

20. *What are tips for managing course e-mail across several online courses I am taking or teaching?*

To manage e-mail within Blackboard-Vista:

- You can sort messages by clicking on the **Subject**, **Author**, and **Date** headings.
- You can mark read messages as **Unread** (message becomes bolded) or mark unread messages as **Read**.
- In the left frame, you can create folders to organize messages. For example, if you are an Instructor, you may wish to create a separate folder for each student. To do this, move messages from **Student A** in the **Inbox** to the **Student A** folder. This will help you more easily locate a specific message as necessary.
- If you are expecting to receive a lot of messages within a certain time period, check the **Auto-refresh** option. Your browser will refresh every few seconds and automatically display new messages. Some instructors like to use **Mail** for virtual office hours and so **Auto-refresh** helps them better manage that activity.
- Click on the **Refresh now** button in the upper right corner to refresh the Inbox between auto-refreshes as needed.
- When you delete **Mail**, the message goes into the **Deleted Mail** folder. Therefore, the message is not gone permanently and can be recovered. However, once you delete the message from the **Deleted Mail** folder, it cannot be recovered.
- You can forward a copy of incoming mail messages to an external account (such as your campus e-mail address). See the article *Mail: How do I forward my course e-mail to my campus e-mail address?* in this knowledge base for instructions.
- If you are enrolled in or teaching multiple courses that use the **Mail** tool, you can access all mail from one place via the **Mail**  icon on the **MyWNMU** page.

If you need additional help, please contact the WNMU Help Desk at helpdesk@wnmu.edu or 575.574.4357.