Ignitia™

Messaging System Guide

for
v2.18

Ignitia™ Messaging System Guide v2.18

Technical Support

For questions or technical support, contact Technical Support at 1-877-251-6662 or go to http://www.aopschools.com/ignitia_support.

Ignitia

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Introduction

Ignitia™ provides an internal messaging system that allows users, such as teachers and admins, to receive and send messages to and from other teachers and students. Students can send messages to and receive messages from their teachers while they are working on an assignment in Ignitia. Your school's Admin user controls whether or not the students and teachers can use the internal messaging system.

> **Note** If the messaging system permission is disabled at the school level by the Admin, the Messages tool on the main nav bar is grayed-out or appears inactive. The student permission "Allow Message Send" is also disabled.

- To access the messaging system, on the main nav bar, click **Messages**.

The Messages tab appears. See "Messages tab" below.

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, double-click it. Depending on the type of message, you may be able to archive, forward, or reply to the message.
- To write a message, click **New Message**. See "Write and send messages" on page 7.

> **Tip** New messages received also appear in the **New Messages** list of the **Home > Activity Stream** tab.

The Messages tab has features and tools to help you manage the messages list. Symbols visually indicate the type of message and other features include:

- Several filters (example A) so that you can easily find and manage messages. Filtering and sorting changes the information displayed. See "Filter and sort your messages list" on page 5.
- Several tools (buttons shown in example B) that allow you to quickly write and send messages, mark messages as read or unread, and archive multiple messages.
- A message type symbol in the **Type** column (example C) that visually indicates the type of message. See "Message type symbols" on the next page.
- Date and time of the message and message sender or receiver name (example D).
- Subject of the message and a short preview of the message contents (example E).
- An **Actions** column that displays action tools (example F) so that you can reply to, forward, archive, view the lesson in the message, and move an archived message back in your Inbox. See "Message actions symbols" on the next page.

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
🔔	System-generated message, such as the result of a batch enrollment, new enrollment, enrollment change, etc.
🛟	Help needed request from a student while working on assignment.
✉	Person-to-person message from another teacher, admin, or student.
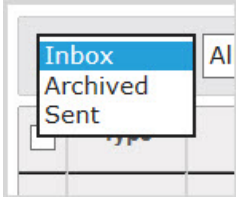
Message actions symbols
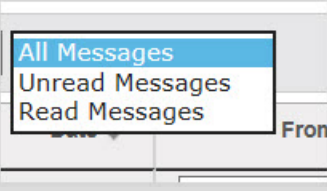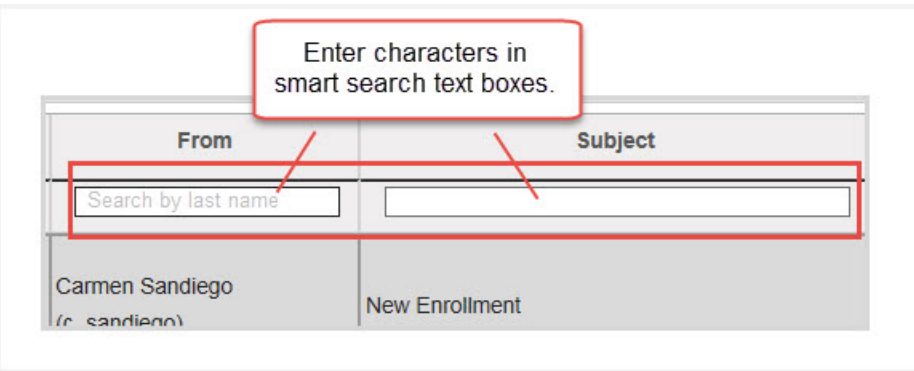
Symbols in the **Actions** column visually indicate the type of action you can take for a message.

Symbol	Indicates	See...
↩	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 reply to person-to-person messages" on page 14. • "Read and reply to system-generated messages" on page 15.
↪	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 16.
📖	View lesson. Opens the lesson and the student's question so that you can reply to the lesson help request.	"Read and reply to help requested messages" on page 11.
🗄	Archive message. Removes the message from the Inbox list and puts it under the Archived list.	"Archive and unarchive messages" on page 18.
📥	Move message to Inbox. Removes the message from the Archived list and puts it under the Inbox list.	"Archive and unarchive messages" on page 18.

Filter and sort your messages list

By default, your messages list shows the Inbox with all messages displayed in chronological order by date and time received. You can filter and sort 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**.

Action	Do the following...
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**.
Filter list using search boxes	In the row immediately below several column headings are blank text boxes. These blank boxes are 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**.

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.
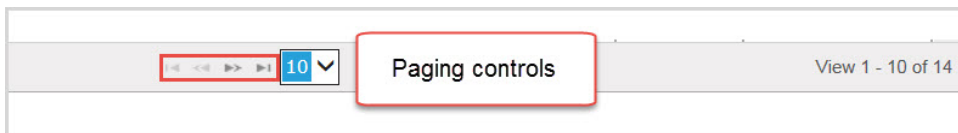
Write and send messages

Ignitia provides several ways for you to use the internal messaging system to communicate with other users. Who you can communicate with depends on your user role:

- Students can only send and receive messages to and from their teacher(s).

- Teachers can send and receive messages to and from admins, all teachers, and students assigned to their courses.

