Ignitia®

v2.43

Messaging System Guide

Released 07/2018

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Helpful resources

Technical Support

Phone - Toll Free: 800-735-4193 (Option 1)

Days/Time - Monday - Friday 7am - 5 pm (CT)

Go to: https://www.aop.com/schools/support/ignitia

Contents

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What's new in this release

Ignitia release v2.43 includes a new Messaging feature for students.

A Message tool next to the teacher's name on the new Learner Dashboard lets the student easily write a message to the teacher for the course.

The new Learner Dashboard, introduced in this release, allows students who need help or want to ask their teacher a question about an assigned course, to easily send the teacher a message.

When composing the message, the student uses the same process as when asking for help with assignments.
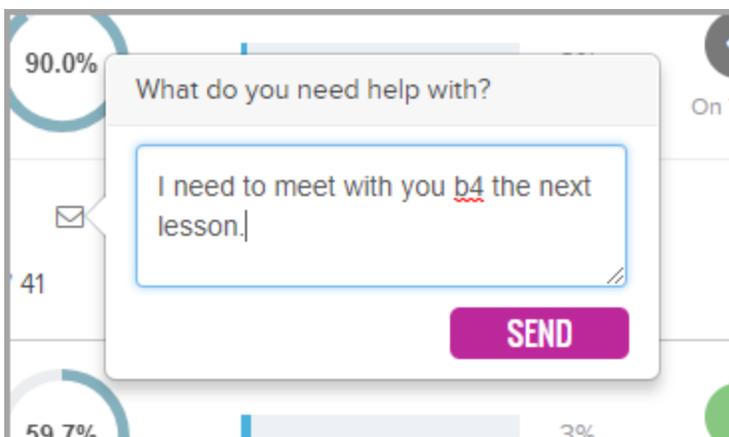
The teacher gets a New Message in the **Activity Stream** tab of their **Home** page.

And also in their **Inbox** on the **Messages** tab. This type of message is a person-to-person message and uses the person-to-person symbol ✉ and has the same Actions.

When the teacher responds, the student sees a red indicator on the **Message** button and can click the **Message** button to see the teacher's response.
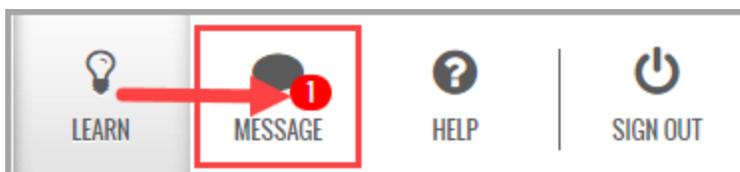
Communicate with teachers and students using internal messaging

Ignitia® provides an internal messaging system that allows admins, teachers, and students to communicate with each other in the form of person-to-person messages. A student can send an assignment help-needed request directly to the teacher which links the message to the assignment question for easy access by the teacher. A student can also message a teacher for an enrolled course to ask a question or request a conference and the teacher can quickly respond. Admins and teachers have an additional message type, known as system-generated messages, that allows them to receive messages from the Ignitia support system in the form of system notifications.

> 💡 **Tip:** The internal messaging system is only used for communication and notification within Ignitia; no external communication or notification is available. However, teachers and admins can also export several message types to a PDF format so that the message details can be shared externally with others, such as parents and guardians.

Messaging has several features just like a typical email system. You have an Inbox and Sent box. You can read, reply to and forward messages. One difference to note with Ignitia messaging is that you must archive messages that you no longer want in your Inbox or Sent list; you cannot delete them.

Your school's Admin user controls whether or not the teachers and students can use the internal messaging system.

> 📝 **Note:** By default, the internal messaging system permission is enabled at the school level, but can be disabled for an individual student. The student can still send help requests while working on assignment questions and message teachers while on their Courses "Learner Dashboard" page and can read their teachers' responses.
> **However...**if the internal messaging system permission is disabled at the school level, the **Messages** tool on the main nav bar is grayed-out or appears inactive. The student permission, "Allow Message Send", is also disabled. Students can send help requests from assignments and course messages to teachers, which teachers can read, but only help requests from assignments will send the responses back to students to read.

Who you can communicate with

Who you can communicate with using internal Messaging depends on your user role.

| User role	Communication options
Student	Can only send messages to and receive messages from their teacher(s).
Teacher	Can send messages to and receive messages from admins, all teachers, students assigned to their courses, students that the Teacher registered in Ignitia, and groups that they are the owner of.
Super Teacher	Can send messages to and receive messages from admins and all teachers, groups that they are the owner of, students assigned to their courses, and students that have the same Campus IDs as the Super Teacher (if the Super Teacher has the "Restrict to Campus" permission enabled for their user profile).
Admin	Can send messages to everyone, including groups owned by them and others, and receive messages from other admins, teachers, and students assigned to courses where the Admin is the teacher of record.

New messages indicators

On the **Home** page, several indicators are immediately visible to let you know that you have new, unread messages that may need your attention:

- On the main nav bar, a red indicator with a number appears next to the **Messages** tool.

- On the **Activity Stream** tab, the **New Messages** list displays the latest unread messages in your **Inbox**. You see the date each message was received, who sent the message to you, and the subject line of the message.
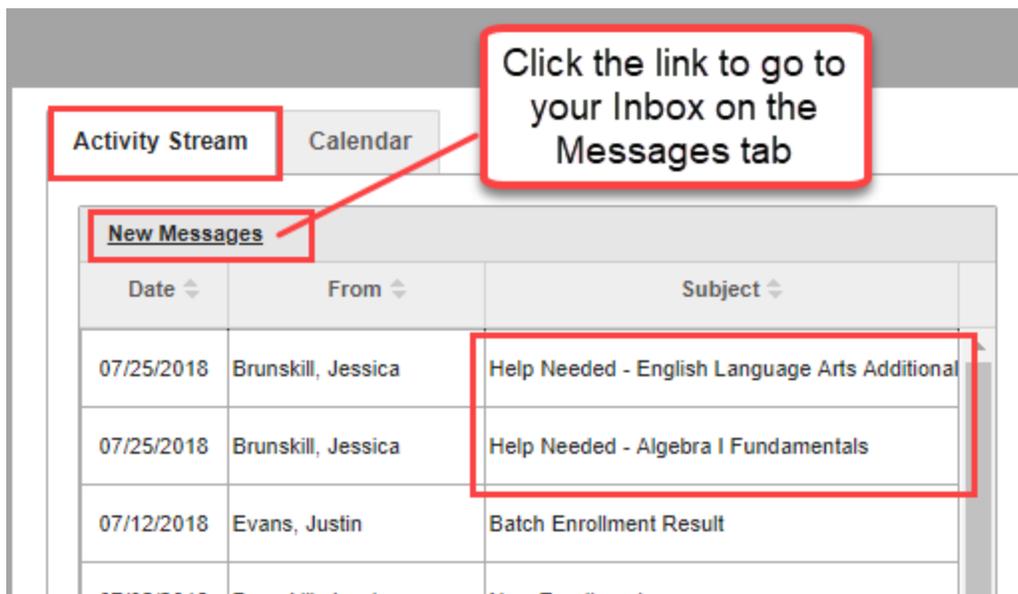
If you are a teacher or admin with assigned courses and a student sends an assignment help-needed message, you see:

- A **Help Request** on the **Activity Stream > Actions** tab.

- A **Help Request** on the **Gradebook > Action Required** tab.

Access your messages

To access your messages, do one of the following:

- On the main nav bar, click the **Messages** tool. This action takes you to the **Messages** tab and displays your **Inbox**. See "Messages tab" on the next page.
- Click the **New Messages** link to go to your **Inbox** on the **Messages** tab.

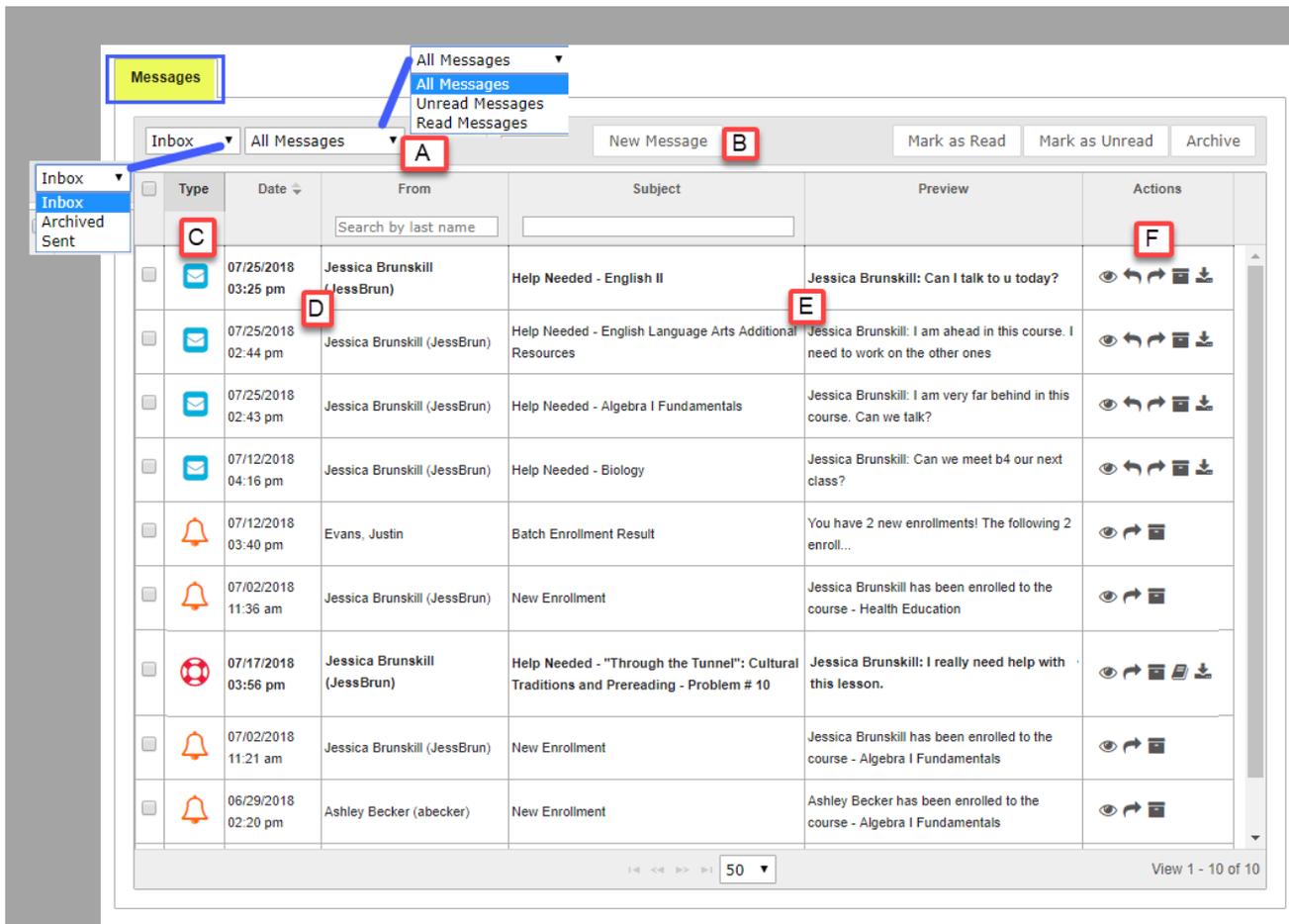You can also access an assignment help-needed message from a student by doing one of the following:

- Click the **Help Request** link on the **Actions** tab.
- On the **Gradebook > Action Required** tab, click the **Assignment** link.

