

Using Email Basics

Center for Teaching and Learning (CTL)

100 Administration Bldg., Memphis, TN 38152

Phone: 901.678.8888

Email: itstrainers@memphis.edu

[Center for Teaching and Learning Website](#)

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Purpose

This training material highlights the email system within eCourseware, and how to manage, create, and use.

Audience

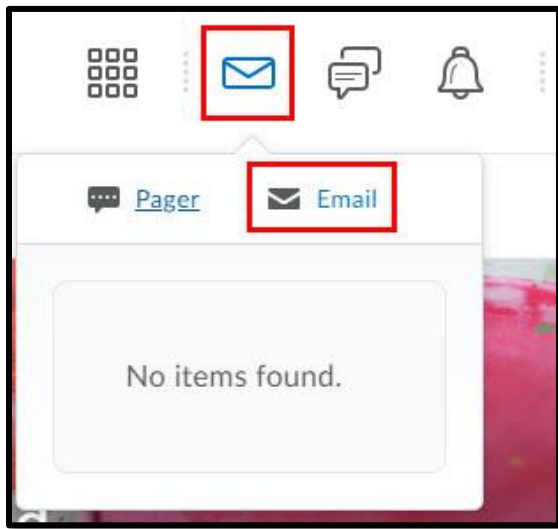
This training material is designed for University faculty and staff that will be using email within eCourseware.

Using Email Basics

Accessing Email

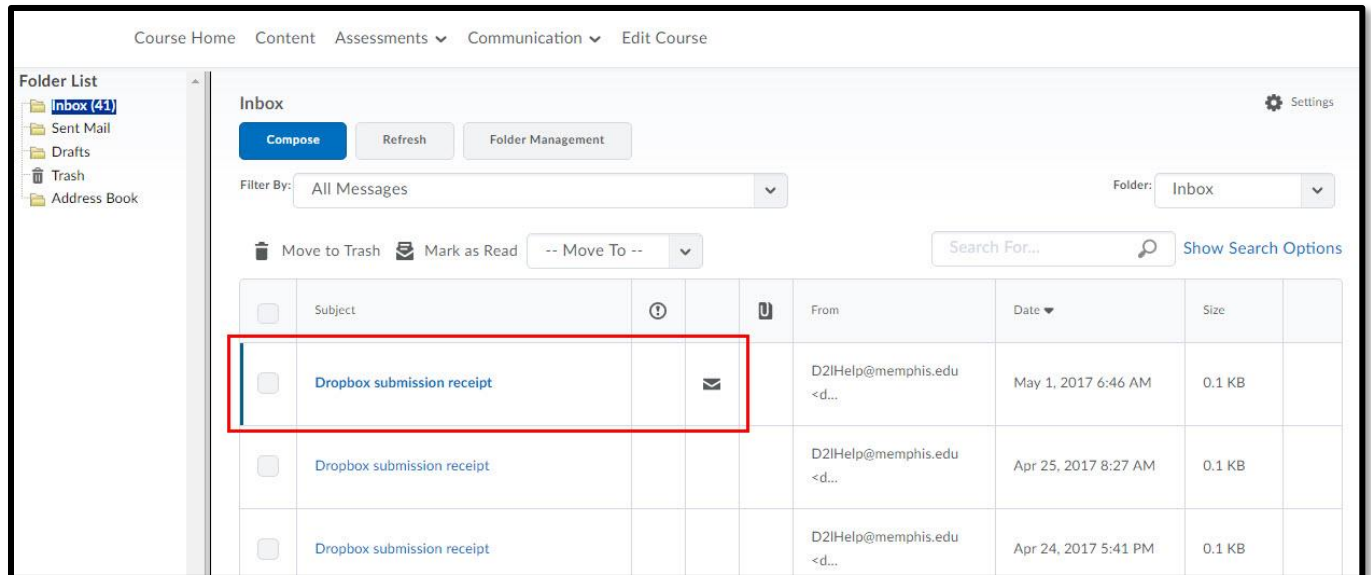
*NOTE: eCourseware does not accept email from external accounts (i.e. accounts ending in @gmail.com, @memphis.edu). You **MUST** reply to the email within the eCourseware system for it to be delivered properly. All email in eCourseware is contained within eCourseware.*

1. On your course navbar, click the email icon then select **Email**.



Reading an Email Message

Unread messages appear in bold. To read a message, click the subject link of the message. The message opens in either a preview pane or new window, depending on your settings.