- Super Teachers and admins can send and receive messages to and from everyone.
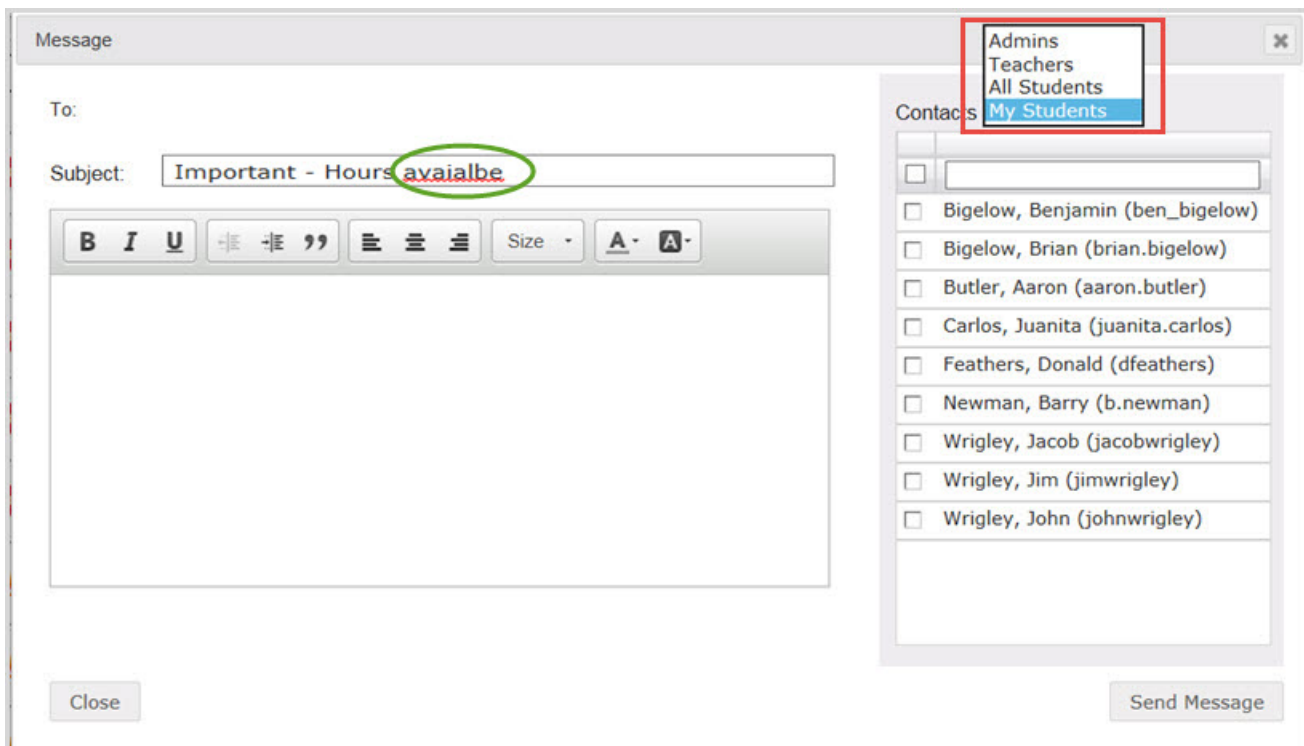
Write and send messages from the Messages tab

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, from the **Contacts** list, select the category of contacts. Then, from the list of contacts, select the check box for each contact. Or, to select all contacts in the category, select the check box at the top of the list beside the blank box.

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

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.
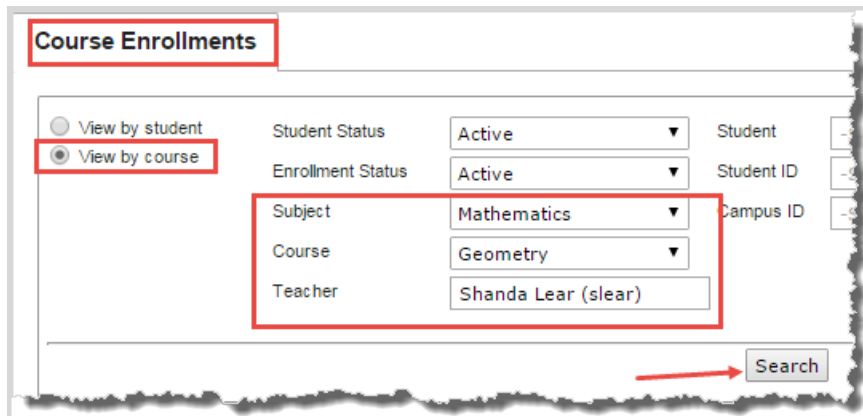
Write and send messages to students enrolled in courses

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 **New Message**.

The **Message** page appears with the selected student(s) in the **To** field.

8. Continue as you would to send any other message - enter a subject and message content, add other students or teachers as message recipients.

9. 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 four students, your Sent list contains four person-to-person messages as shown in this example.

Write and send messages from the Gradebook

You can write and send a message to a student while you are viewing and managing their assignments in the Gradebook > Grading tab.

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, campus ID, or group name, and then select the student from the list.

3. Click **Search**.

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

4. Click **New Message**.

In the **Message** page, the selected student appears in the **To** field.

