



Tech Tip #2015-01

Respond More Quickly to Canvas Messages from Students

Transcript

For the full screencast, see <http://ctle.utah.edu/resources/tech-tips.php>

Hello! Welcome to **Tech Tips for Teachers #2015-01: Respond More Quickly to Canvas Messages from Students**. My name is Heather Stone, and I work for the University of Utah Center for Teaching & Learning Excellence, CTLE for short.

This video shows you how to respond to Canvas messages right from your email inbox without having to log in to Canvas. Your response is displayed to the student in a Canvas message thread and archived for future reference inside Canvas just like it would be if you had logged in to Canvas to send it.

When you are watching this video, the yellow dot will show you where on the screen I am working. You can pause the video anytime if you want to try these steps on your own computer as I'm talking.

Setting notifications up is a two-part process.

- First, you need to decide which email address you want to reply from (outside of Canvas) and tell Canvas about that email address.
- Then you need to set up notifications to send Canvas Messages to that email address.

By the way, in Canvas, notes people send to each other are called Messages and these messages are stored in Conversations, not Emails. So when I use the word Email, I am referring to your non-Canvas email program, such as Microsoft Outlook.

Ok, let's get started. First, login to Canvas. You can do this from anywhere in Canvas; you don't have to be in a particular course. You'll note that I am logged in to Canvas.

Now go to the upper right corner of your screen and click on the Settings link. This link allows you to change settings for your Canvas Profile, rather than for a specific course. It is NOT the same as the Settings link you will see in the left menu when working in a course.

After you click Settings, the Email Addresses box will display on the upper right side of the screen. The email address you want Canvas to deliver student messages to needs to be defined here. In this case, you can see that heather.stone@utah.edu is defined. That's the email I want Canvas to send student messages to. If the email address you want is not defined in this box, click the Add Email button and follow the steps to add the email and verify that it's usable in Canvas.

You can pause the video now to do that if you want.

Once you have the right email address defined in Canvas, you are ready to set up notifications. While still under Settings, click the Notifications link on the left side of the screen.

Canvas will display a table of notification options. Note that there is a column in the table for each email address you have defined in Canvas. Notice which column corresponds to the email address you are using. In this case, the first column is defined to heather.stone@utah.edu.

Now scroll down the page about halfway until you see the Conversations heading. Underneath Conversations is an option called Conversation Message. In the column for the correct email address, click the down arrow. You will see four notification options. Choose “ASAP: Notify me right away.” This will tell Canvas to immediately forward to your email inbox any message that comes in for you.

If you have additional email addresses defined, you may want to set those addresses to “NEVER: Do not send me anything.” This will ensure you don’t receive duplicate notifications from Canvas when a message comes in.

Canvas automatically saves your changes.

Now, let me show you what you have done. Here is my Canvas message in-box. You can see that one of my students, Sally Fields, has sent me a message in Canvas. I could click on that message and reply here in Canvas. But, this message also displays in my email inbox.

I can go to Outlook and reply to that message just like I do any other email, and my reply is automatically forwarded to Sally via Canvas, and stored in the Canvas message archive for future reference.

A couple things to note:

- The email address you define in Canvas must be the one you send from in your email program. If you have multiple email accounts delivering mail to the same email program, be sure the address you send from is the address Canvas knows about. Otherwise, you will get an error message in your email program.
- Unfortunately, attachments don’t pass through to Canvas when you are replying this way, so if you need to attach a file to your reply, you’ll have to login to Canvas to do it.

If you have any trouble putting this Tech Tip to work for you, please don’t hesitate to contact CTLE or TLT. Here’s the contact info:

Center for Teaching and Learning Excellence (CTLE)

Email: info@ctle.utah.edu

Phone: 801-581-7597

Website: ctle.utah.edu

Teaching & Learning Technologies (TLT)

Email: classhelp@utah.edu

Phone: 801-581-6112

Website: tlt.utah.edu

Canvas help drop-in hours: M/T 9:00 am – 4:00 pm | Faculty Center (MLIB 1705)