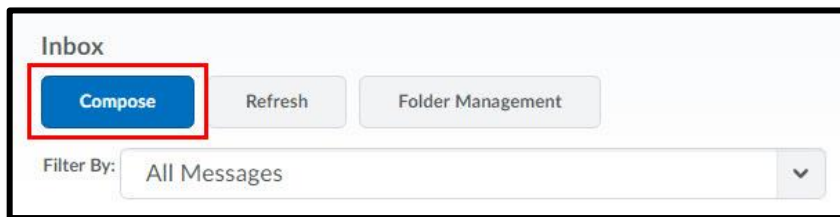


Composing Email Messages

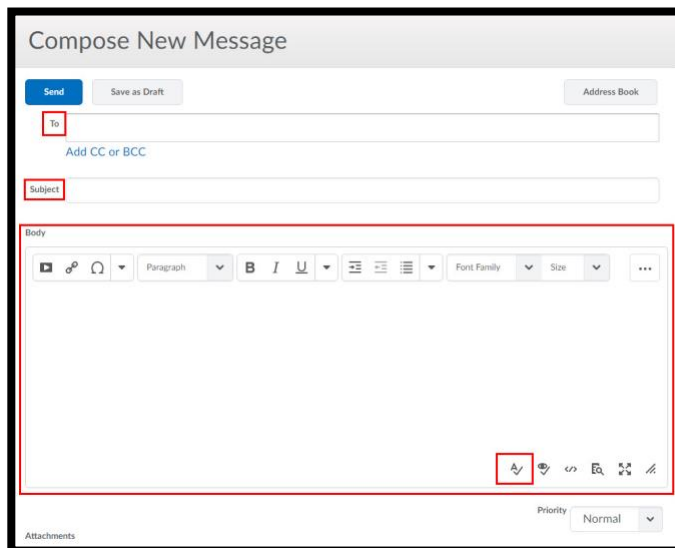
Compose an email

NOTE: eCourseware does not accept email from external accounts (i.e. accounts ending in @gmail.com, @memphis.edu). You MUST reply to the email within the eCourseware system for it to be delivered properly.

1. From the inbox, click **Compose**.



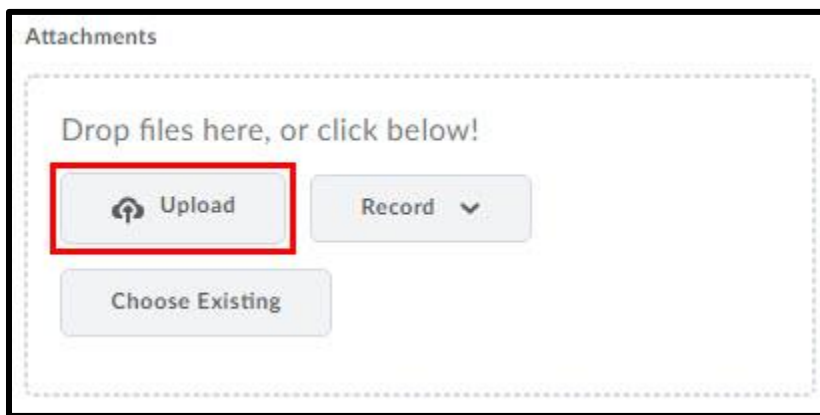
2. Enter the recipient's email address in the **To** field.
 - Click **Address Book** in the upper right corner to locate an address from your Address Book.
 - The Address Book enables users the ability to organize contact information.
3. Enter a brief description of your email in the **Subject** line.
4. Enter your message in the **Body**.
5. Click the **Spell Checker** icon to check for misspellings.



