INTERNAL MESSAGING

One of Moodle’s communication tools is an internal messaging system that allows us to contact any other user of the Virtual Classroom or colleague in a course.

It is a perfect communication channel and commonly used for consultation or collaboration among students and/or between tutors and students. All messages are saved and stored. A copy of each message that we receive through this system can also be sent to our e-mail address if we choose to set up our profile this way.

In the following slides, we will show you how to send and receive messages:

• Through the user menu
• Through any of these blocks:
  • "Messages"
  • "People"
  • "Online users"
Messages through the user menu

The user menu opens when you click on your name in the upper right hand corner of the screen of the Virtual Classroom. There you will find the link to “Messages”.

![Screenshot of the Virtual Classroom user menu with the Messages link highlighted.](image.png)
Messages through the “Messages” block

Another option is to look for the “Messages” block on the homepage of the Virtual Classroom or on the course page in which you are enrolled.

Remember that the Messages block displays the list of pending messages to be read and also the user that posted them. To read a message click on the icon or numbers next to the sender's name.

If you click on the "Messages" link in the same box, a dialog opens where you can view the complete list of unread messages.
Message navigation

The two previous options ("Messages" block and user menu), allow you to open the "Message navigation" list, that gives you access to your unread messages, your contacts, recent conversations or notifications, or you can click the name of one of the courses in which you are enrolled to see the list of the participants of that course.
Send Messages

When you click on the name and number of the unread message, you will be able to see all the messages with that person, the date/time, their photo/name, and you will be able to reply.

Type your message and click the "Send Message" button.
Messages

The messages will appear one below the other (with the time it was sent).

You have the option to choose “All messages” to view the complete log of messages with that person. You can also select “Add contact” to be able to find the person easily through the “Message navigation”. You can even “Block contact” to stop receiving messages from that person.
Messages through the “People” block

Another way of sending messages is by finding the participant or tutor to whom you wish to send a message.

The easiest way to locate the participant is by clicking the “People” block in the course. When you click this block, a page with the list of participants in the course (tutors, coordinators, students) appears.

Click the name or photo of the person.
Messages through the “People” block

You will see the person’s profile. Click on the “Message” button below his/her name.
Messages through the “People” block

With this option instead of the message navigation, you will see a pop-up window with a box to write.

Type your message and click on “Send message”.
Messages through the “Online users” block

If an “Online users” block has been added to the course, when the person you want to communicate with is online or has been connected during the last few minutes on the Virtual Campus, you may contact that person by clicking on the chat box icon that appears to the right of their name (highlighted in red).

After clicking on the icon, a pop up window similar to the one seen in the previous slide will appear. The person will receive the message in real time if connected; otherwise they will receive the message by email.
When you are online and a message is received, you will see a popup window as shown below. You can click "Go to messages" where you can view all your messages or click "Ignore" to see the message later.

You can edit your messaging settings, according to your needs. Look for the “Preferences” option in the user menu, then click the “Messaging” option.
If you need assistance, please go to the Campus Help Desk:

https://ayuda.campusvirtualsp.org/?q=en

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