



Established on *Desire2Learn Help* (<http://help.d2l.arizona.edu>)

not [Home](#) > [Help for Students](#) > D2L Email

available [About](#)

Students: D2L Email

[D2L](#)

[Email](#)

[Forward](#)

[Help?](#)

[Message?](#)

[Send?](#)

[Settings?](#)

[Email](#)

[Messages?](#)

[don't](#)

[know](#)

[their](#)

[email](#)

[address?](#)

About D2L Email

D2L creates D2L email accounts for all users. This account is different from a UA email account. A D2L mail address looks like this: .@ d2l.arizona.edu. Instructors of large classes may be interested in using their D2L email account so that the large volume of mail generated by a large class does not swamp their personal .@ email.arizona.edu account. To read messages sent to a D2L email address, one must login to D2L and click on the **D2L Email** link.

D2L also allows users to send and receive messages to/from external, non-D2L email addresses. If you forward your D2L Email messages to an external account, you will not need to login to D2L to view your messages.

[Back to Top](#)

How do I Access my D2L Email?

Access your D2L Email tool from the **D2L Email** link on your top navigation bar.



1. To see messages that were sent click on the **Inbox** Folder under the **Folder List**

2. After choosing the **Inbox**, make sure to select **All Messages** from the **Filter By:** drop down menu.

3. Click on the **Subject** line of the email message.

4. Sometimes your Message Preview Pane, located at the bottom of the screen, will not display properly because it is stuck at the bottom of the screen and appears as a small slice of the screen. To fix this, you need to take your mouse and rest it on top of the gray bar that is just above **Message Preview** and then hold down the Left Mouse button and drag it up the screen so that you can see the message. You can also change your Settings from the Message Preview pane to a Viewing Messages in a New Window.

[Back to Top](#)

How do I Compose a Message?

- Click on D2L Email
- Click on Compose at the top of the new page
 - If this doesn't work for you, you will need to change your browser's pop-up blocker's settings. There are instructions on our [Browser Check](#) page.
- Type the username (NetID) of the person you want to send the message to
- Fill in the Subject line
- Type your message in the big box
- Use the Browse button to add an attachment (optional)
- Click the Send button in the lower right corner of the screen

[Back to Top](#)

What is the easiest way to email someone when I don't know their email address?


The easiest way to email an individual in one of your classes, a Section of students in one of your classes, a Group of students that your instructor has created in one of your classes, or the entire Class is:




- Go to the specific course
- Click on Classlist in the Navigational Bar across the top of your screen
 - If you want to email individual people, click the checkboxes to the left of their names, then select the email icon. These icons are available at both the top and bottom of the list of names.
 - If you want to email an entire Section of the class, click the "Email everyone on this tab" button on the gray bar near the top of the page.
 - If you want to email a Group of the students in the class, click on the Groups Tab and locate the Group Name and click on the corresponding Email icon.
- This will cause an Email Compose box to open on the page.
- Fill in the Subject line
- Type your message in the big box
- Use the Browse button to add an attachment (optional)
- Click the Send button in the lower right corner of the screen

[Back to Top](#)

How do I Reply, Reply All, Forward, and Print messages?

To **Reply**, **Reply All**, or **Forward** a message, please open the email by clicking on the name of the email.

Once you are viewing the message, you need to click on the icons across the top of the screen. The **Reply** icon  **Reply** will open a new window that will have the sender's email address already loaded into it. When you are done, remember to click

Send. The **Reply All**  **Reply All** icon will open a new window with everyone's addresses already loaded into the correct fields. The **Forward** icon  **Forward** will open a new window with the old message in it, but no email addresses in the **To:** field. If you would like to view a printable version of an email, click the **View Printable** icon  **View Printable** which will allow you to print the entire email without printing other items on the screen.

[Back to Top](#)

How do I Delete a Message?

When you are viewing a message you can click on the **Move To Trash** icon  [Move to Trash](#) and this will move the message to the trash.

You can also delete several messages at once by using the checkboxes next to each message and then the **Trash Can** icon above the messages.

[Back To Top](#)

How do I Create Folders?