5. Continue as you would to send any other message - enter the subject and message contents and add other recipients.

6. Click **Send Message**.

Write and send messages from within assignments

You can write and send a message to a student while you are viewing and managing their 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 **assignment title**.
   - On the main nav bar, click **Assignment Alerts**, and then in the **Title** field, click the **assignment title**.
   - 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 **assignment title**.

   The **Teacher Assignment** view appears.

2. Click **New Message**.

The **Message** page appears with the student's name in the **To** field.

3. To include the assignment information as the subject of the message, click the **Assignment Info** check box. Otherwise, enter a subject.
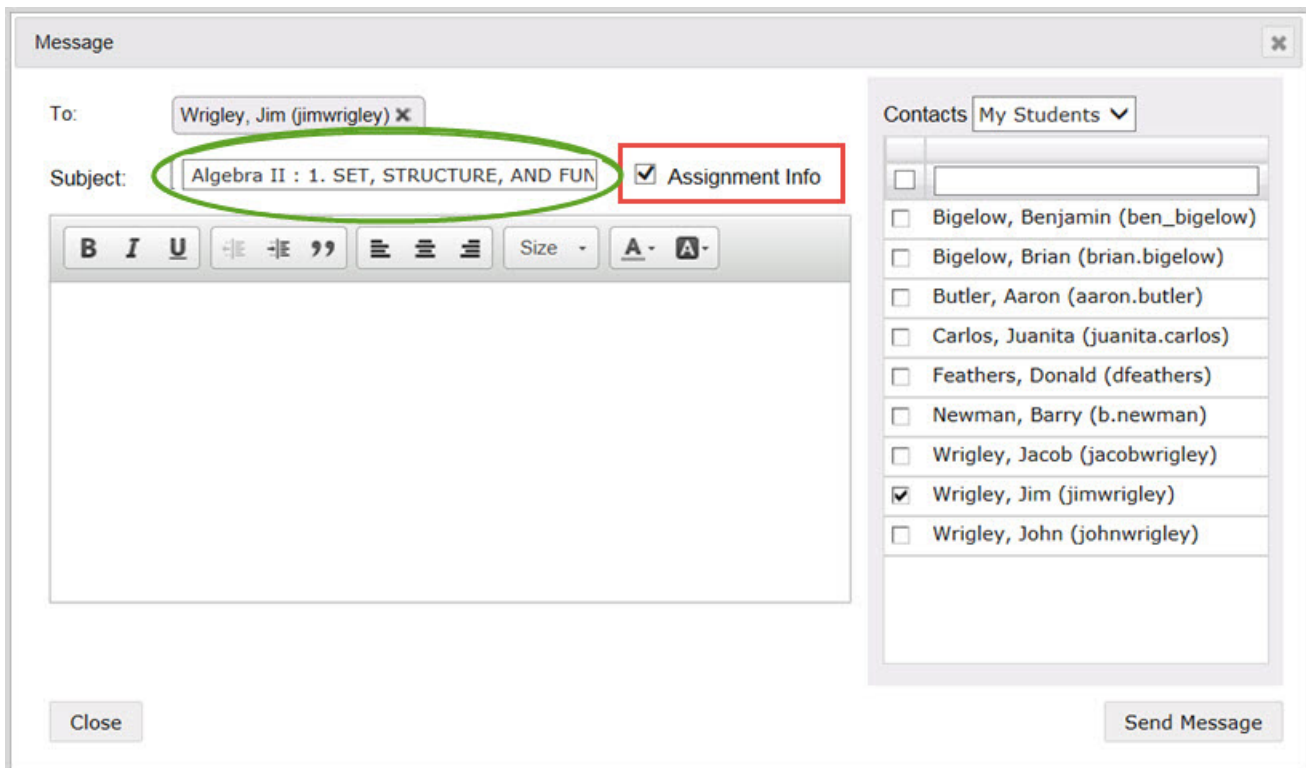
4. Continue as you would to send any other message.

Read and reply to help requested messages

When students need help with a specific question in an assignment, they can send the teacher a message using the 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 and provide a link in the message itself.

> **Tip** Help Needed or Help Requested messages also appear in **New Messages** list and **Actions** list on the **Home > Activity Stream** tab as well as in the **Gradebook > Action Required** tab.

The following steps explain how to read and reply to a help request message from the Messages tab. See "Messages tab" on page 3.

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 as shown in this example. Help needed requests are now displayed at the top of the list.

| ☐	Type ⬍	Date	From	Subject	Preview	Actions
			Search by last name			
☐	🛟✔	05/07/2015 11:38 am	Hunter Burgess (hburgess)	Help Needed - Mathematic System: Set Theory Review - Problem # 7	Hunter Burgess: Can we talk about this assignment? I am having trouble understanding infin...	➦ 🗄 📖
☐	🛟✔	05/07/2015 11:55 am	Hunter Burgess (hburgess)	Help Needed - Mathematic System: Set Theory Review - Problem # 7	Hunter Burgess: Ok. Thank you.	➦ 🗄 📖
		08/06/2014				

3. To read the message, double-click it. You see the student's comments and can click the Assignment link to go to the assignment and reply to the student's help request.

Or,

To go directly to the question in the assignment where the student initiated the request, in the **Actions** column, click the **View Lesson** (📖) tool.