6. Click **Send**.

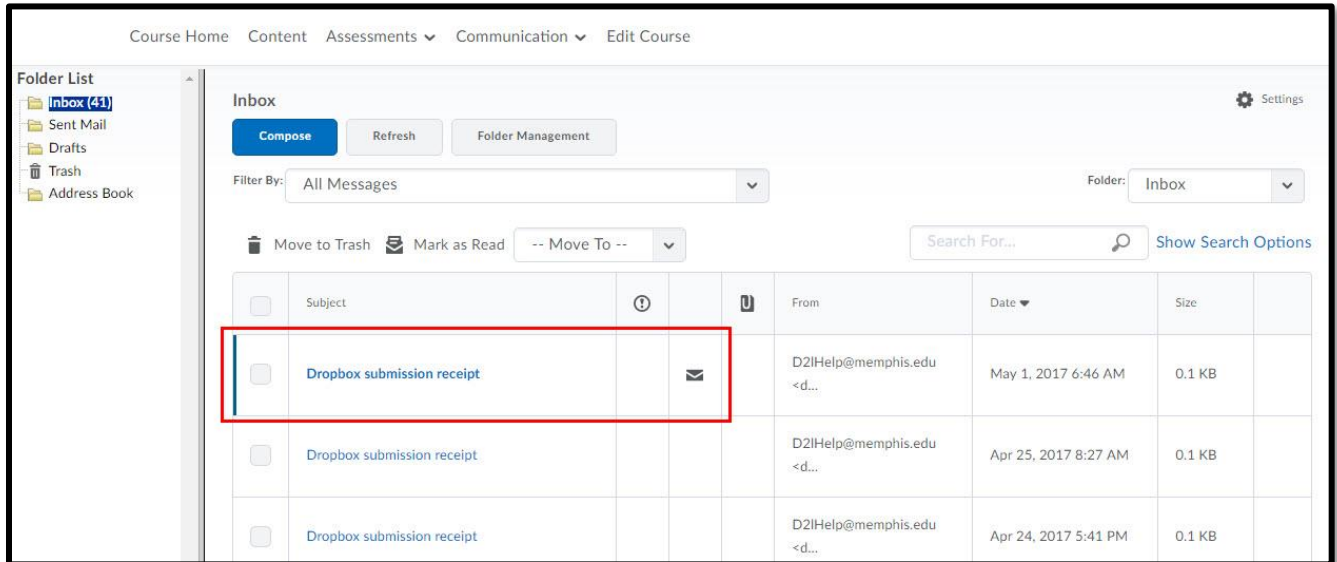
Add an Attachment to Your Email

1. From the Compose New Message page, create a new email as usual.
2. In the Attachments area, click Upload and select the file you want to attach. If you are using a supported browser, you can also drag and drop attachments from your desktop.

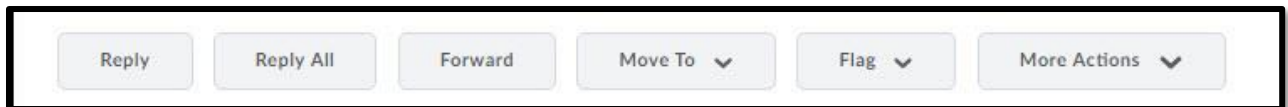


Replying to and Forwarding Email Messages

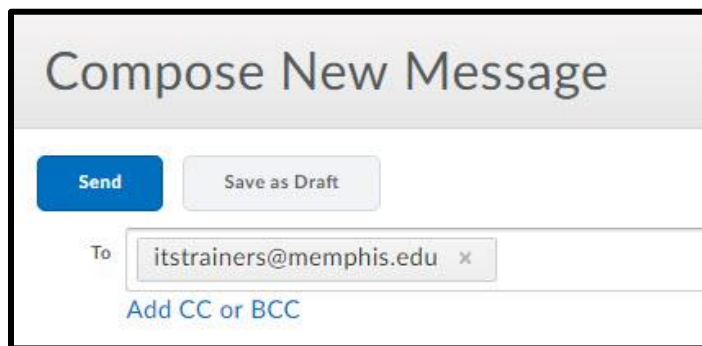
1. From the inbox, click on the message you want to reply to or forward.