> 💡 **Tip:** To quickly open an unread message, click it in the **New Messages** list. Tools (buttons) on the **Message** page allow you to take action with the message, such as closing or archiving it. Depending on the type of message, you may be able to forward, reply, or export the message. When you open a message and take action, it is removed from the **New Messages** list, but the message remains in the list on the **Messages** tab.

Messages tab

By default, the **Messages** tab displays **All messages** (unread and read) in your **Inbox** in chronological order by date and time when received. Unread messages appear in bold text and read messages are in normal text.

- To read a message, under **Actions**, click the **View message** 👁 tool. Depending on the type of message, you may be able to archive, forward, reply to, and export the message.
- To write a message, click **New Message**. See "Write and send messages" on page 15.

Features and tools

The **Messages** tab has several features and tools (identified on the example above) to help you manage each messages list. Symbols visually indicate the type of message and other features include:

Item	Feature/tool	Description
A	Viewing and sorting filters	Easily find and manage messages and change the information displayed. See "Filter, sort, and search your Messages list" on the next page.
B	Message tools (buttons)	Quickly write and send messages, mark messages as read or unread, and archive multiple messages. See: • "Write and send messages from the Messages tab" on page 15. • "Mark messages as Read or Unread" on page 12. • "Archive and unarchive messages" on page 34.
C	Message type symbol	Indicates the type of message. See "Message type symbols" below.
D	Date and From columns	Shows the date and time of the message and message sender or receiver name.
E	Subject and Preview columns	Shows the Subject of the message and a short preview of the message contents.
F	Actions column	Displays action tools so that you can view, reply to, forward, archive, view the lesson in the message, export, and move an archived message back in your Inbox. See "Actions tools" below.

Message type symbols

Symbols in the **Type** column visually indicate the type of message. You can sort the Type column by message type.

Symbol	Indicates	See...
🔔	System-generated message, such as the result of a batch enrollment, new enrollment, enrollment change, etc.	"Importance of system-generated messages" on page 28.
🛟	Help needed request from a student while working on questions for an assignment.	"Read and respond to assignment help-needed messages from students" on page 23.
✉	Person-to-person message from another teacher, admin, or student. For example, a student in a course assigned to you has a question or a teacher may need your assistance.	"Read and respond to person-to-person messages" on page 26.

Actions tools

Tools in the **Actions** column allow you to take action for a message.

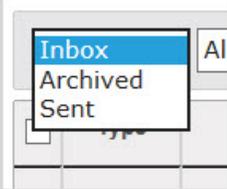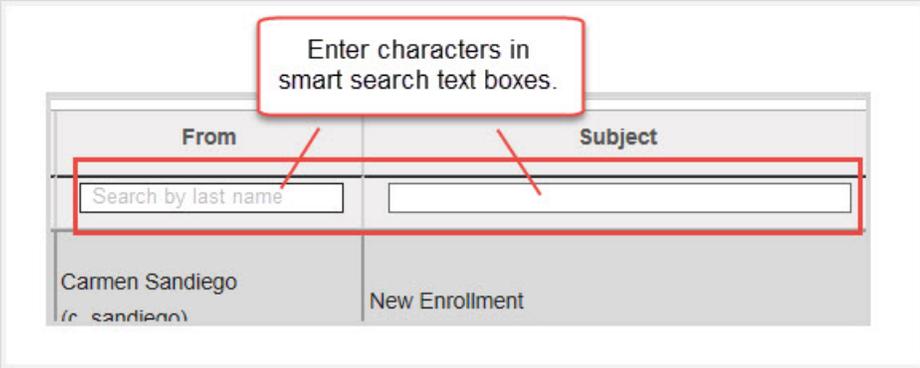| Tool	Description	See...
View message 👁	Opens the Message page so that you can read the message. While reading the message, other action buttons are available based on the type of message.	
Reply to message	Opens the **Reply to Message** page so that you can reply to the sender and add other recipients to the message.	• "Read and respond to person-to-person messages" on page 26.

Tool	Description	See...
↩		• "Read and respond to assignment help-needed messages from students" on page 23.
Forward message ➡	Opens the **Forward Message** page so that you can forward the message to other recipients and include a response.	"Forward messages" on page 32.
Export message as pdf ⬇	Creates a pdf of the message, including any message threads, so that you can effectively communicate message details with others.	"Export person-to-person and assignment help-needed messages as PDFs" on page 30.
View les-son in help-requested message 📖	Opens the lesson and the student's question so that you can reply to the lesson help request.	"Read and respond to assignment help-needed messages from students" on page 23.
Archive message 🗄	Removes the message from the **Inbox** list and puts it under the **Archived** list.	"Archive and unarchive messages" on page 34.
Move message to Inbox 📥	Removes the message from the **Archived** list and puts it under the **Inbox** list.	"Archive and unarchive messages" on page 34.

Filter, sort, and search your Messages list

By default, the **Messages** tab displays **All messages** (unread and read) in your **Inbox** in chronological order by date and time when received. Unread messages appear in bold text and read messages are in normal text.

You can filter, sort, and search the list to find a specific message or messages with a specific subject. Depending on the filters you choose, the column headings on the list may change. For example, when viewing Sent messages, the To column appears in place of the From column.

Action	Do the following...
Filter list to see only archived or sent messages	• From the **Inbox** list, select **Archived**. • From the **Inbox** list, select **Sent**.
Filter list to see read or unread messages	By default, the list displays All Messages (read and unread). • To see only read messages, select **Read Messages**. • To see only unread messages, select **Unread Messages**.
Search for messages by sender/receiver or subject	In the row immediately below several column headings are blank smart search boxes. • Start typing in any smart search box and once you have entered at least three characters, the list is filtered to match the entered characters.
Sort list	• Click to the right of a column heading name to display an ascending/descending control. Sort the column.
Reset list (clear search filters)	• To reset the list after entering search characters, delete the characters in the text box. Press **Enter**.

Page through the list

As the list grows, use the item number and paging controls located at the bottom of the page to view all items.

- From the list, select the number of items you want displayed on the page.

- Use the paging controls to move forward or backward through the pages.
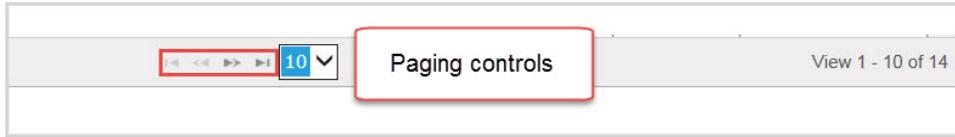
Mark messages as Read or Unread

When you open a message, the message is automatically marked as Read. If desired, you can easily mark a message as Read or Unread. By default, the Inbox displays all messages - read and unread - in chronological order by date and time when received. You can filter the Inbox list to see Archived or Sent messages.

1. On the main nav bar, click **Messages**.

2. To filter the list to see only unread messages in the **Inbox**, from the **All Messages** list, select **Unread Messages**. Or, change the **Inbox** filter to show **Sent** or **Archived** messages.
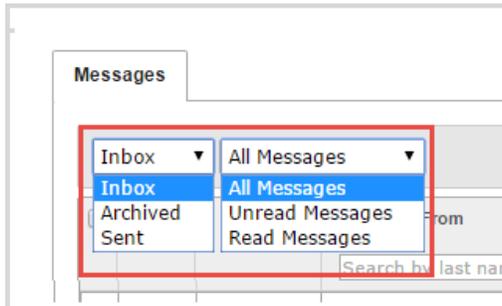
3. To select a message to mark as Read or Unread, click the check box next to the **Type** column, or to select all messages, click the check box in the column heading.
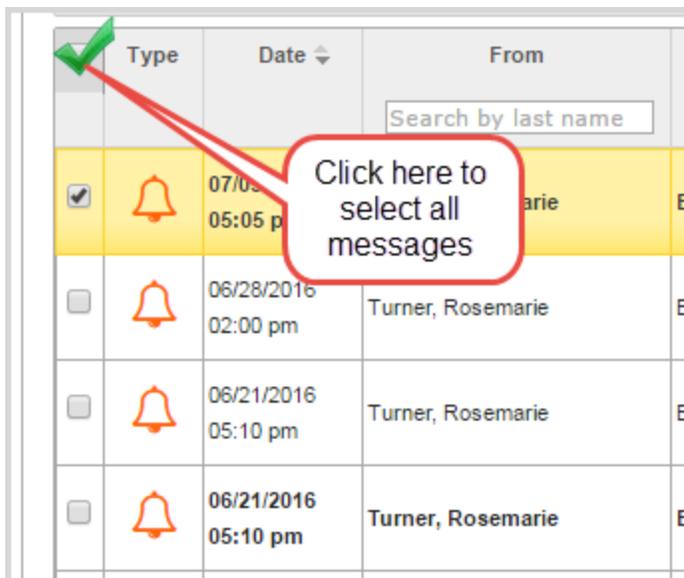
4. Click **Mark as Read** or **Mark as Unread**.

Depending on the filters you applied, the message, or messages, are removed from the list.

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Write and send messages

Ignitia provides multiple ways to send write and send messages to students, student groups, and other users (depending on your user role). You can:

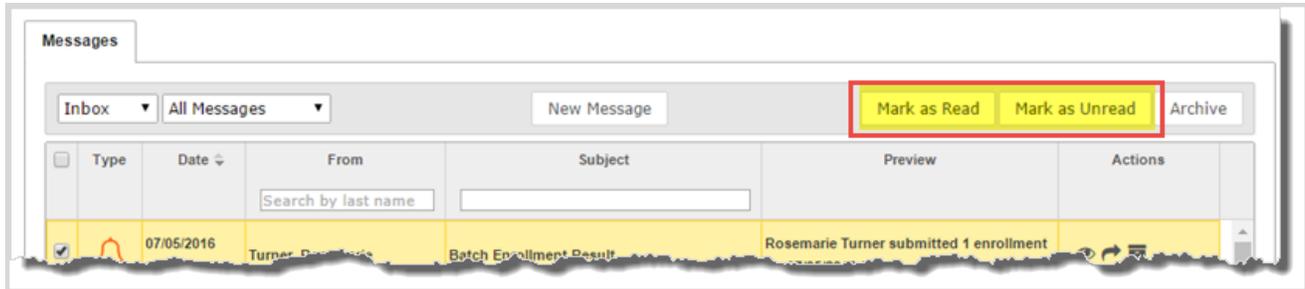- "Write and send messages from the Messages tab" below.
- "Write and send messages to students while viewing their progress" on the next page.
- "Write and send messages to students enrolled in your courses" on page 18.
- "Write and send messages to students while grading assignments" on page 20.

