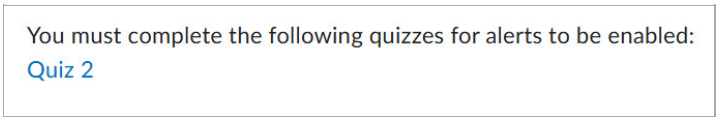
Unable to Send Email Using D2L Tools Because of Quiz in Progress

Last Modified on 09/24/2026 11:42 am CDT

You may receive an error similar to the one below when trying to email someone through the D2L **Classlist** or when trying to access subscription and/or update alerts:

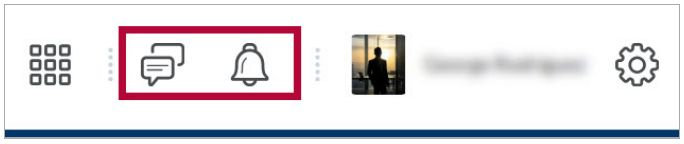


A quiz setting can disable access to communication tools while a student is taking the quiz. If you start a quiz that has this setting enabled, you will be unable to send Emails from within D2L and unable to access email tools in D2L and Alert tools through the minibar until you submit the quiz. Attempting to use these tools while the quiz is in progress will display a message containing a link to any unfinished quizzes.

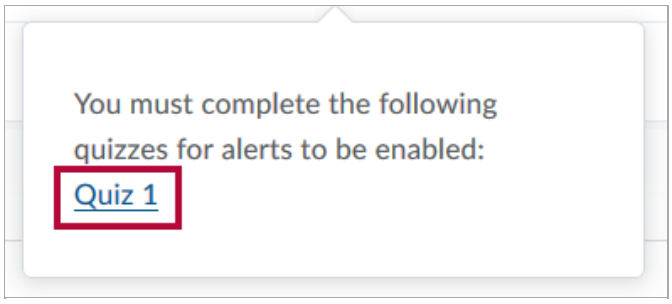
Navigate to In-Progress Quiz

If you encounter the message above, please follow the steps below:

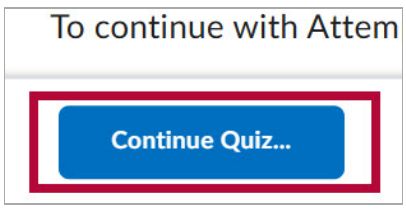
1. Select either of the **Message Alert** icons in the minibar.



2. You should see a message containing a link to the quiz you need to submit. Select the link to be taken directly to the quiz.

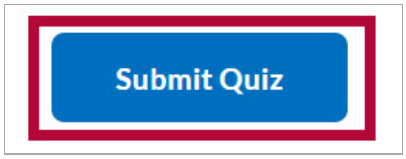


3. Select **[Continue Quiz]** to continue the quiz in progress.



NOTE: Select **[Launch LockDown Browser]** if the quiz requires LockDown Browser to continue the quiz.

4. Complete the quiz and select **[Submit Quiz]** when finished.



NOTE: If you are unable to submit the quiz, contact your instructor.

Once you submit the quizzes listed in your **Message Alerts**, you will be able to email from within D2L and access Instant Message tools.