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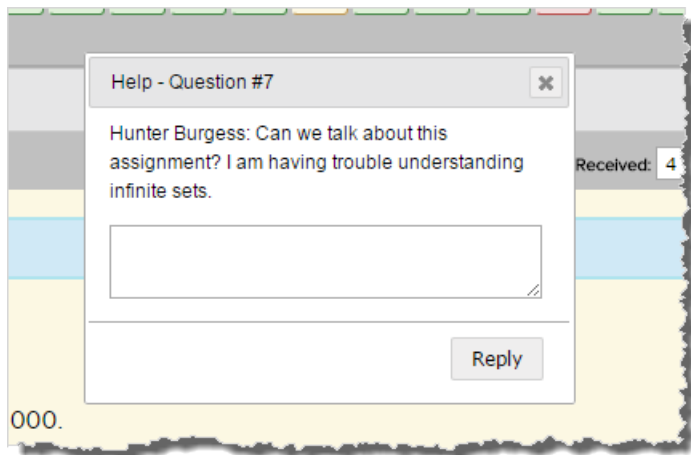
4. Enter your reply in the text box and click **Reply**.

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

The next set of steps explain 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 double-clicks the message from the teacher.
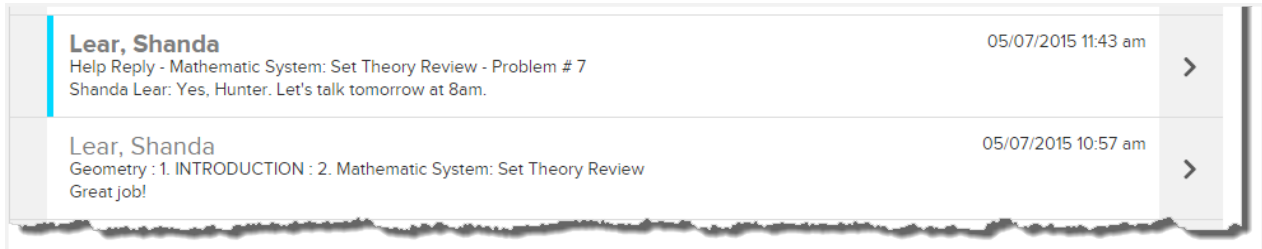
3. The student clicks the **Assignment** link to open the assignment.
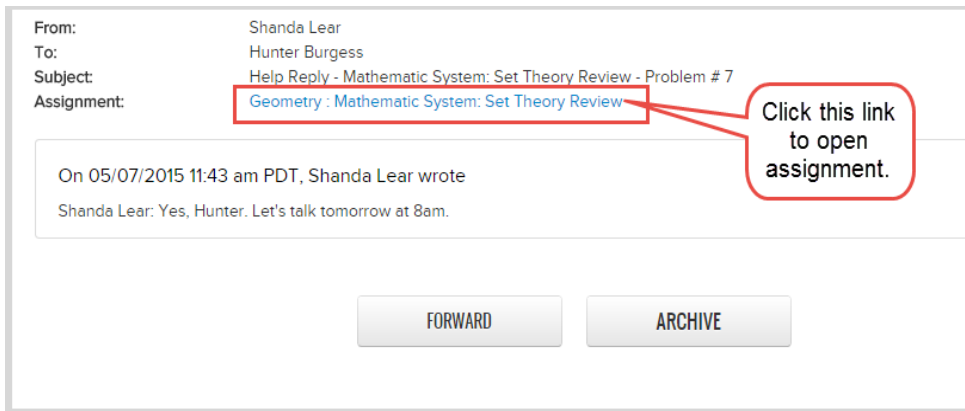
4. The student reads the teacher's reply and can respond to it.
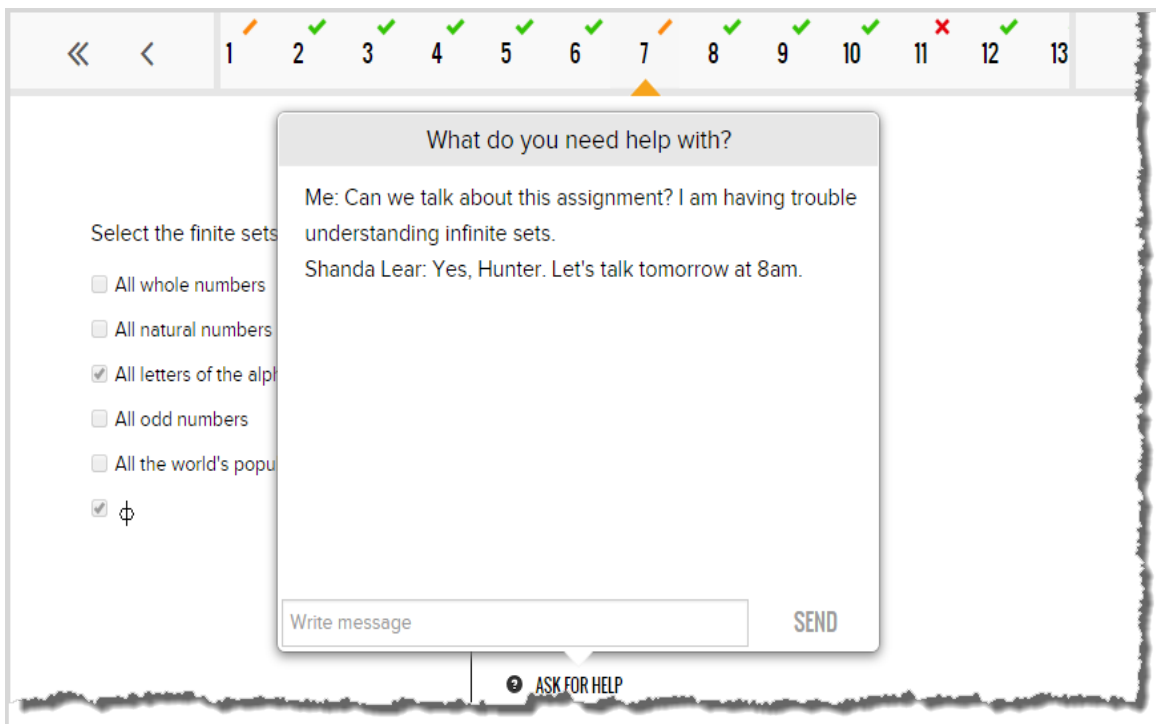
Read and reply to person-to-person messages