Write and send messages from the Messages tab

1. On the main nav bar, click **Messages**.

2. On the **Messages** tab, click **New Message**.

   The Message page appears.

3. To select the message recipients, do the following:

   a. From the **Contacts** list, select a type of contact to filter the list. Depending on your user role, the types of contacts you can select from may include **All Students**, **My Students**, **Admins**, **Teachers**, **All Groups**, and **My Groups**.

   Or

   In the search field, start entering the first few characters of the person's name or username.

> 💡 **Tip:** You can start typing the contact's name in the blank box to filter the list to only show contacts that match the characters you enter.

b. If you selected either **All Groups** or **My Groups**, from the **Groups** list, select a group.

c. Click the check box for the contact(s). By default, if you selected a group, all of the group members appear as selected on the **Group Members** tab and their names are automatically placed in the **To** field of the message. To remove a group member from the recipient's list, clear the check box.

d. Follow steps a - c to continue adding recipients to the message.

4. Enter the **Subject** of the message.

> 💡 **Tip:** As you are typing the subject and message, the automated spelling check tool will underline words in red that it feels are misspelled. You can keep the word as is or fix the spelling.

5. Type the message in the large box below the format toolbar. You can use the formatting tools to change the look and structure of the message.

6. When you are satisfied with the contents and recipients, click **Send Message**.

   Based on the number of message recipients, your Sent list contains a message for each recipient. For example, if you sent the message to 12 recipients, your Sent list contains 12 person-to-person messages.
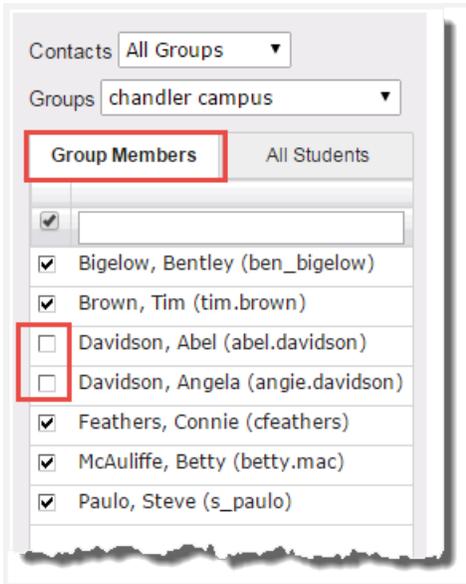
Write and send messages to students while viewing their progress

Using the internal messaging system, you can write and send a message to a student, or a student group, while you are viewing and managing their assignments.

1. On the main nav bar, click **Gradebook**.

2. On the **Grading** tab, in the **Student** field, enter the first few characters of the student's first or last name, student ID, or campus ID. Select the student from the list of matching results.

   Or

If you want to locate a group of students, in the **Group** field, enter the first few characters of the group name. Select the group from the list of matching results.

3. Click **Search**.

   The student's name(s) appears with all enrolled courses listed below it.

4. If you have more than one student, for example, you searched for a student group, for any student, click the **New Message** tool.
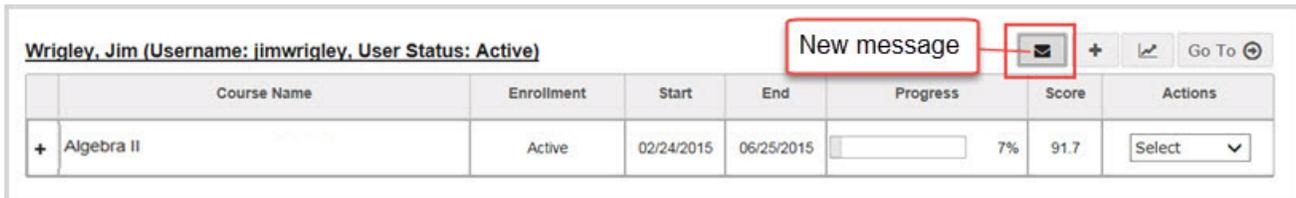

In the **Message** page, the selected student appears in the **To** field. If you are sending the message to a student group, go to step 5. If you are only sending the message to one student, go to step 6.

5. To send the message to a group, from the **Contacts** list, select **All Groups** (Admins and Super Teachers only) or select **My Groups**.

   a. From the **Groups** list, select a group.

   b. By default, all of the group members appear as selected on the **Group Members** tab and their names are automatically placed in the **To** field of the message. To remove a group member from the recipient's list, clear the check box.
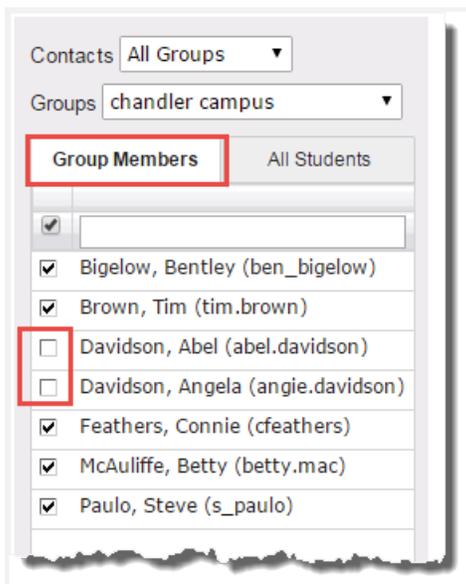
6. Enter the subject and message contents.

7. Click **Send Message**.

   Based on the number of message recipients, your **Sent** list (accessed from the **Messages** tab) contains a message for each recipient. For example, if you sent the message to four students, your **Sent** list contains four person-to-person messages as shown in this example. For more information, see "Messages tab" on page 8.
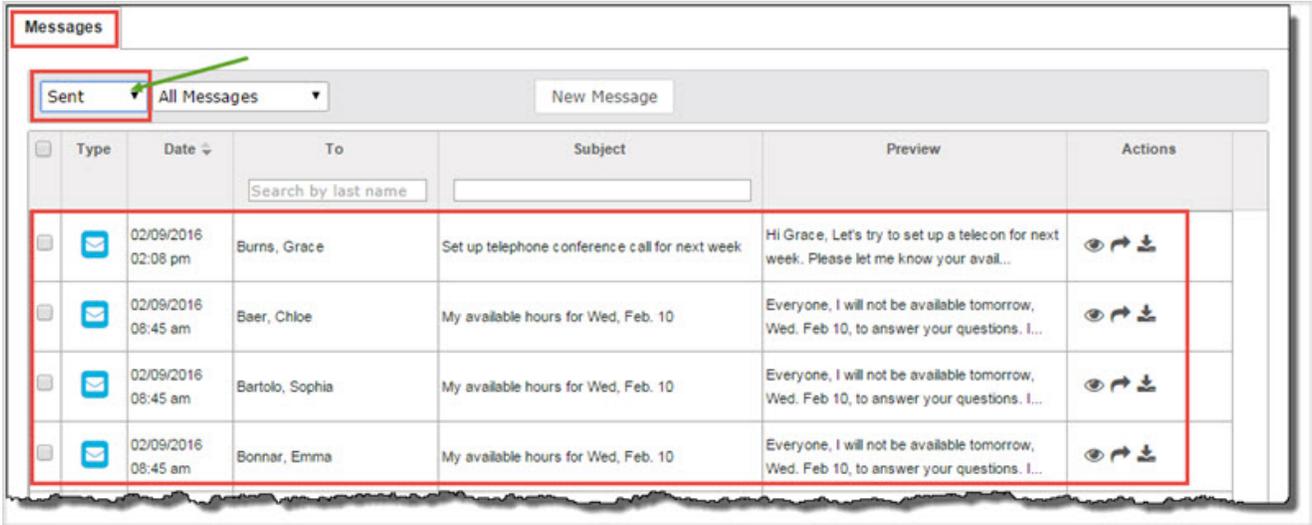
Write and send messages to students enrolled in your courses

Using the internal messaging system, you can write and send a message to all students enrolled in a course assigned to you. For example, you will be unavailable to provide course assistance for several hours during a regularly scheduled school day. You can message the students in your course(s) that you will respond to their questions when you are available.

1. On the main nav bar, click **Course Enrollment**.

2. On the **Course Enrollments** tab, select the **View by Course** filter.

3. In the **Subject** and **Course** fields, select the subject and course.

4. In the **Teacher** field, enter the first few characters of your name.

5. Click **Search**.
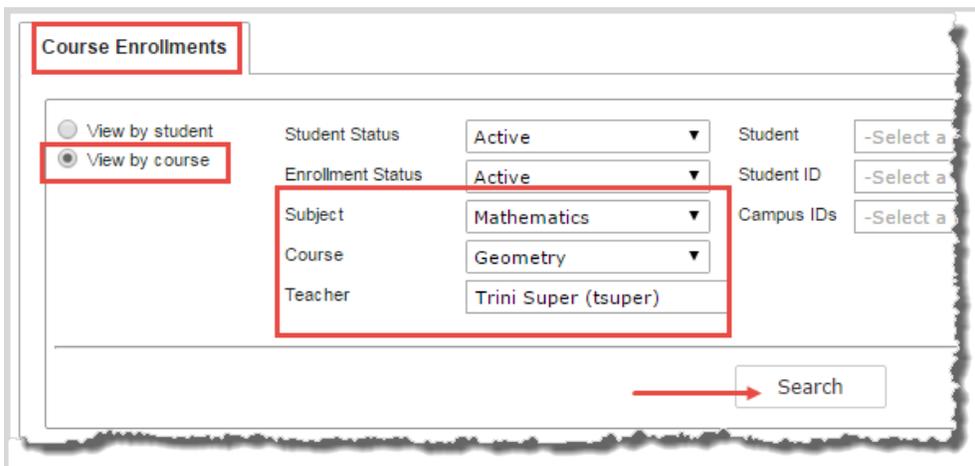
6. From the search results, select the student(s) you want to message, or to message all students in the course, select the check box at the top of the list next to the **Student Name** column.

