

Use D2L Email

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D2L email is your online course email account. D2L email allows you to communicate with your instructor and fellow students within the D2L Learning Management System and to any Lone Star College employee's Lonestar.edu email account. Use your D2L email account for in-course correspondence.

In this article:

- [To Read or Reply to Email](#)
- [Composing an Original Email](#)
- [Selecting the Priority of your message](#)
- [Attaching Files to your email message](#)
- [To create a Video recording](#)
- [Sending or Saving the Email](#)
- [Video Error](#)
- [Report Spam in D2L](#)

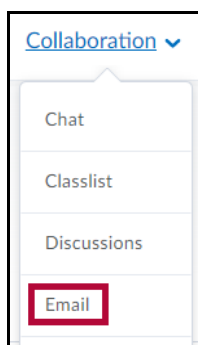
To Read or Reply to Email

There are two ways to access D2L email.

1. On the Minibar, click on the **[Messages icon]** (If you see a red dot on the Messages icon, it means you have unread messages.)



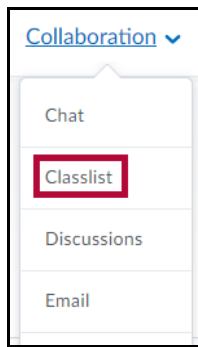
2. Choose **[Email]**.
3. Or via the navbar, click on **[Collaboration]** and select **[Email]** from the drop-down list.



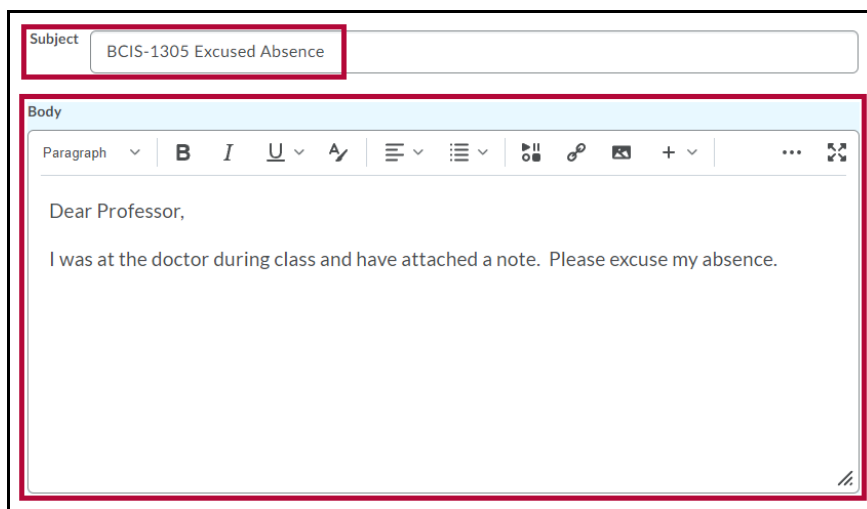
Composing an Original Email

Show Video Walkthrough

1. On the **Navbar**, click **[Collaboration]** and select **[Classlist]** from the drop-down list.

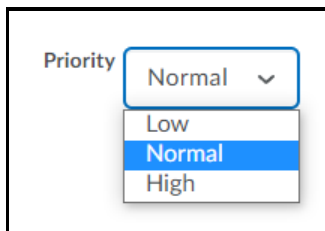


2. Click on the name of the professor or student you want to email.
3. The **[Compose New Message]** dialog box appears, with the email address in the **[To: Line]**
4. You can change the **Subject** line. Highlight the course name on the line and start typing a new subject. It may be useful to keep the Course ID and section.
5. Add your email message in the **Body**.



Selecting the Priority of your message

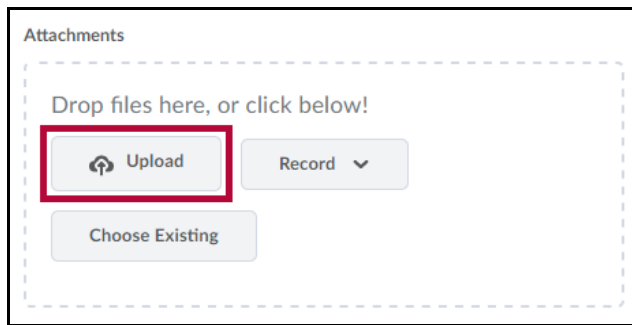
The **Priority** option, at the bottom right of the message window, allows you to designate your message as urgent. If your message is urgent, you can select **High** by using the arrow next to **Priority** button. The Priority choices are **[Low]**, **[Normal]**, and **[High]**.