Reading and replying to a person-to-person message is as simple as reading and replying to an email message in any commercial email program.

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. A person-to-person message uses this symbol .

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

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 box and the original subject and message content.
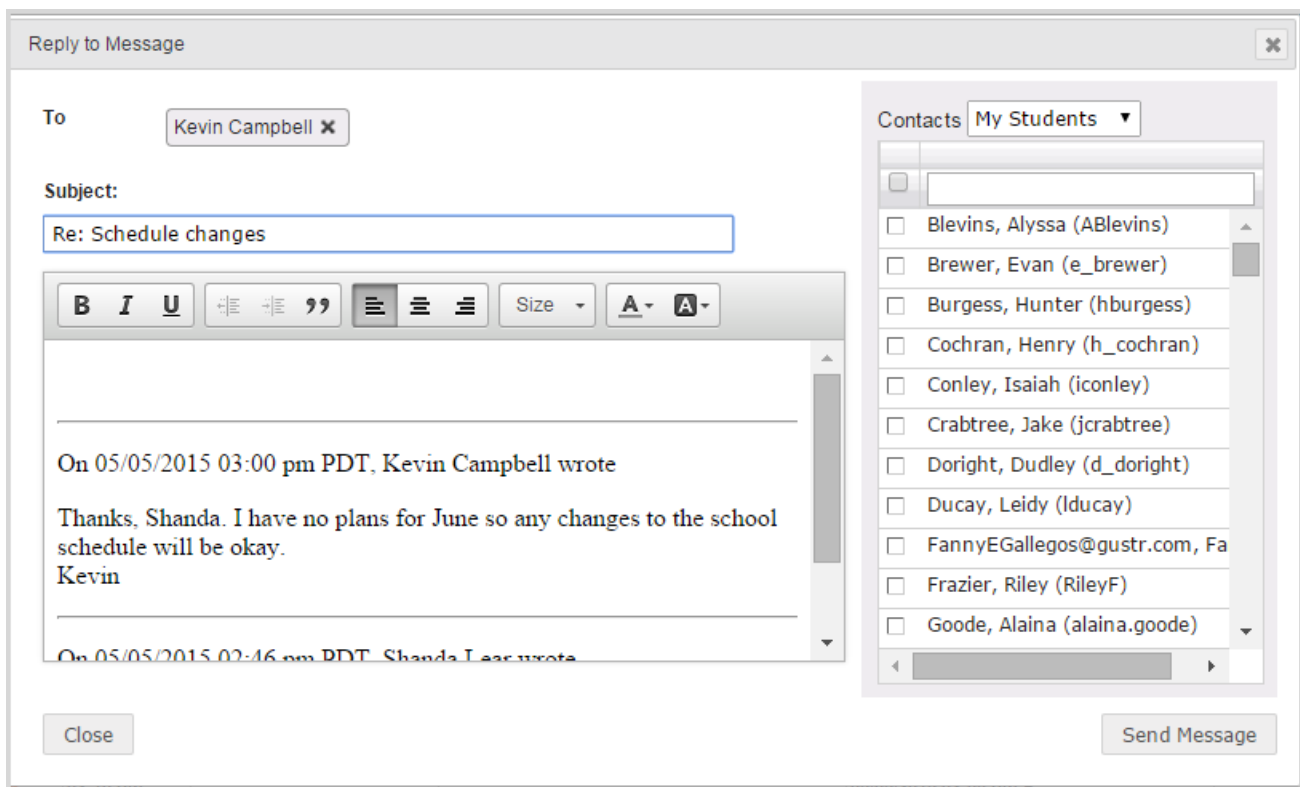
5. You can keep the default information that appears or delete it. You can select more contacts to receive the message. Enter your reply in the text box.