2. Click **Reply**, **Reply All**, or **Forward**.



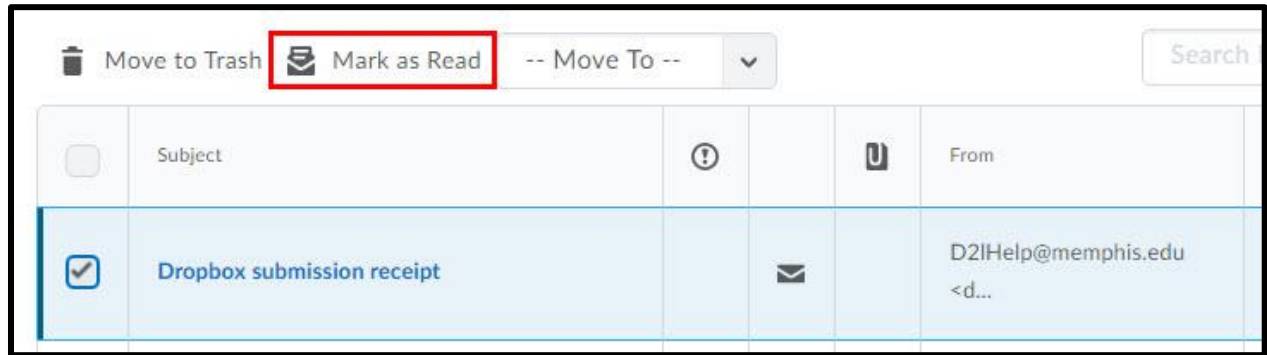
3. Enter the recipient names in the **To** field. To expand the **Cc** and **Bcc** fields, click **Add CC** or **BCC**. For reply and reply all, the recipients automatically populate, but you can add additional recipients if desired.



4. Add any additional content, including attachments, to the message.
5. Click **Send**.

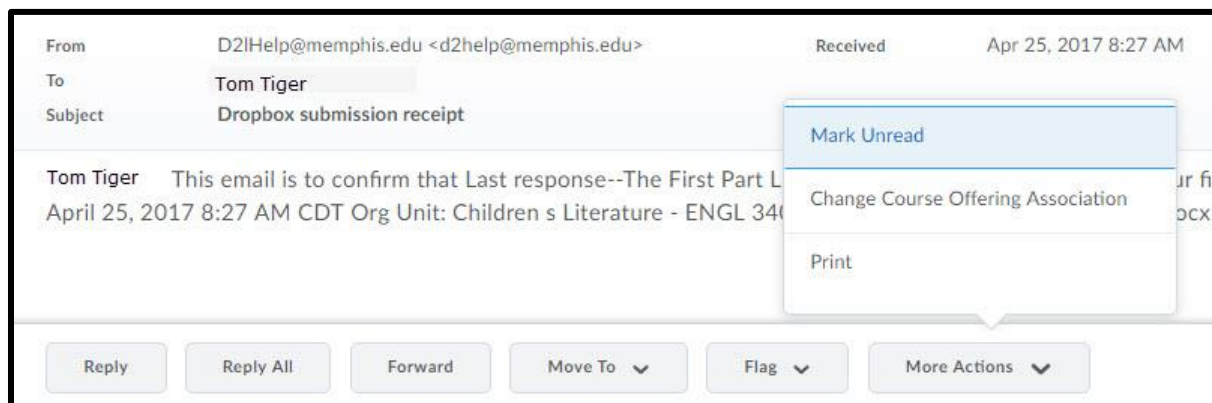
Marking an Email Message as Read or Unread

1. Select the check box next to the message or messages you want to mark as read.
2. Click **Mark as Read** at the top of the message list.



Mark an Email Message as Unread

Open the message and click **Mark Unread** from the **More Actions** button in the Message Preview page.



Searching for an Email Message

Use the **Search For** field to search and find messages in the inbox. Type the word you are searching for in the **Search For** field and click **Search**.

Click the **Show Search Options** link to search specifically in the From, Subject, or Body fields of messages in the inbox.

Filtering Email Messages

To filter the messages in the inbox, select your filtering category in the **Filter By** drop-down list.

Sorting Email Messages

To sort the messages in the inbox, click the icon or title representing the type of sort you want to perform.

You can sort the messages by their priority, whether they contain attachments, as well as by their From, Subject, Date, and Size attributes.

Deleting Email Messages

1. Select the check box next to the message or messages you want to delete.
2. Click Move to Trash.

Locating Help Resources

Upon completing the training covered in this course, faculty, staff, and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
 - [Here is a link to our service desk ticketing system](#)
 - After logging in, choose the link **Request Help or Services**.
 - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
 - Monday - Friday 8:00 am - 8:00 pm
 - Saturday 10:00 am - 2:00 pm
 - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- [Explore the umTech Website](#)
- [Center for Teaching and Learning \(CTL\) Website](#)
- [Search our Training and Documentation](#)