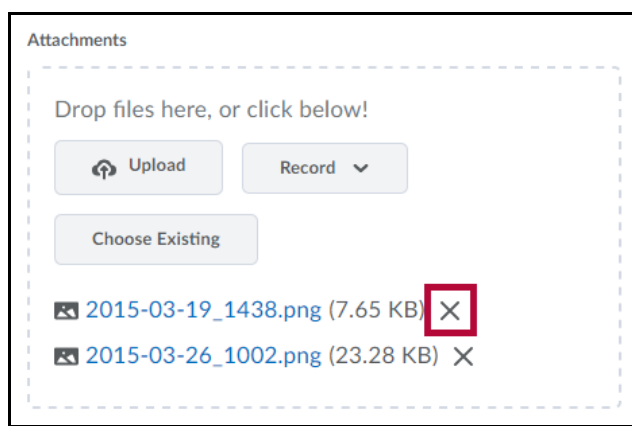
Attaching Files to your email message

If you scroll to the bottom of the email message window, you can attach a document or multiple documents to your email message.

1. To attach one or more files, click the **[Upload]** button at the bottom left of the window.

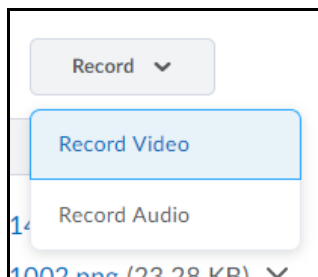


2. Navigate to where the file is located on your computer, select the file, and click the **[Open]** button.
3. Your file(s) will appear under the **[Upload]** button.
 - If you attached the wrong file, just click the **[X]** next to the filename and you can remove this file.

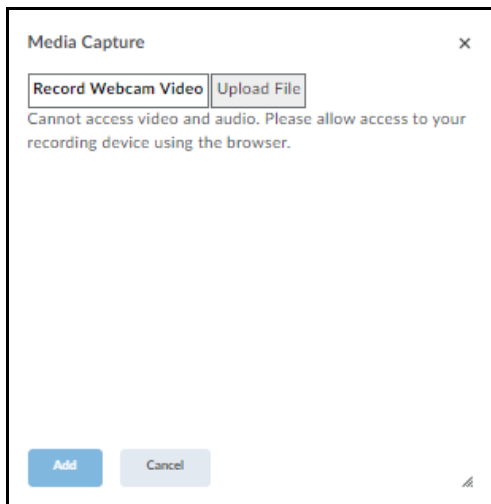


To create a Video recording

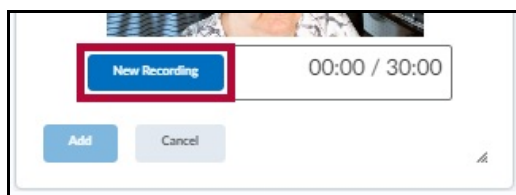
1. If you would like to create a new recording, click the **[Record]** button and select either **[Record Video]** or **[Record Audio]**. To record video, choose **[Record Video]**.



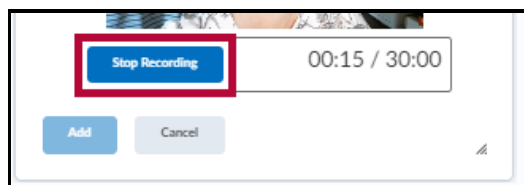
2. The **Media Capture** screen appears.
 - If you see this popup message, read the **Video Error** (<https://vlac.lonestar.edu/help/use-d2l-email#video-error>) section below.



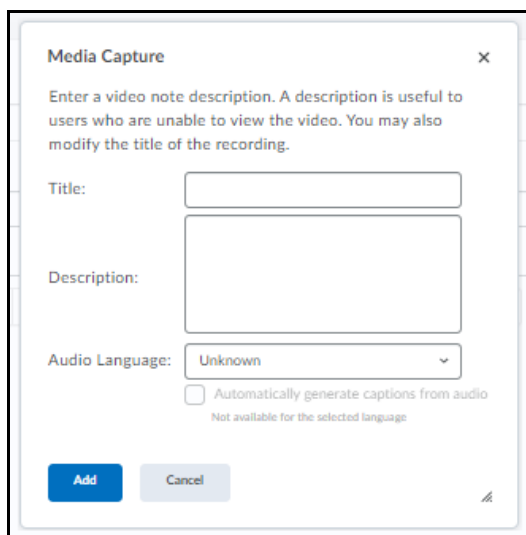
3. Click the **[New Recording]** button and record a message up to 30 minutes.



4. Click the **[Stop Recording]** button to stop recording.



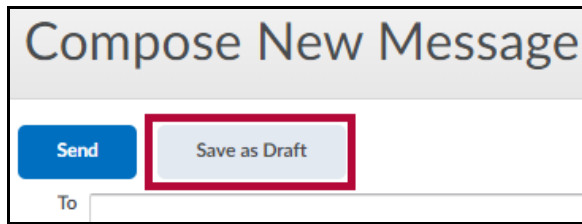
5. Click the **[Play]** button to review your recording.
6. Click the **[Add]** button. A Media Capture dialog box appears for you to enter information about the video.