7. Click the **New Message** button.
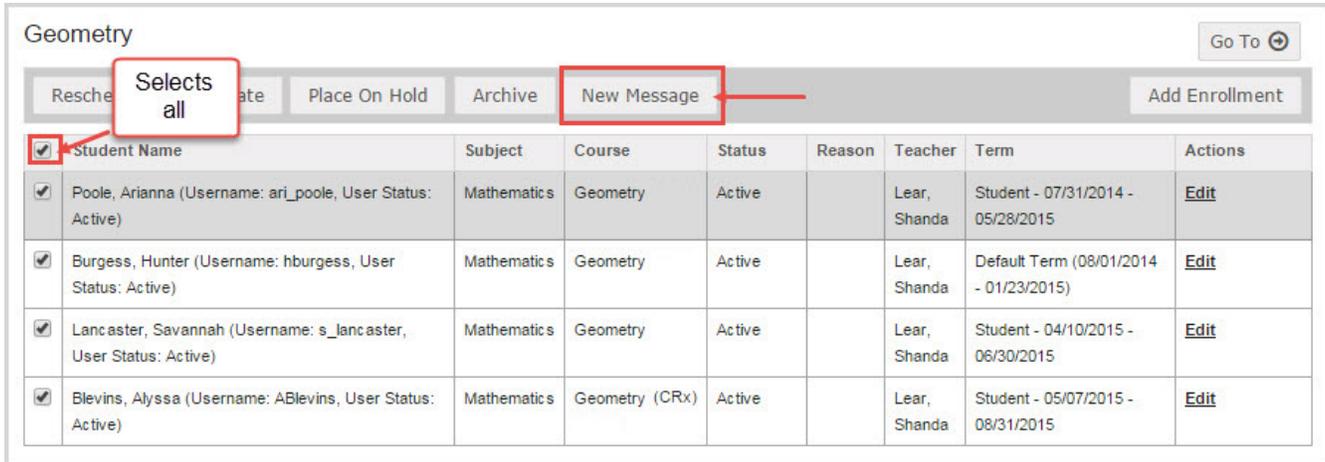
The **Message** page appears with the selected student(s) in the **To** field. If you are sending the message to a student group, go to the next step. If you are only sending the message to one student, go to step 9.

8. To send the message to a group, from the **Contacts** list, select **All Groups** (Admins and Super Teachers only) or select **My Groups**.

    a. From the **Groups** list, select a group.

    b. By default, all of the group members appear as selected on the **Group Members** tab and their names are automatically placed in the **To** field of the message. To remove a group member from the recipient's list, clear the check box.
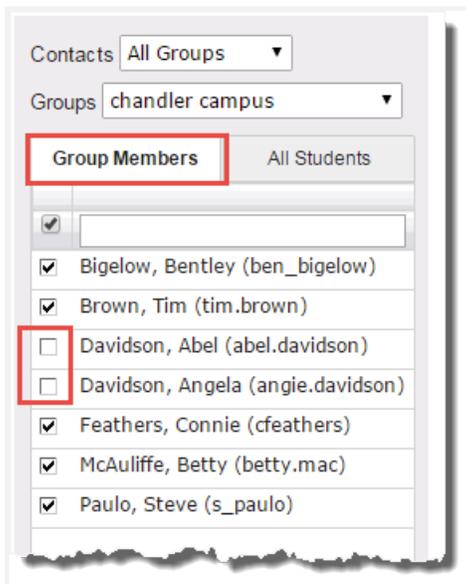
9. Enter a subject and message content.

10. Click **Send Message**.

Based on the number of message recipients, your **Sent** list (accessed from the **Messages** tab) contains a message for each recipient. For example, if you sent the message to four students, your **Sent** list contains four person-to-person messages as shown in this example. For more information, see "Messages tab" on page 8.
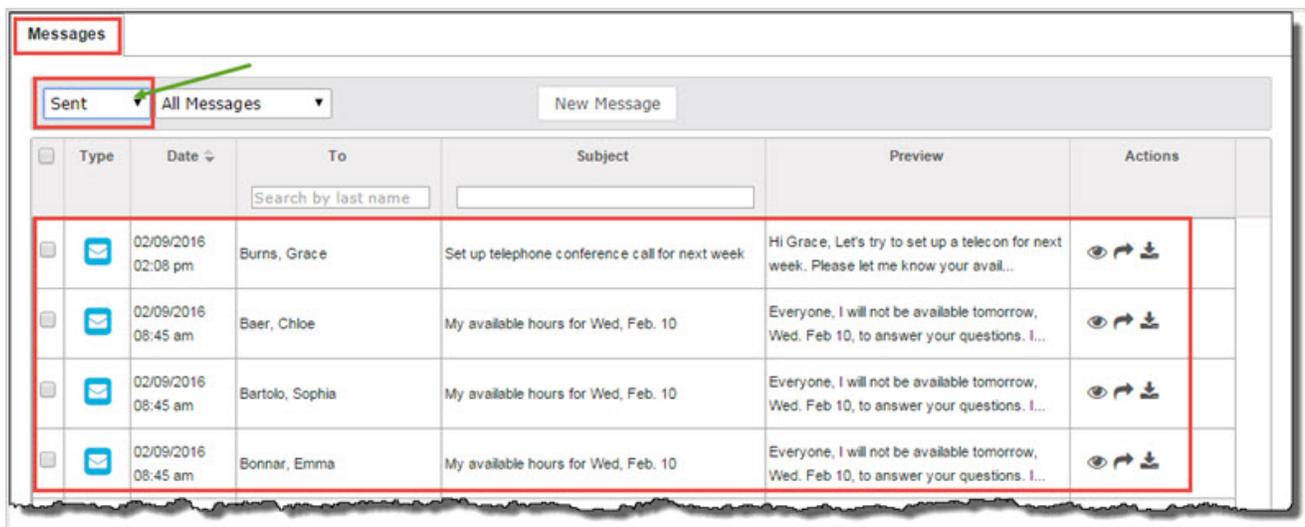
Write and send messages to students while grading assignments

Using the internal messaging system, you can write and send a message to a student while you are viewing an assignment. The **Teacher Assignment** view has a **New Message** button that allows you to send a message to the student while you are viewing the questions, answers and contents of their assignment.

1. Do one of the following to open and view an assignment:

    - On the **Home** page, in the **Assignment Alerts** list, in the **Title** field, click the <u>assignment title</u> link.

    - On the main nav bar, click **Assignment Alerts**, and then in the **Title** field, click the <u>assignment title</u> link.

    - On the **Gradebook > Grading** tab, search for a student or course. In the search results, expand the course to the assignment level, and then click the assignment title.

    - On the **Gradebook > Action Required** tab, in the **Assignment** field, click the <u>assignment title</u> link.

    The **Teacher Assignment** view appears.

2. Click the **New Message** button.

    The **Message** page appears with the student's name in the **To** field. If you want to send the message to a student group, go to the next step. If you are only sending the message to one student, go to step 4.

3. To send the message to a group, from the **Contacts** list, select **All Groups** (Admins and Super Teachers only) or select **My Groups**.

    a. From the **Groups** list, select a group.

    b. By default, all of the group members appear as selected on the **Group Members** tab and their names are automatically placed in the **To** field of the message. To remove a group member from the recipient's list, clear the check box.
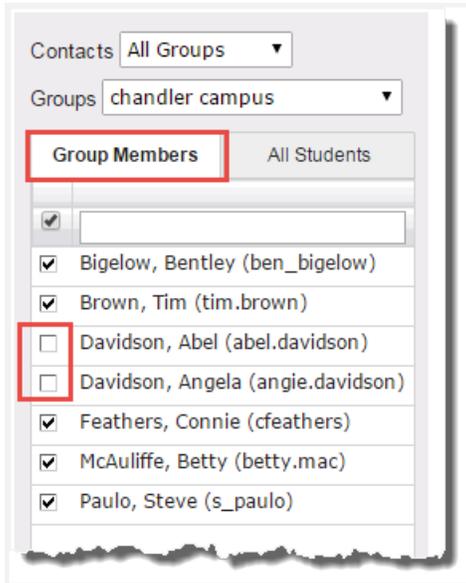
4. To include the assignment information as the subject of the message, click the **Assignment Info** check box. Otherwise, enter a subject and message contents.
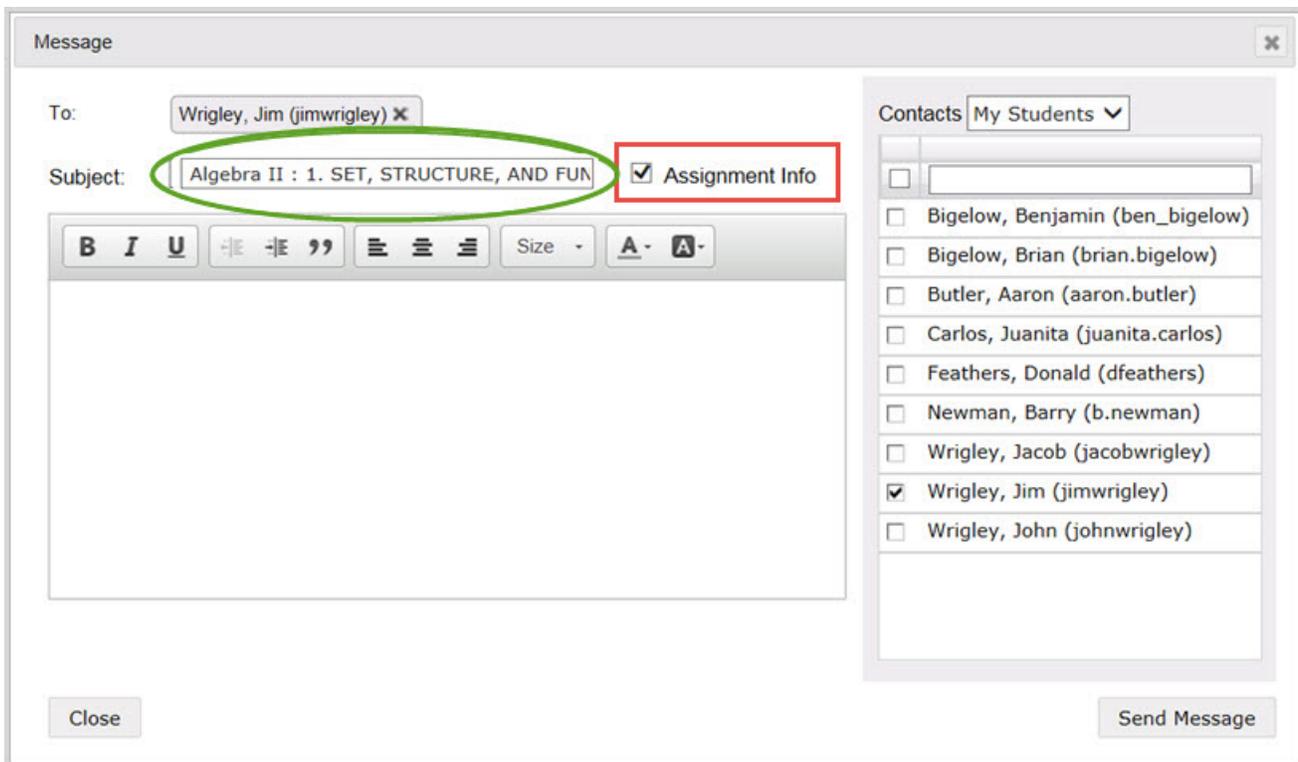
5. Click **Send Message**.