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

Read and reply to system-generated messages

System-generated messages occur when there is an enrollment change (Subject = New Enrollment) and when a new enrollment is processed (Subject = Batch Enrollment Result) by the Ignitia system. 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.
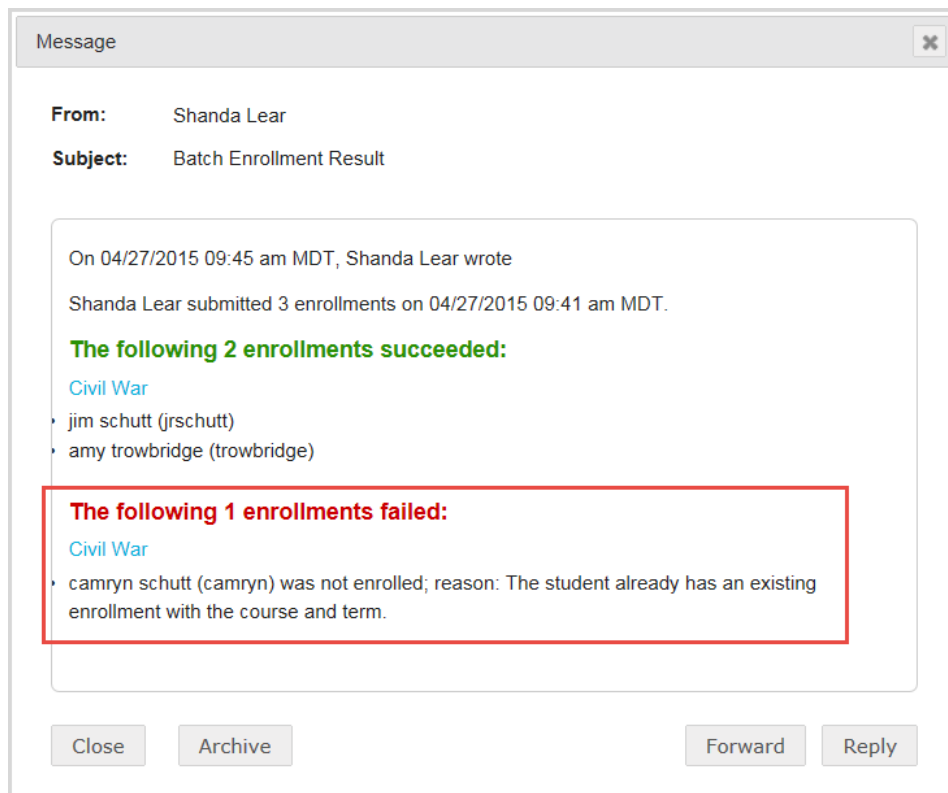

If desired, you can reply to a system-generated message. For example, you receive a message that a student enrollment has been assigned to you (Subject = New Enrollment) because another teacher has left the school. You may want to message the student to introduce yourself and provide your schedule to the student.

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

2. (Optional) Use the **Type** column sort filter to sort the list in ascending order by message type. A system-generated message uses this symbol .

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

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 box, subject and message content, and the original message date and time.
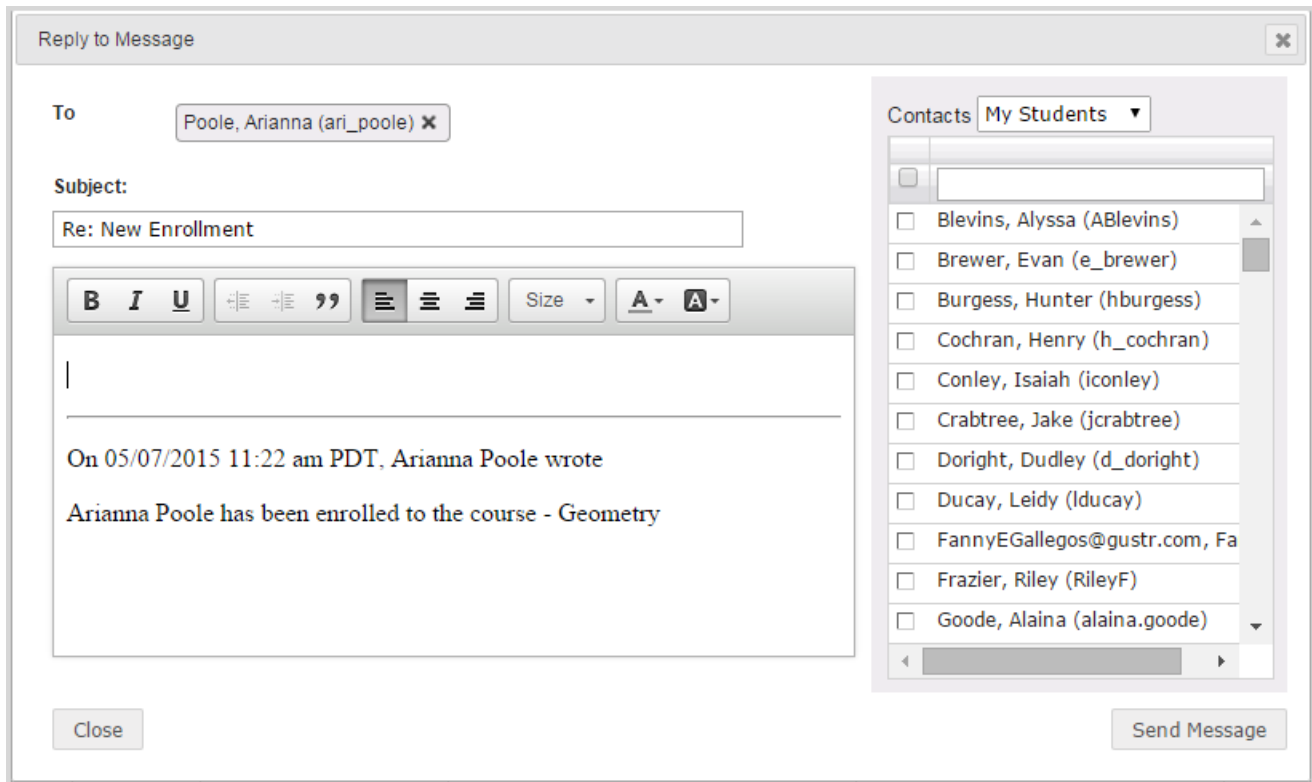
5. You can keep the default information that appears or delete it. You can select more contacts to receive the message and you can enter your reply in the text box.