1. Click on the **Folder Management** icon from the main D2L Email screen.
2. You can use the **Edit** icons along the right side of the screen to change the folder names. You can also click on the **New Folder** icon along the top of the screen, which will bring you to another screen where you can create folders to organize your email messages and your contacts.
3. If you click on the **New Folder** icon a screen will appear with the option to select a **Folder Type** for either a **Message Folder** or **Contacts Folder**. Select a **Folder Name** and decide if you want the new folder to be organized underneath (inside of) another folder (i.e., **Parent Folder**). You can click **Save and New** if you are creating several folders at a time or just **Save** if you only need to create one folder. After clicking on **Save** you will need to click on **Message** list to return to the main email screen.

New Folder

[Message List](#) [Folder Management](#) [New Folder](#)

Folder Type: Message Folder
 Contacts Folder

Folder Name:

Parent Folder: -- None --

[Back to Top](#)

How do I Move a Message Between Folders?

1. Once you have your folders built (see creating folders for more information) you can now return to the **Message List** and use the check boxes next to each email message and then use the **Move To** drop down menu to select the folder that you want the messages moved to. They will then automatically move to the desired folder.

[Back to Top](#)


How do I AutoForward emails to a Different email Account?

1. Once inside D2L Email, click on the **Settings** icon.

2. Scroll down to the bottom of the **Settings** page until you find the area called **Forwarding Options**.

Email Options

- Track activity for messages sent to internal email addresses
- Include original message in email replies
- Send a copy of each outgoing message to @email.arizona.edu
- Save a copy of each outgoing message to the 'Sent Mail' folder

Email Signature: 

Display Options

- Show the Message Preview pane
- Show the Folder List pane
- Mark messages as read when viewed in the Message Preview pane
- Show internal email addresses in the Address Book
- Show external email addresses in the Address Book
- Allow filtering messages and contacts on group enrollment

Forwarding Options

- Forward incoming messages to an alternate email account

Email Address

- forward and delete from the Inbox folder ?
- forward and mark unread in the Inbox folder ?
- forward and mark read in the Inbox folder ?

3. Check the box labeled **Forward incoming messages to an alternate email account** . Then type the email address that you regularly check. This does not have to be your UA WebMail account, but you are responsible for changing this forwarding option if you choose an account that you stop using in the future.

Forwarding Options

- Forward incoming messages to an alternate email account

Email Address

- forward and delete from the Inbox folder ?
- forward and mark unread in the Inbox folder ?
- forward and mark read in the Inbox folder ?

4. Next, decide if you want to forward and delete from the Inbox folder or forward and mark unread in the Inbox folder, or forward and mark read in the Inbox folder . We recommend the third choice and it is the default if you make no changes. Click Save at the bottom right of the screen.


[Back to Top](#)

What can I do with the Settings?

There are several things you can do under **Settings**. We highly recommend that you check the following two check boxes. The first is located under **Email Options** and is entitled **Save a copy of each outgoing message to the 'Sent Mail' folder'**. The second is located under **Display Options** and is entitled **Mark messages as read when viewed in the Message Preview pane**. Take a few minutes to read through the other options and set it up to your specifications.

Email Options

- Track activity for messages sent to internal email addresses
- Include original message in email replies
- Send a copy of each outgoing message to @email.arizona.edu
- Save a copy of each outgoing message to the 'Sent Mail' folder

Email Signature: 

Display Options

- Show the Message Preview pane
- Show the Folder List pane
- Mark messages as read when viewed in the Message Preview pane
- Show internal email addresses in the Address Book
- Show external email addresses in the Address Book
- Allow filtering messages and contacts on group enrollment

Display Options

- Show the Message Preview pane
- Show the Folder List pane
- Mark messages as read when viewed in the Message Preview pane
- Show internal email addresses in the Address Book
- Show external email addresses in the Address Book
- Allow filtering messages and contacts on group enrollment

[Back to Top](#)

[Help Page](#)

Source URL (retrieved on Nov 23 2009 - 9:37pm): <http://help.d2l.arizona.edu/students/email>