Based on the number of message recipients, your **Sent** list (accessed from the **Messages** tab) contains a message for each recipient. For example, if you sent the message to four students, your **Sent** list contains four person-to-person messages as shown in this example. For more information, see "Messages tab" on page 8.

Messages

	Sent ▼	All Messages ▼		New Message	

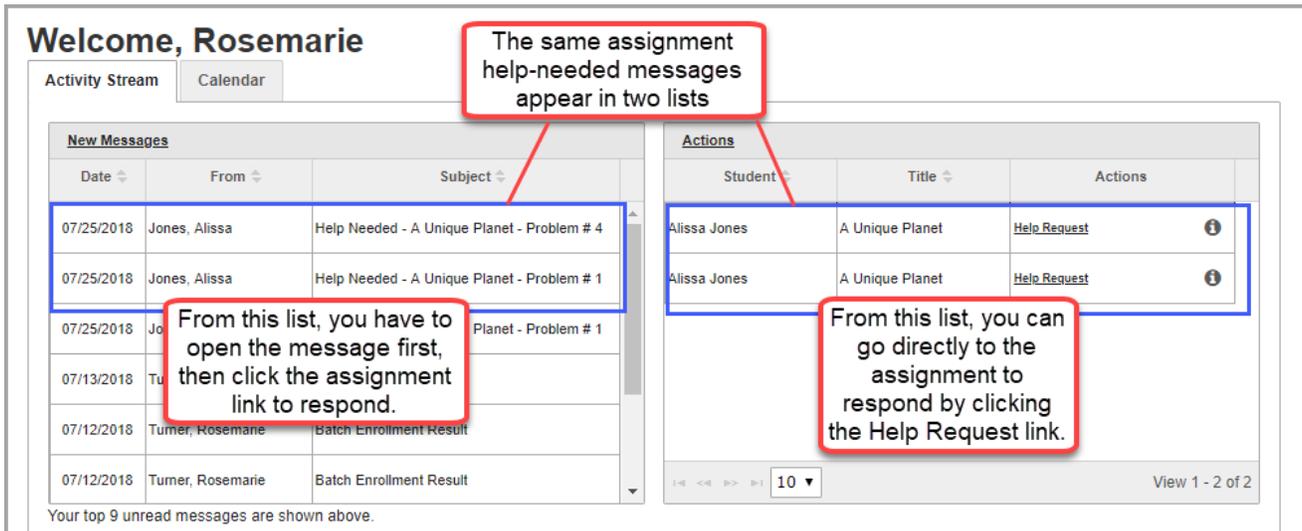| ☐	Type	Date ⇕	To	Subject	Preview	Actions
			Search by last name			
☐	✉	02/09/2016 02:08 pm	Burns, Grace	Set up telephone conference call for next week	Hi Grace, Let's try to set up a telecon for next week. Please let me know your avail...	👁 ↪ ⬇
☐	✉	02/09/2016 08:45 am	Baer, Chloe	My available hours for Wed, Feb. 10	Everyone, I will not be available tomorrow, Wed. Feb 10, to answer your questions. I...	👁 ↪ ⬇
☐	✉	02/09/2016 08:45 am	Bartolo, Sophia	My available hours for Wed, Feb. 10	Everyone, I will not be available tomorrow, Wed. Feb 10, to answer your questions. I...	👁 ↪ ⬇
☐	✉	02/09/2016 08:45 am	Bonnar, Emma	My available hours for Wed, Feb. 10	Everyone, I will not be available tomorrow, Wed. Feb 10, to answer your questions. I...	👁 ↪ ⬇

Respond to and take action on messages

Now that you know how to access your messages, what you see on the **Messages** tab, and how to write messages, this section explains:

- How to respond to assignment help-needed messages from students. See "Read and respond to assignment help-needed messages from students" below.
- How to respond to person-to-person messages, including student messaging for help with a course. See "Read and respond to person-to-person messages" on page 26.
- The importance of system-generated messages and actions you can take for these types of messages. See "Importance of system-generated messages" on page 28.
- How to export messages to PDF format to share with others. See "Export person-to-person and assignment help-needed messages as PDFs" on page 30.
- How to forward messages to other internal users. See "Forward messages" on page 32.
- How to archive and unarchive messages. See "Archive and unarchive messages" on page 34.

Read and respond to assignment help-needed messages from students

When students need help with a specific question in an assignment, they can send the teacher a message using the **Ask For Help** ![ASK FOR HELP] button below the question. Messages sent by students from within an assignment, using the Help button, have "Help Needed" in the Subject line and provide a link in the message itself to the assignment.

1. Use one of the following ways to read and respond to assignment help-needed messages:

- From the **Home > Activity Stream** tab, click the message in the **New Messages** list or in the **Actions** list, click the **Help Request** link.

- From the **Gradebook > Action Required** tab, click the **Assignment** title link.

- From the **Messages** tab, look for the assignment help-needed symbol 🛟 . To go directly to the question in the assignment where the student initiated the request, under **Actions**, click the **View Lesson** 📕 tool.


The Help request opens on top of the assignment in the **Teacher Assignment** view as shown in this example.
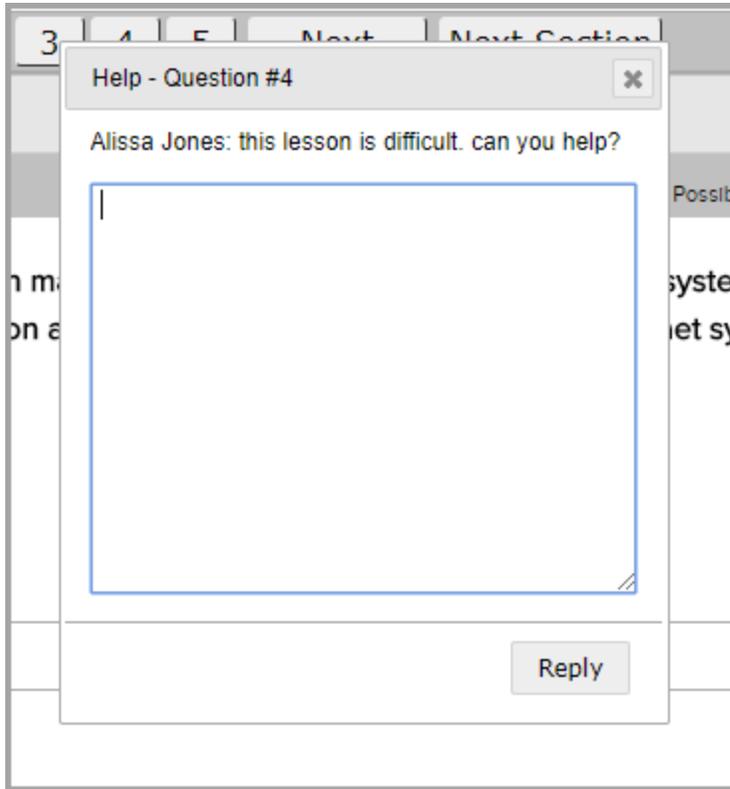
2. Enter your reply in the text box and click **Reply**.

3. To close the Help request, click the Close [**X**].

This next set of steps explains the message response for the student.

1. If the student is working in Ignitia, they see the new messages indicator that appears next to the **Messages** tool on the main nav bar. Otherwise, when they log in, the new messages indicator visually tells them that a new message has arrived.

