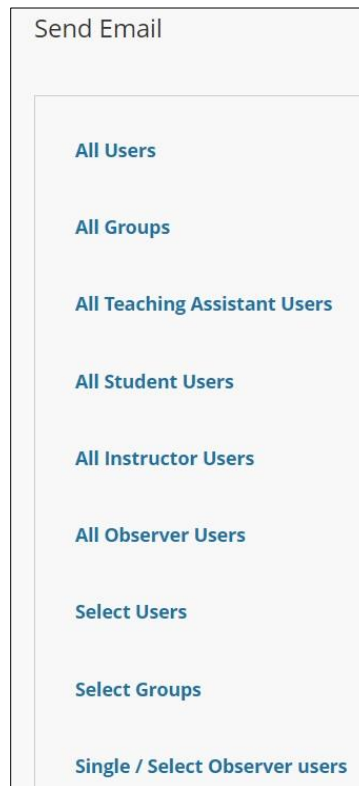
My Grades
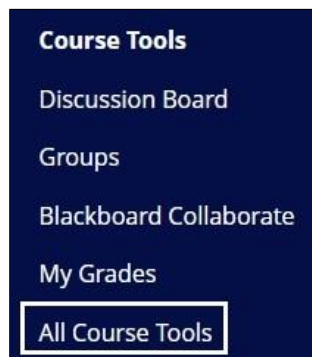
All Course Tools

2. On the Course Tools page, select the **Send Email** link.
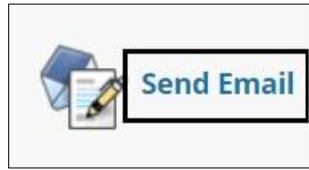
Selecting the Email Recipient

3. On the **Send Email** page, it will give a list of types of users in a course. Everyone in Blackboard is called a user and defined by a role.


Most common selections would be:

All Users – This will send an email to everyone in the course.
All Instructors Users – This will send an email to the instructors of the course.
**Select Users –** This allows you to choose specific users.

Note: It will not show the email addresses of the users being sent the email, only the name. As an instructor, you can view what emails students have in the course by going to **Course Management > Users and Groups > Users**

4. If **Select Users** is chosen, it will display a list of all users in the course. Select which person will receive the email by click and highlighting their name under **Available to Select** box. Select the **box pointing to the right** to move the name over under the **Selected** box**.**
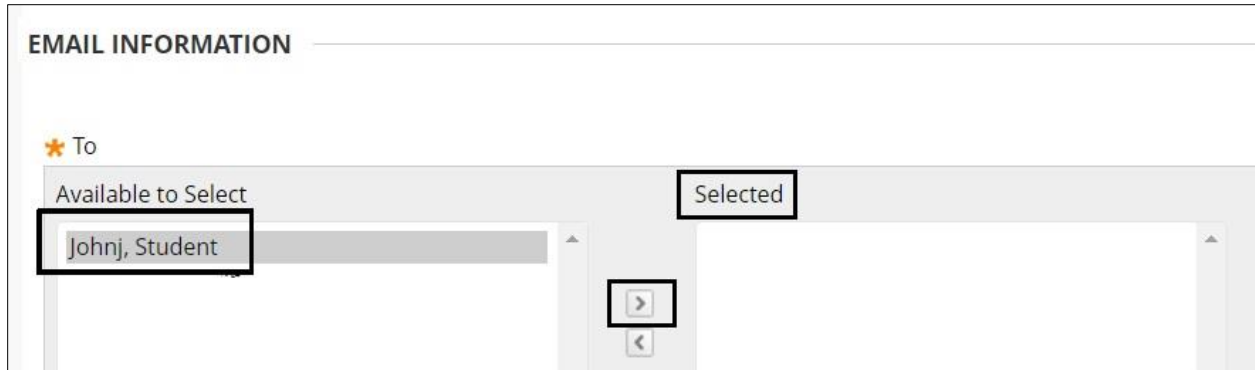

5. Under **From**, it will display your name and email address. An email topic can be entered in the **Subject Field**. The message box has a text editor that can be used for the body of the email. **A copy of the email will be sent to the sender. Press Submit** to send email.
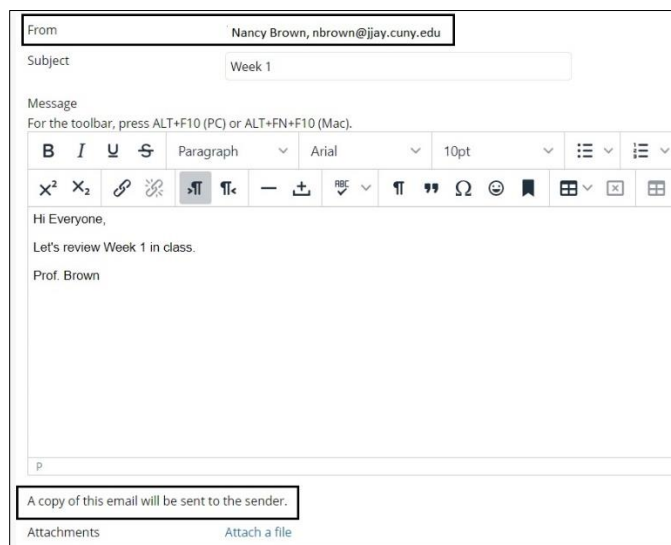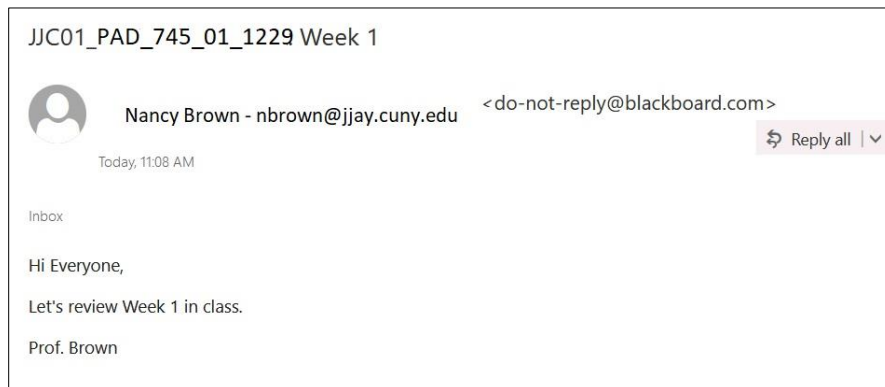

Note: Once an email is sent, John Jay Blackboard Support does not have the ability to recall it.

6. A sent message will display at the top of the page showing that the email was sent out correctly.
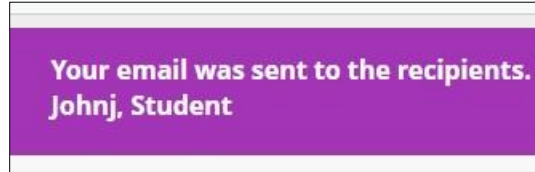
7. As the sender you will receive a receipt of what was emailed. It will show your Course ID in the title. It will not display the other users that were sent the email.

Note: Although it says Do Not reply, if the user selects the Reply button, it will reply to the sender's email directly, not through Blackboard. In this example, the user will reply directly to Prof. Brown's John Jay email.

Note: If you are not receiving emails from Blackboard, make sure you have the correct email tied in Blackboard. Also check your Junk folder in your email as well.

For more information and assistance, please email DOES Blackboard Support at blackboard@jjay.cuny.edu