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

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.

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

2. In the **Actions** column, click the **Forward** ( ) tool.

   The Forward Message page appears with the original subject and message content.
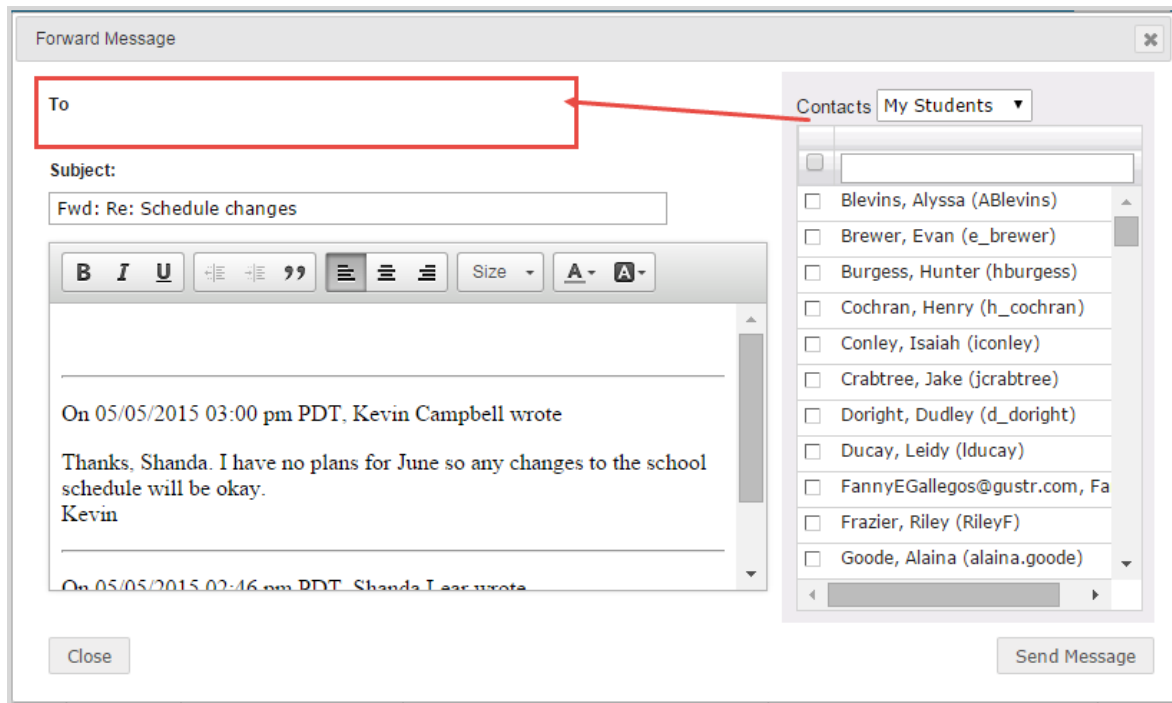
3. From the **Contacts** list, select a type to filter the list, or in the search field, start entering the first few characters of the person's name or username.

4. To select the message recipients, click the check box for the contact(s).

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. |

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**. 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.