2. The student clicks **Messages**, and then clicks the message from the teacher.
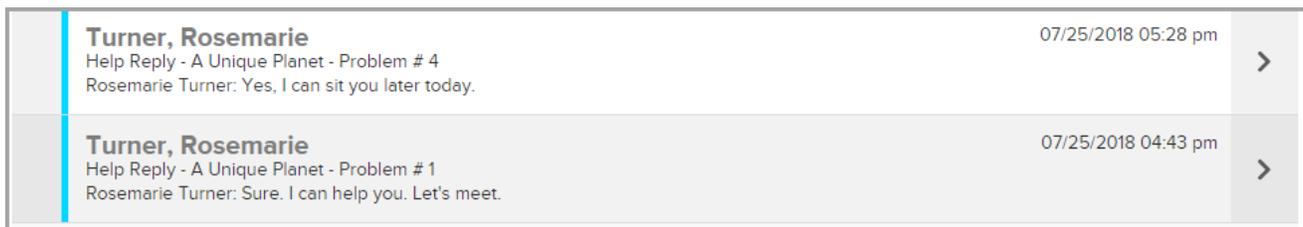
3. The student clicks the **Assignment** link to open the assignment.
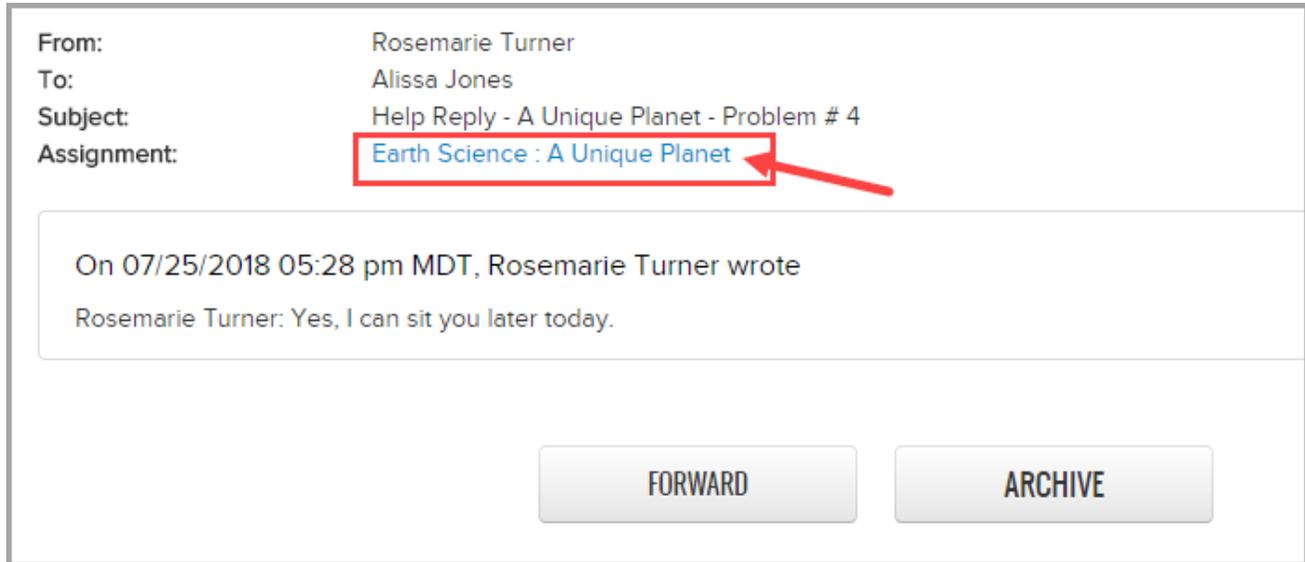
4. The student reads the teacher's reply and can respond to it.
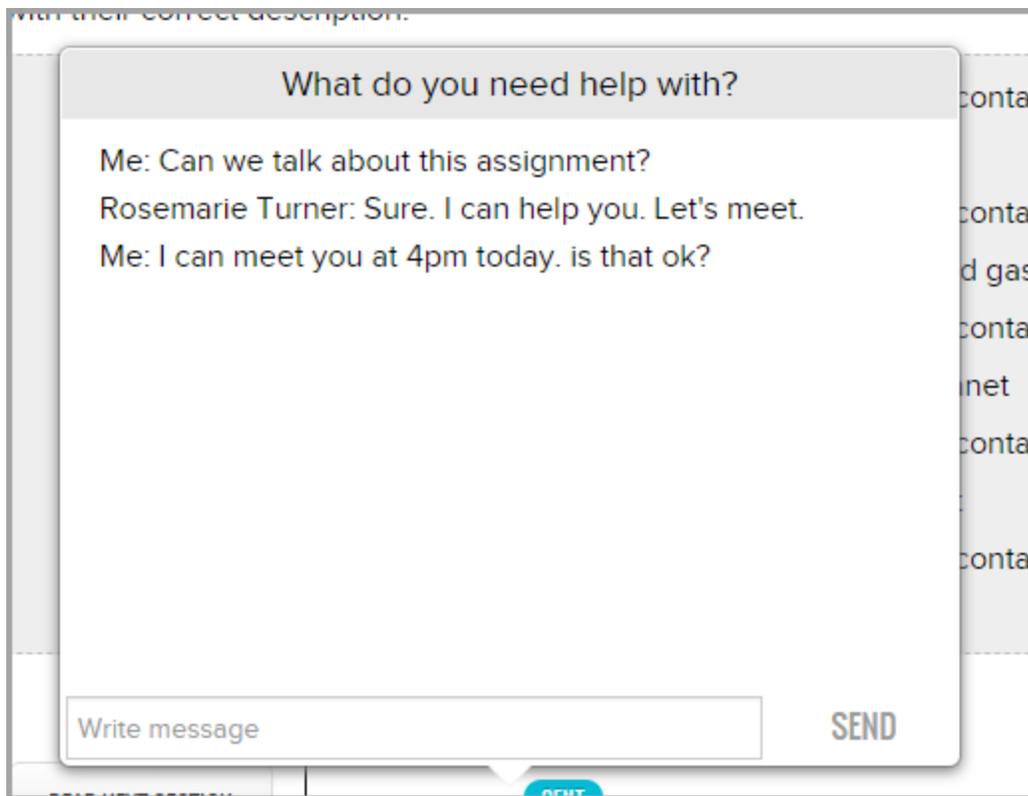
Read and respond to person-to-person messages

Replying to a person-to-person message is as simple as replying to an email message in any email program. A person-to-person message uses this symbol ✉ as its visual indicator in your **Messages** list.

> **Tip:** When a student sends a message to the teacher for the course, that type of message has the subject of "Help Needed - [Course Name]" and uses the person-to-person ✉ message symbol and has the same actions as a person-to-person message.

1. On the main nav bar, click **Messages**.

2. Use the **Type** column sort filter to sort the list in ascending order by message type so that any person-to-person messages are at the top of the list.

3. To read the message, under **Actions**, click the **View message** 👁 tool.

4. To reply to the message, click the **Reply** button.

> **Tip:** To reply to a message without reading it, under **Actions**, click the **Reply** ↩ tool.

The **Reply to Message** page appears with the sender's name in the **To** field and the original subject and message content.
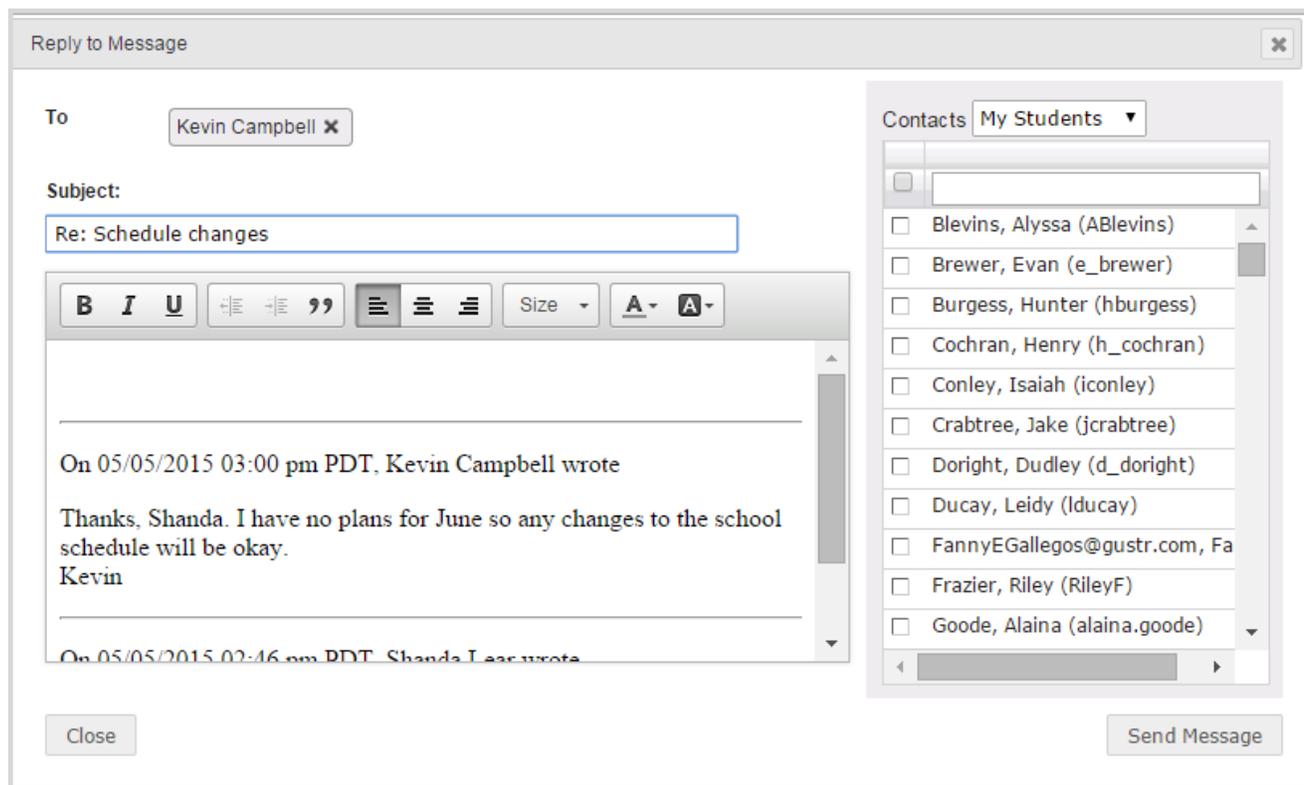
5. You can keep the default information that appears or delete it. To add more recipients, do the following:

   a. From the **Contacts** list, select a type of contact to filter the list. Depending on your user role, the types of contacts you can select from may include **All Students**, **My Students**, **Admins**, **Teachers**, **All Groups**, and **My Groups**.

      Or

      In the search field, start entering the first few characters of the person's name or username.

> 💡 **Tip:** You can start typing the contact's name in the blank box to filter the list to only show contacts that match the characters you enter.

    b. If you selected either **All Groups** or **My Groups**, from the **Groups** list, select a group.

    c. Click the check box for the contact(s). By default, if you selected a group, all of the group members appear as selected on the **Group Members** tab and their names are automatically placed in the **To** field of the message. To remove a group member from the recipient's list, clear the check box.

6. When finished, click **Send Message**.

Importance of system-generated messages

System-generated messages occur when:

- An enrollment changes, such as an enrollment has been transferred to another teacher (Subject = Enrollment Change).
- A new enrollment has occurred (Subject = New Enrollment).
- A new enrollment is processed by the Ignitia system (Subject = Batch Enrollment Result).
- System support notifies the teacher of record that an enrollment may soon be archived and the teacher may need to take action (Subject = Notification to teacher regarding pending archival action).
  See
- System support notifies the teacher of record that a student has completed a course (Subject = Notification of completed course).
- System support notifies the school Admin that a student attempted to use their Single Sign-On (SSO) credentials and an association for the student could not be found in Ignitia (Subject = Unassociated Login Attempt).

You will want to read system-generated messages, especially after enrolling students, because with a Batch Enrollment Result message, you are notified if any enrollments failed to be created as shown in this example.
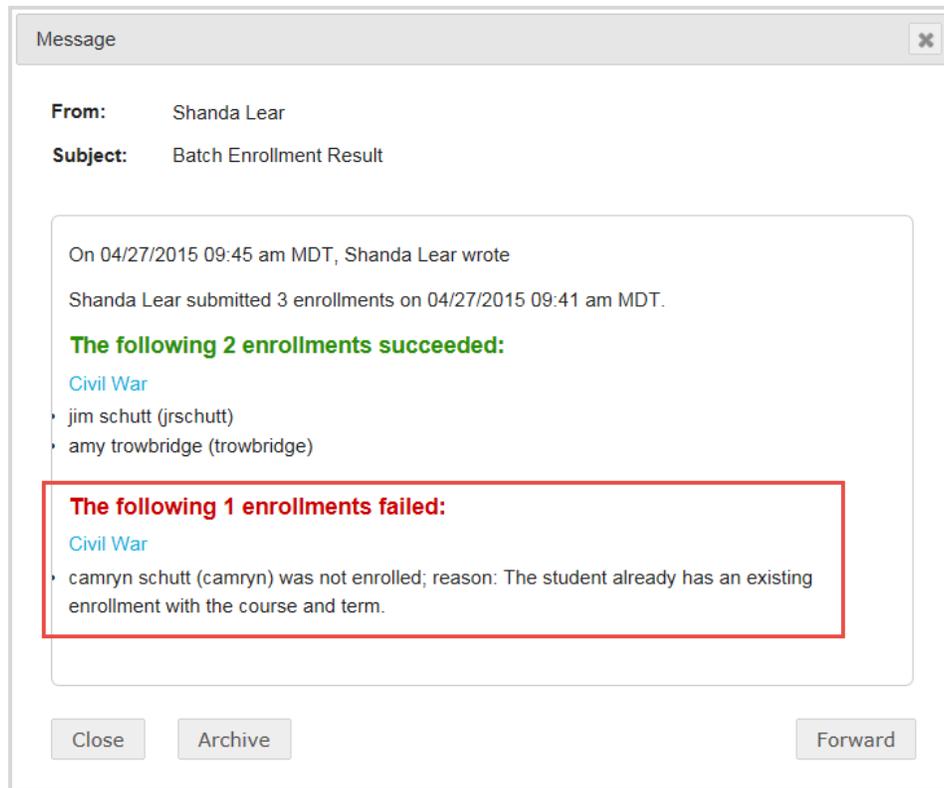
Read and take action on system-generated messages

> **Tip:** System-generated messages also appear in **New Messages** list on the **Home > Activity Stream** tab.

