

# Contact students through the messaging system

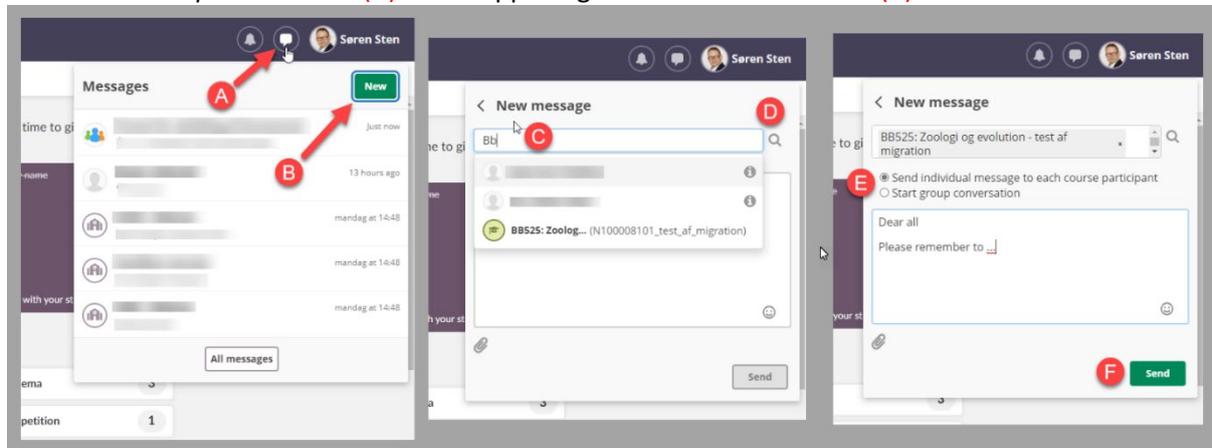
This guide shows you how to:

- Write a message to a course
- Write a message to a student
- Write a message to a team in a course

In itslearning, e-mail and SMS messages are replaced by itslearning's own messaging system. Students are immediately notified on their mobile phone via itslearnings Mobile Phone App. The system is parallel to e.g. Facebook messenger, but here the student is not required to be on social media to participate.

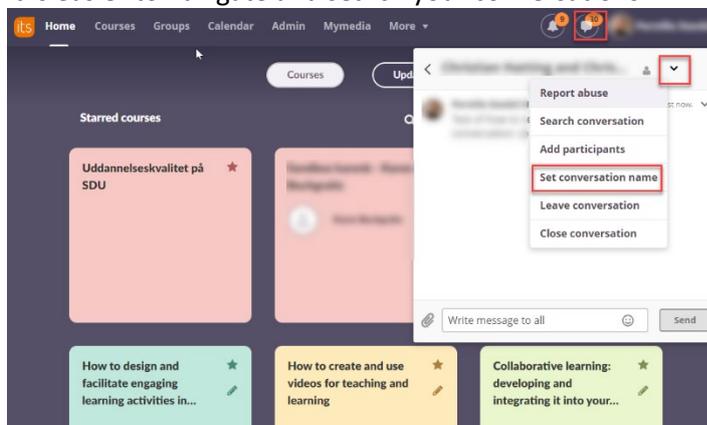
## Write a message for a course

Click the small *speech bubble* (A) in the upper-right corner and click *New* (B)



- In *the search box* (C), you now type the name of the course you want to send a message.
- Then you choose whether you want to send individual messages to each student or if you want to start a group conversation (E).
- When you want to send your message, click *send* (F).

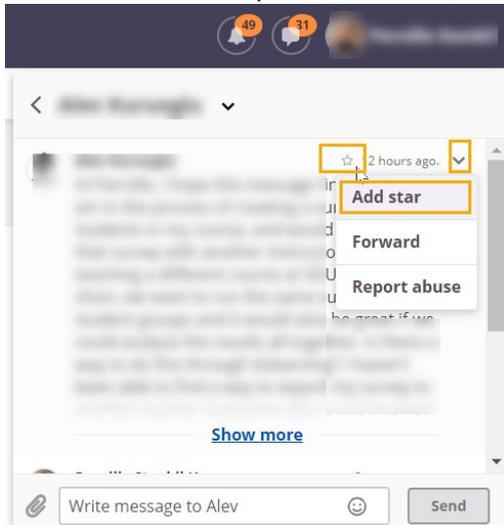
Please note that if you start a group conversation it is possible to set a name for the conversation, so it is easier to navigate and search your conversations.