Archive and unarchive messages

Because you cannot delete messages in Ignitia, you may want to archive messages to keep your Inbox list manageable. There are several ways to archive a message - when you are reading it or when viewing the Messages list. You can archive multiple messages when viewing the Messages list.
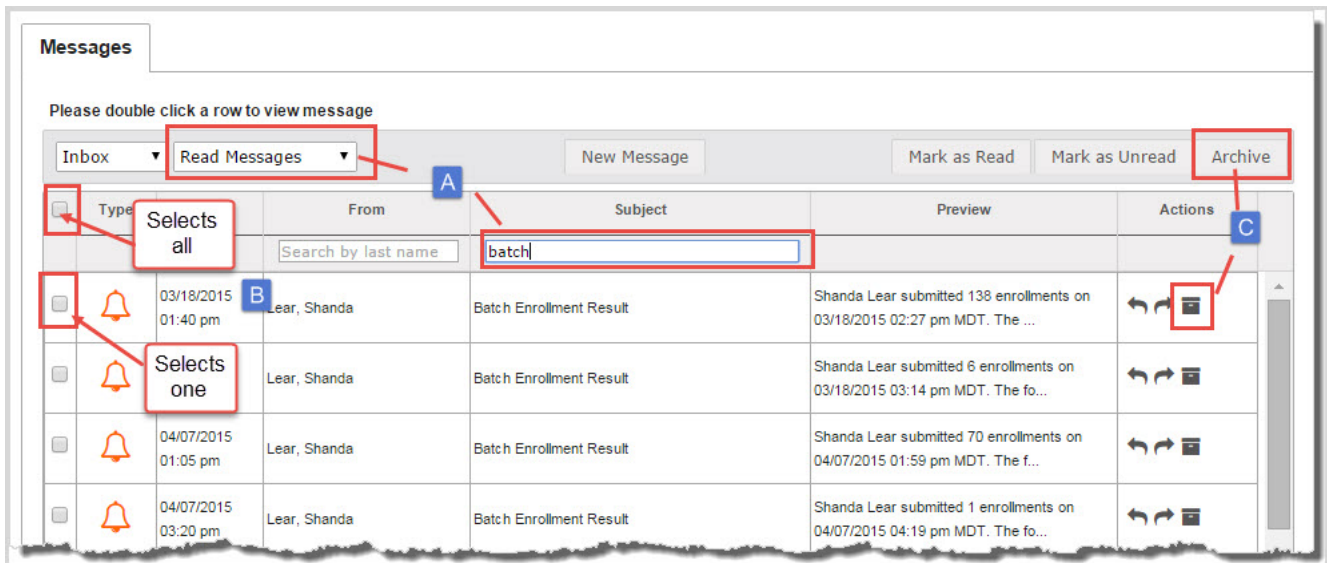
If desired, you can move archived messages back to your Inbox.

To archive a message when viewing the Messages list:

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 and sort your messages list" on page 5.

   In the example below, the list was filtered to show only read messages with the subject of batch enrollment (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 a message when reading it from the 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.
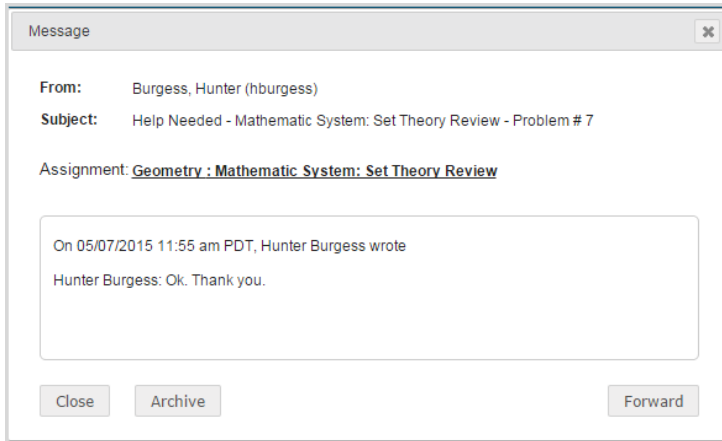
The message is removed from the New Messages list and now appears in the Archived list on the Messages tab.

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).
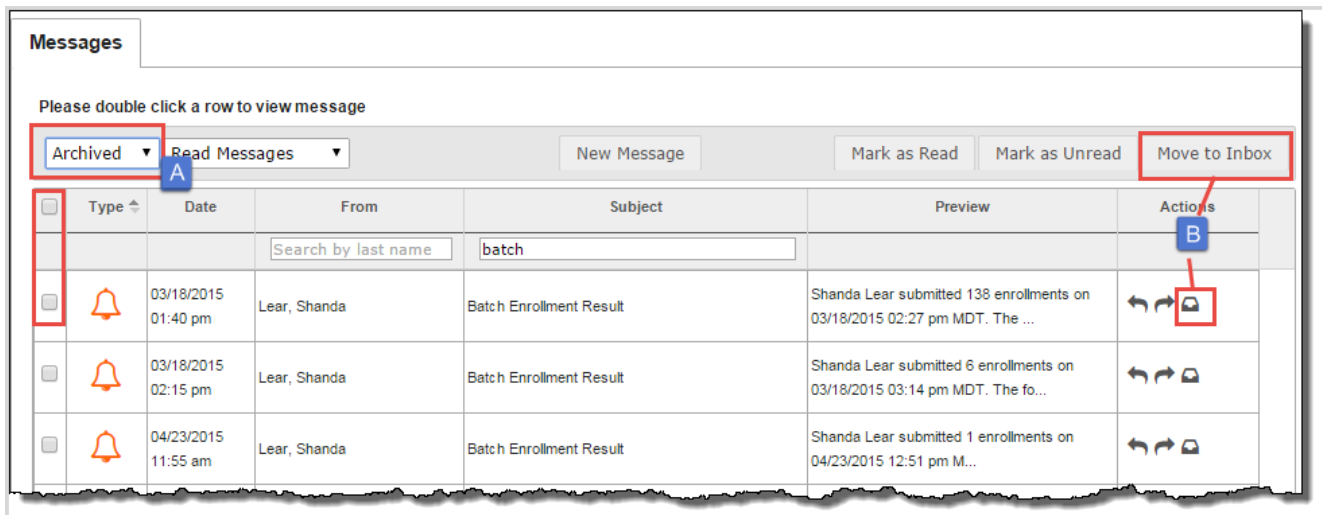
The message(s) is(are) removed from the Archived list and now appear in chronological order by date and time received in the Inbox.

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