

Common E-mail Questions:

- Why doesn't Bb show me which course my students are e-mailing from? AGL: 6
- Why can't I read e-mail from inside of Bb? AGL: 1 & 4
- Why can't I reply to my e-mails from inside Bb? AGL: 1 & 4
- Why don't I get my students Bb e-mails? AGL: 2, 3, 7, 10, 11, 12, & 13
- Why don't my students get my Bb e-mails? AGL: 2, 3, 7, 10, 11, 12, 13, & 14
- Why do my Bb e-mails to students keep getting returned? AGL: 2, 7, 13, & 14
- Why are some of my students not receiving my Bb e-mails? AGL: 2, 3, 7, 10, 11, 12, 13, & 14
- Why are my student's Bb e-mails being delivered late, sometimes weeks late? AGL: 11, 12, & 13
- Why can't I send attachments? AGL: 8 & 9
- Why can't I see everyone who has received an e-mail? AGL: 5
- Why can't I reply to everyone who has received an e-mail? AGL: 5

AGL (answer guidelines):

1. The Bb e-mail interface supports only outgoing e-mails and then only to other course members (it will not e-mail people in other courses).
2. Course members must have their e-mail address entered, *correctly*, into Personal Information or they will not be able to use Bb's e-mail interface.
3. Course members must have their e-mail addresses entered into Personal Information or other course members cannot e-mail them.
4. Messages sent through Bb's e-mail interface are received, read and replied to in regular e-mail systems.
5. E-mails will not contain other recipients e-mail addresses. So students and instructors will not know who else received the e-mail nor will they be able to reply to other recipients.
6. Users should always put the course name and section number in the subject line (Bb does not add course identification information).
7. Sending e-mail through Bb with nothing in the subject line could stop delivery.
8. Attached files should never be .zip or .exe or have a # sign in the name.
9. Attached file sizes should never exceed the size limits set by the e-mail provider or size quotas imposed by the course.
10. Users should setup Junk/Trash/Bulk folders to not auto delete.
11. User should check their Junk/Trash/Bulk folders daily for e-mails to/from course participants.
12. If e-mails are found in Junk/Trash/Bulk folders they should be marked as 'not spam'.
13. If e-mails are found in Junk/Trash/Bulk folders the recipients e-mail address should be added to the senders address book.
14. Users should ensure, on a daily basis, their mailboxes are not full.

For all training, how-to or support questions concerning third party e-mail interfaces user should be referred to e-mail service provider.