1. On the main nav bar, click **Messages**.

2. A system-generated message uses the bell 🔔 symbol. Use the **Type** column sort filter to sort the list in ascending order by message type.

3. To read the message, under **Actions**, click the **View message** 👁 tool.

4. If desired, do one of the following:

   - If you do not want to take action, click **Close**.

   - If the message is for a pending archival action for an enrollment, you can extend the enrollment. See "How auto-archiving enrollments happens and how teachers can respond" below.

   - To archive the message, click the **Archive** button. See "Archive and unarchive messages" on page 34.

   - To forward the message, click the **Forward** button. See "Forward messages" on page 32.

How auto-archiving enrollments happens and how teachers can respond

If an enrollment is in Active or On Hold status and the student has not opened any assignment in the enrollment for the period of one year (52 weeks), then the system will automatically move the enrollment to Pending Archive status. At this point, the Teacher of Record (TOR) for the enrollment is sent a message to their Inbox seven days in advance notifying of the pending archival action.

When opened, the message content looks like this:

- If desired, to extend the enrollment and keep it in its current state, the TOR can click the **Extend Enrollment** link in the message.

Export person-to-person and assignment help-needed messages as PDFs

You can export your person-to-person messages and assignment help-needed messages as PDFs so that you can share the communication details with others. When you export a message that has multiple communication efforts (threads), if you select the most recent message, the entire communication thread is exported. You can export unopened and opened messages.

There are multiple ways to export a message as a PDF. You can:

- Export an unopened message from the Messages tab.
- Export an opened message from the Messages tab.
- Export an opened message from the Home page > Activity Stream > New Messages tab.

Export an unopened message from the Messages tab

1. On the main nav bar, click **Messages**.

   By default, the Messages tab displays **All messages** (unread and read) in your **Inbox** in chronological order by date and time when received. Unread messages appear in bold text and read messages are in normal text.

2. (Optional) To filter the list to see only unread or read messages in the Inbox, from the **All Messages** list, select **Unread Messages** or **Read Messages**. Or, change the **Inbox** filter to show **Sent** or **Archived** messages.

3. Under **Actions**, click the **Export** ⬇ tool.

   The message downloads as a PDF. Depending on your browser, you may be given the option to keep the subject as the name of the PDF or you can change it. The file may show on a tab at the bottom of the page.

4. Click to open the file, or just attach the pdf file to an email in an external email program.

Recipient: Jones, Rita
Recipient Username: rita.jones

Sender: Burr, Tim
Sender Username: t_burr

Subject: Will be sending enrollment schedule soon

Date exported: 07/14/2015

On 07/14/2015 02:48 pm MST, Tim Burr wrote
Rita,
I am still setting up the school. Have patience. I will send out the schedule soon.

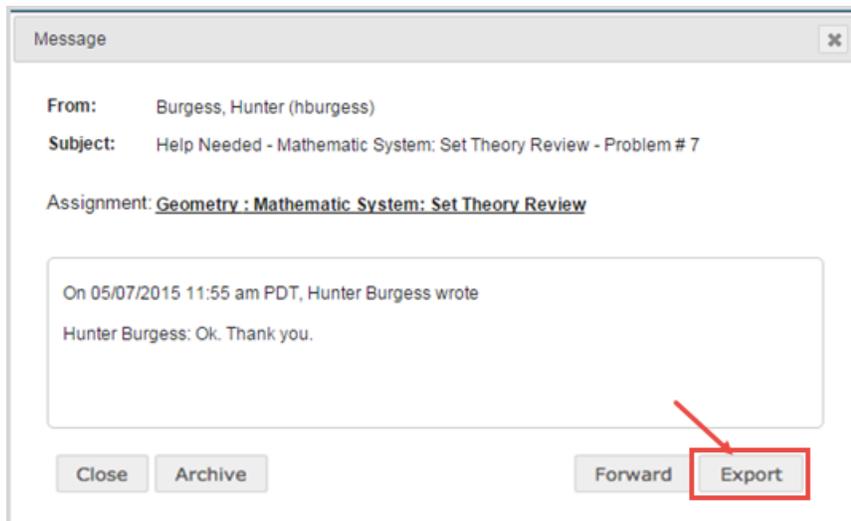**Export an opened message from the Messages tab**

1. On the main nav bar, click **Messages**.

   By default, the Messages tab displays **All messages** (unread and read) in your **Inbox** in chronological order by date and time when received. Unread messages appear in bold text and read messages are in normal text.

2. (Optional) To filter the list to see only unread or read messages in the Inbox, from the **All Messages** list, select **Unread Messages** or **Read Messages**. Or, change the **Inbox** filter to show **Sent** or **Archived** messages.

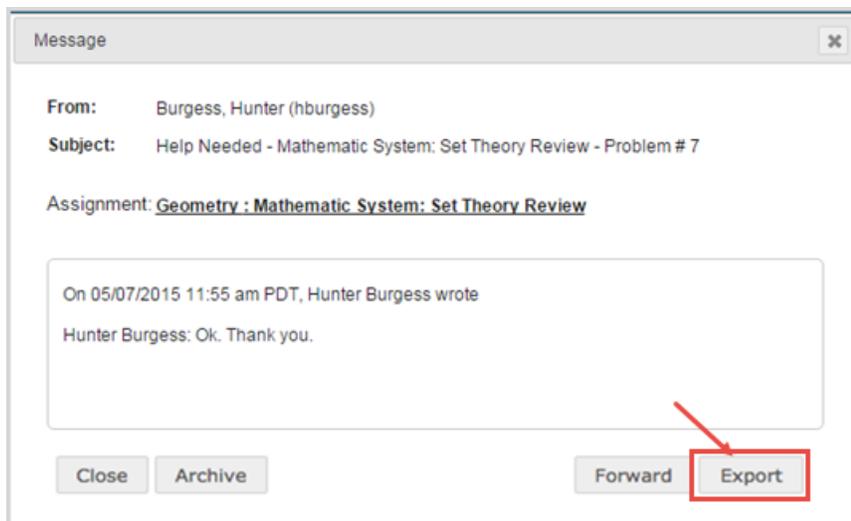3. To open the message, double-click it.

4. Click the **Export** button.

The message downloads as a PDF. Depending on your browser, you may be given the option to keep the subject as the name of the PDF or you can change it. The file may show on a tab at the bottom of the page.

Export an opened message from the Home page > Activity Stream > New Messages tab

1. On the main nav bar, click **Home**.

2. On the **Activity Stream** tab, in the **New Messages** list, click a person-to-person or help-requested message to open it.

3. Click the **Export** button.

The message downloads as a PDF. Depending on your browser, you may be given the option to keep the subject as the name of the PDF or you can change it. The file may show on a tab at the bottom of the page.

Forward messages

You can forward any type of message to others. When you forward a message, the **To** field is empty and you must select at least one recipient. You can forward unopened and opened messages.

Forward an unopened message

1. On the main nav bar, click **Messages**.

   By default, the Messages tab displays **All messages** (unread and read) in your **Inbox** in chronological order by date and time when received. Unread messages appear in bold text and read messages are in normal text.

2. (Optional) To filter the list to see only unread or read messages in the Inbox, from the **All Messages** list, select **Unread Messages** or **Read Messages**. Or, change the **Inbox** filter to show **Sent** or **Archived** messages.

3. Under **Actions**, click the **Forward** ↱ tool.

   The **Forward Message** page appears with the original subject and message content.

4. To select the message recipients, do the following:

   a. From the **Contacts** list, select a type of contact to filter the list. Depending on your user role, the types of contacts you can select from may include **All Students**, **My Students**, **Admins**, **Teachers**, **All Groups**, and **My Groups**.

