

UNM Learn: Announcements, Discussions, Messages, and Email

I'm not getting emails from the course; I'm not getting announcements by email.

If your instructor has added the **Email** tool to your course menu or if your instructor is sending announcements by email, you will receive those emails in your **UNM preferred email account**.

If you have never changed your preferred email address, you can access that email at <http://lobomail.unm.edu>. To change your preferred email to an account you check more often, go to <http://dss.unm.edu>.

Some emails show as coming from do-not-reply@unm.edu.

Some e-mails generated from within Learn (such as e-mails generated from the 'Send Email' tool in Learn and the emails generated for **Announcements**) will be listed as coming from a "**do-not-reply@unm.edu**" address. In most cases, when the recipient replies to the e-mail, the reply-to address does go to the original sender. However, different mail programs may handle this differently. After hitting reply in your email program, it is a good idea to check the "To" address before sending to ensure your reply is going to your intended recipient.

How can I tell if I have new course messages?

If your instructor is using the **Messages** tool in your Course Menu, you will see the **My Messages** module:

- upon logging into learn.unm.edu.
- possibly on the **Course Dashboard**. This module will tell you if you have new messages. If you are not finding the **My Messages** module anywhere in your course, ask your instructor for guidance or to provide that for you.

I can't get the message tool to work on my iPad, am I doing something wrong?

There is nothing that you are doing wrong. This is a problem with the current message tool.

Can I see announcements in the course?

Check the Course Menu for the **Announcements** link. Or check the **Course Dashboard** for the recent announcements module. If you do not see either tool in your course, ask your instructor to provide that for you. You will also see your system and course announcements when you log in to learn.unm.edu.

How can I tell if there are new discussion postings? There is no star in the Course Menu.

There is no marking as soon as you enter the course for new discussion postings. If your instructor has added the **Discussion Board** to your **Course Menu**, you can look in there - it will show **New** posts on the right.

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Alternatively: if the discussion forum has a link to "**Subscribe to this forum**", you can select that and you will receive an email when there is a new discussion forum posting. That email will go to your UNM preferred email account.

I sent an email message to my instructor but I can't find evidence of the email in the course.

If your course has the **Email** tool, you may send email from within the course. However, copies of email sent will not be retained in the course. A copy will be sent to your [UNM preferred email account](#). Your email will go to your instructor's external preferred email as well. If your instructor replies to your email, the reply will also appear outside of the course in your preferred email account.

I am not seeing the 'attachment' option in the discussion forum.

If you do not see the **Add Attachment** section below the body of your discussion or blog message, contact your instructor and ask them to make that option available for the discussion forum.

I typed my discussion posting but when I clicked 'Submit', my posting disappeared. Can I get it back?

Not unless you had clicked **Save Draft earlier**. Typing a long posting in your word processor (Word or Open Office) first is highly recommended. When you are ready, copy and paste your typing into the body of the message. This practice will protect your work from accidental loss.

How can I delete my discussion forum posting?

If you click on your discussion forum message or posting and if your instructor has set up the forum to allow you to delete your work, you will see a **Delete** button below your message. If you do not see a delete button, you will need to contact your instructor and ask them to delete it for you; you may wish to indicate your reason for wanting to delete it.