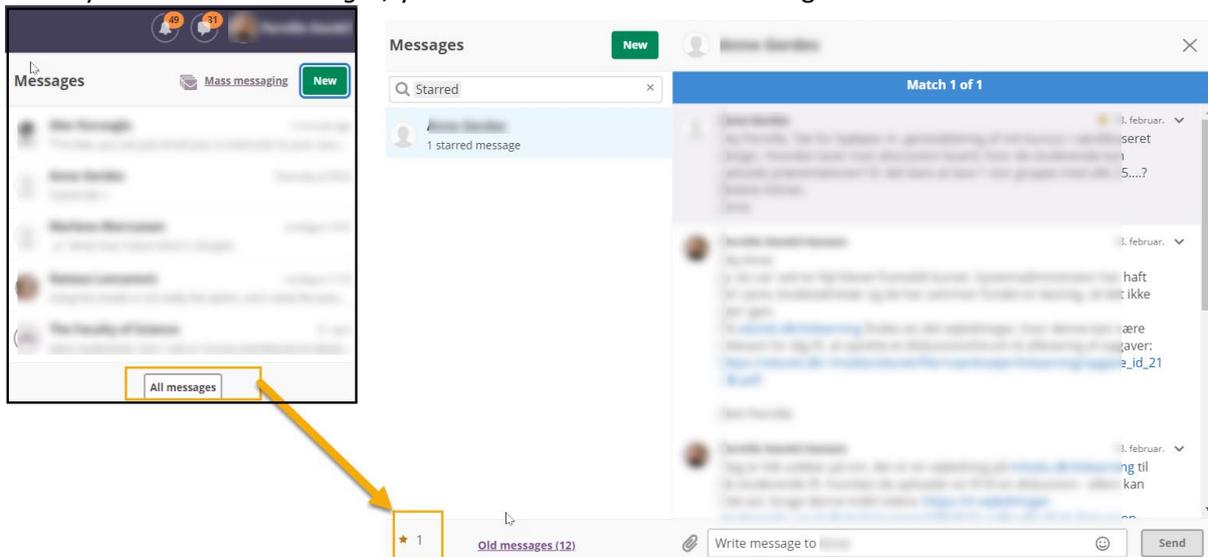
## Write a message to a student

You write a message to a student the same way you do a course. You simply type a student's name in the search box (C) instead. If you are unsure about the student's name, you can use the magnifying glass to search for the right student (F).

Please note that it is possible to mark/star the messages:



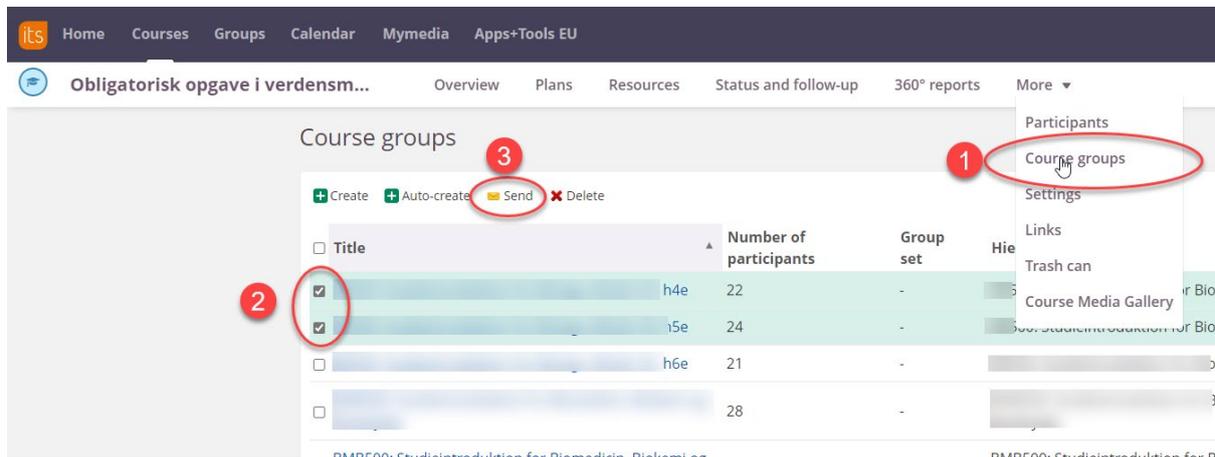
When you click on *All messages*, you can find all the starred messages:



## Write a message to a team in a course

Classes are created as groups in the courses in itslearning. When you're in one of your courses, you can message one or more classes by following the steps below:

- (1) Select *More* -> *Course groups*
- (2) Click with which you want to send message to
- (3) Click *Send* and you will now have the opportunity to write your message and send it:



## Tips

You can also send messages to individual students from the class list in the course. The procedure is the same as for classes, simply select *Participants* instead of *Course groups*.

## Problem solving

Itslearning has a limit of 300 students when sending messages. Therefore, if you need to send messages to courses with more than 300 participants, you can only do so by dividing your students into bits of 300. You can do this from *Participants* or from *course groups*. Also, consider whether you should just write an announcement instead. Students will also be notified of your announcement.