      Or

      In the search field, start entering the first few characters of the person's name or username.
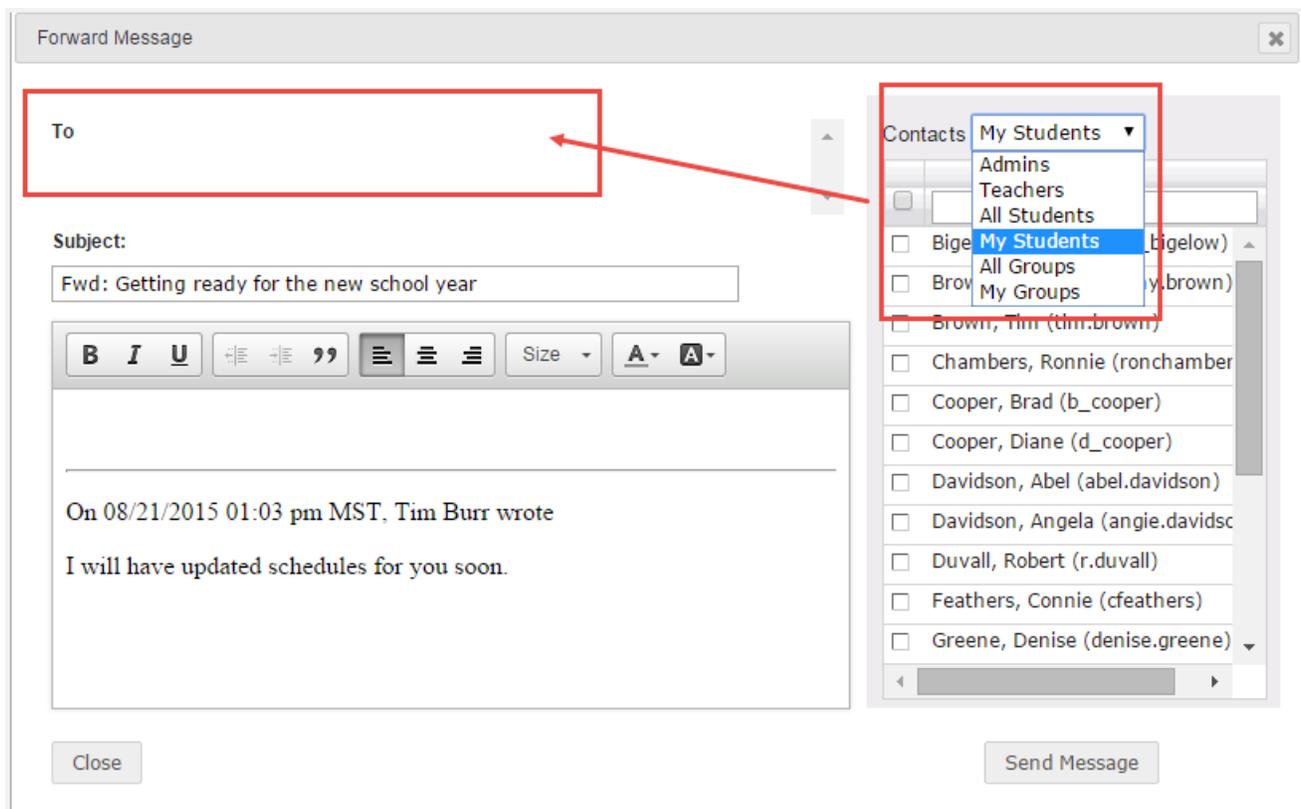
   b. If you selected either **All Groups** or **My Groups**, from the **Groups** list, select a group.

   c. Click the check box for the contact(s). By default, if you selected a group, all of the group members appear as selected on the **Group Members** tab and their names are automatically placed in the **To** field of the message. To remove a group member from the recipient's list, clear the check box.
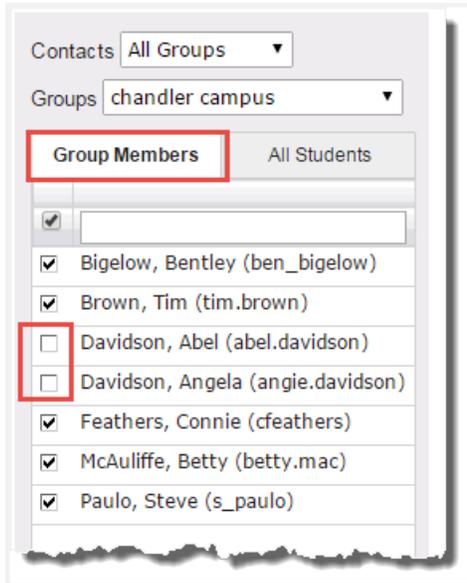
5. You can enter additional comments in the message area and delete any part of the original message content.

6. When finished, click **Send Message**.

> 💡 **Tip:** You can forward a message while reading it. Just click the **Forward** button.
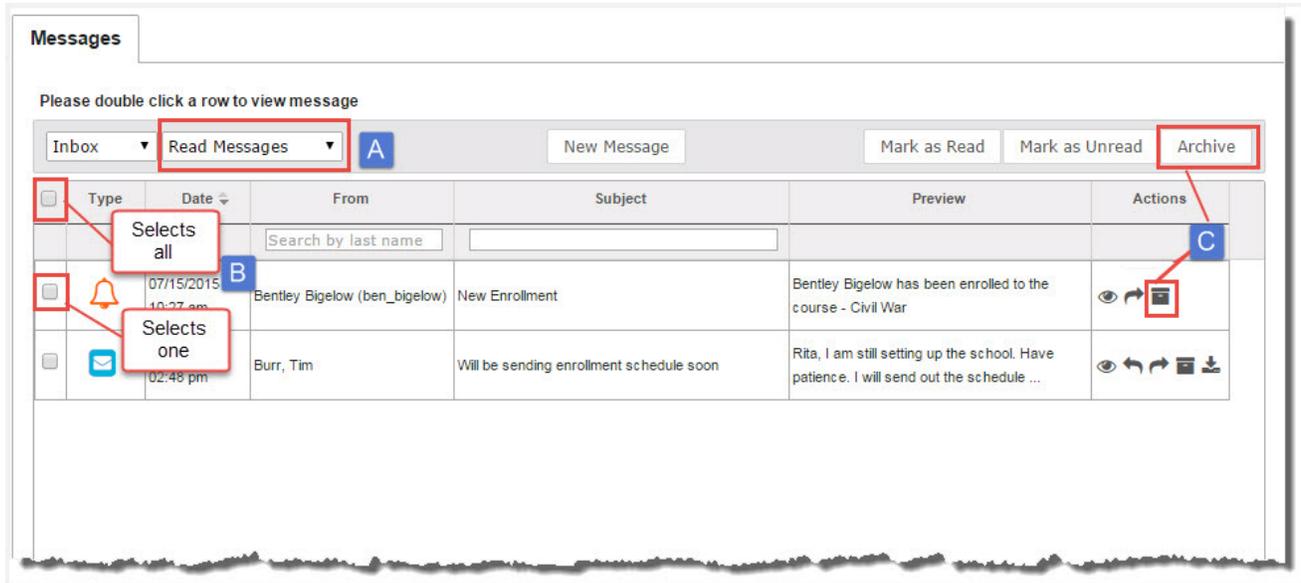
Archive and unarchive messages

Because you cannot delete messages in Ignitia, you may want to *archive* messages to keep your Inbox list manageable. You can archive unopened and opened messages and you can archive multiple unopened messages from the Messages tab.

If desired, you can move archived messages back to your Inbox.

To archive unopened messages from the Messages tab:

1. On the main nav bar, click **Messages**.

2. (Optional) Filter or sort the list to locate the message(s) you want to archive. See "Filter, sort, and search your Messages list" on page 10.

   In the example below, the list was filtered to show only read messages (example A).

3. To select a message, click the check box next to the **Type** column, or to select all messages, click the check box in the column heading (example B).

4. Under **Actions**, click the **Archive** 🗄 tool, or if archiving more than one message, click the **Archive** button (example C).

The message(s) is(are) removed from the list and now appear in the Archived list.

To archive an opened messages from the Messages tab:

1. (Optional) Filter or sort the list to locate the message(s) you want to archive. See "Filter, sort, and search your Messages list" on page 10.

2. To read the message, double-click it.

3. To archive the message, click the **Archive** button.

**To archive an opened message from the Home > Activity Stream > New Messages tab:**

1. On the main nav bar, click **Home**.

2. On the **Activity Stream** tab, in the **New Messages** list, click a message to open it.

3. Click the **Archive** button.
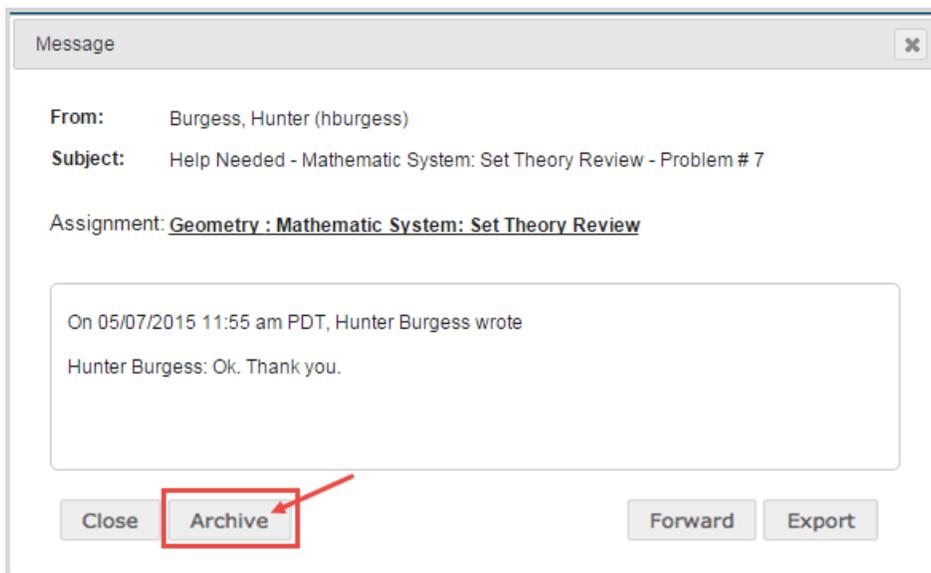
The message is removed from the New Messages list and now appears in the Archived list on the Messages tab.

To unarchive or move archived messages back to your Inbox:

1. On the main nav bar, click **Messages**.

2. To see all archived messages, from the **Inbox** list, select **Archived** (example A).

3. To move an archived message back to your Inbox, select the check box for the message, and under **Actions**, click the **Move to Inbox** 🗁 tool. To move multiple messages, select their check boxes and click the **Move to Inbox** button (example B).
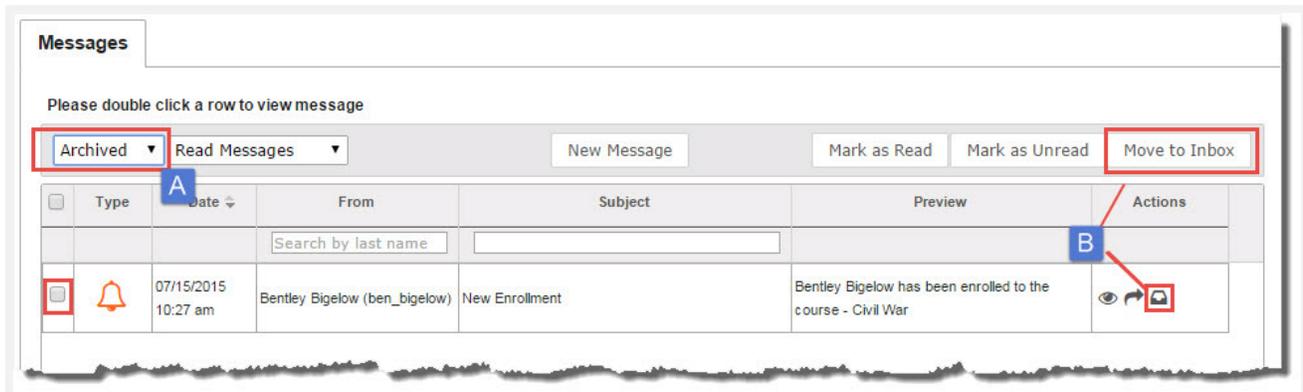
The message(s) is(are) removed from the Archived list and now appear in chronological order by date and time received in the Inbox.

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