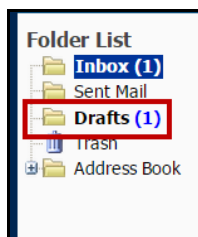
7. Enter a **Title** and optional **Description**.
8. Select the **Audio Language** that was spoken, such as English (US).
9. Check the box to **[Automatically generate captions from audio]**.
10. Then click the **[Add]** button, or click the **[Cancel]** button to end the video capture.

Sending or Saving the Email

1. When you have completed the email message, click the **[Send]** button.
2. If for some reason you must wait to send, then click the **[Save as Draft]** button. A message appears that the draft was saved successfully.

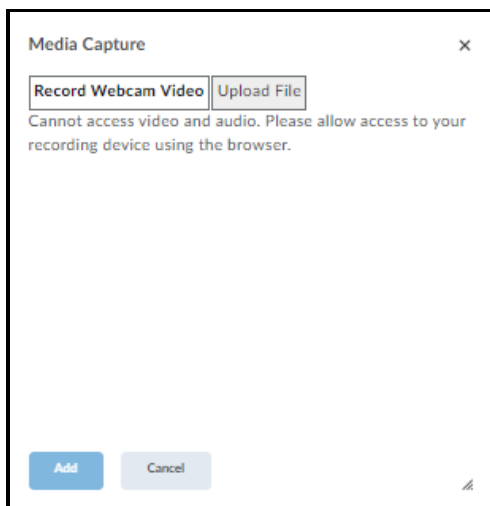


3. A draft of your email message will be saved in the Drafts folder for you to continue the email message at a later time.



Video Error

If you see this popup message:

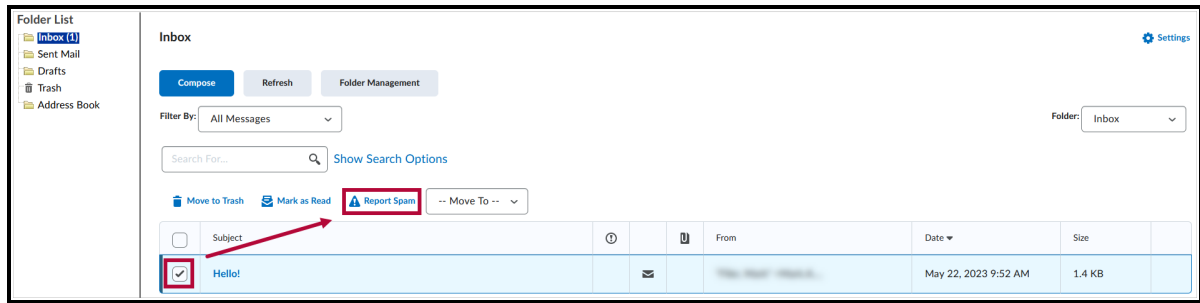


In Chrome:

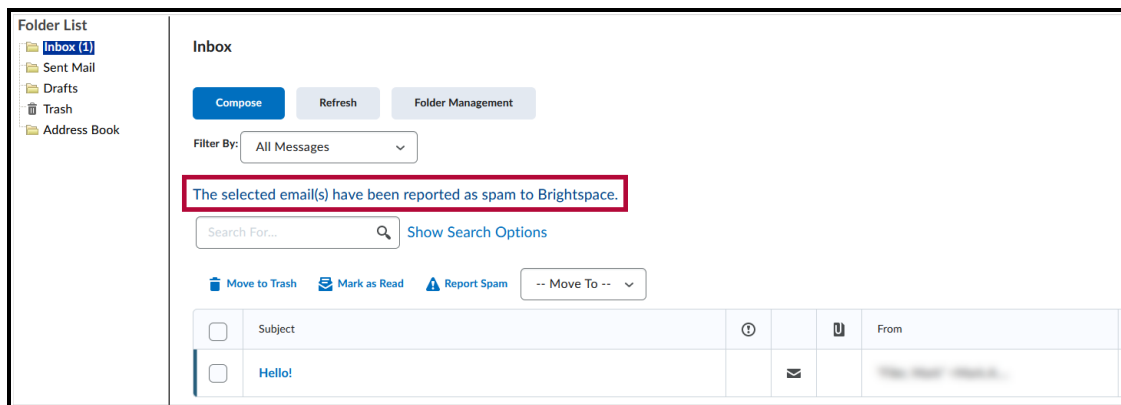
1. At the top right, click More Options button (⋮) and choose **Settings**.
2. Under **Privacy and security**, click **[Site settings]**.
3. Click Camera and/or Microphone and choose **[Sites can ask to use your ____]**.
4. Review your blocked and allowed sites.

Report Spam in D2L

1. From your **Email Inbox**, click the **[Checkbox]** next to the message you would like to **Report**, then click **[Report Spam]**.



2. You will see a message saying **The selected email(s) have been reported as spam to Brightspace**, indicating that the spam report was successful.



NOTE: When reporting spam, the email remains in your Inbox, so consider deleting it. When you report a D2L email as spam, it generates a report sent to D2L. Actions taken by D2L are based on case-by-case evaluation, considering the volume of reports and the circumstance.