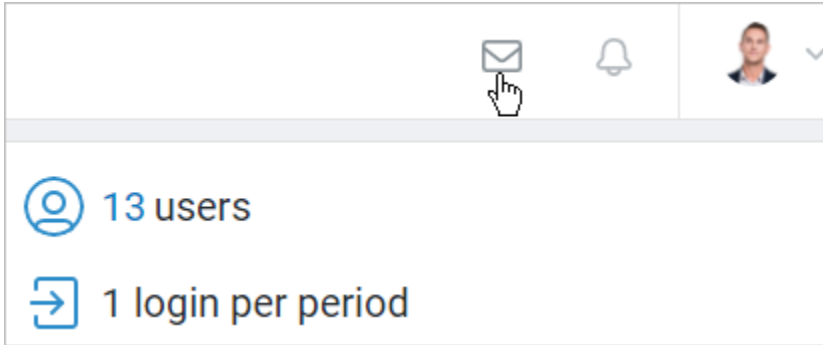


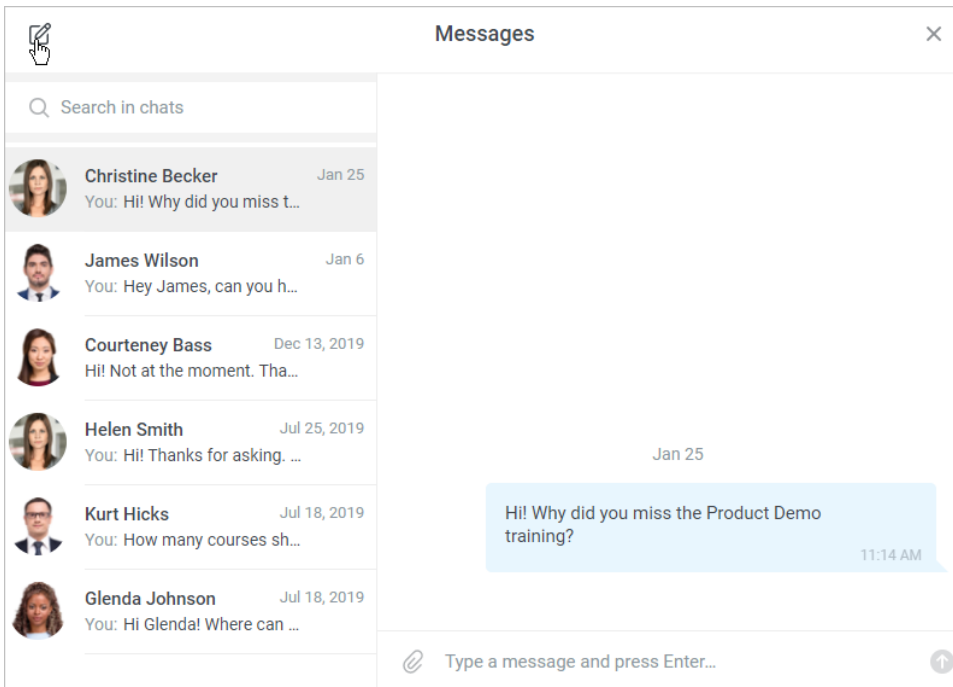
Exchanging Messages

To contact a user:

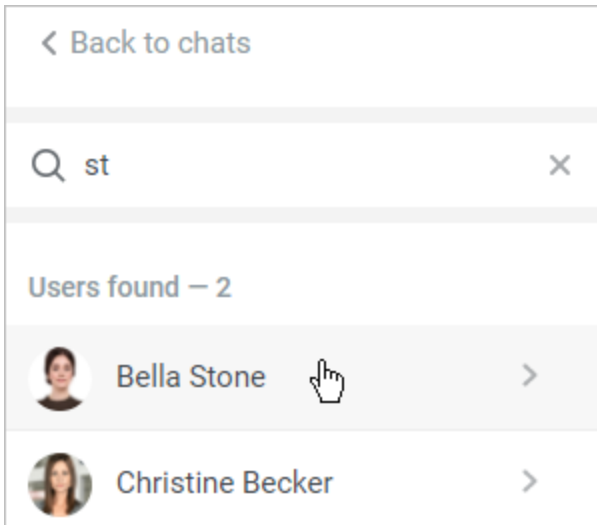
1. Click on the envelope image on the top panel.



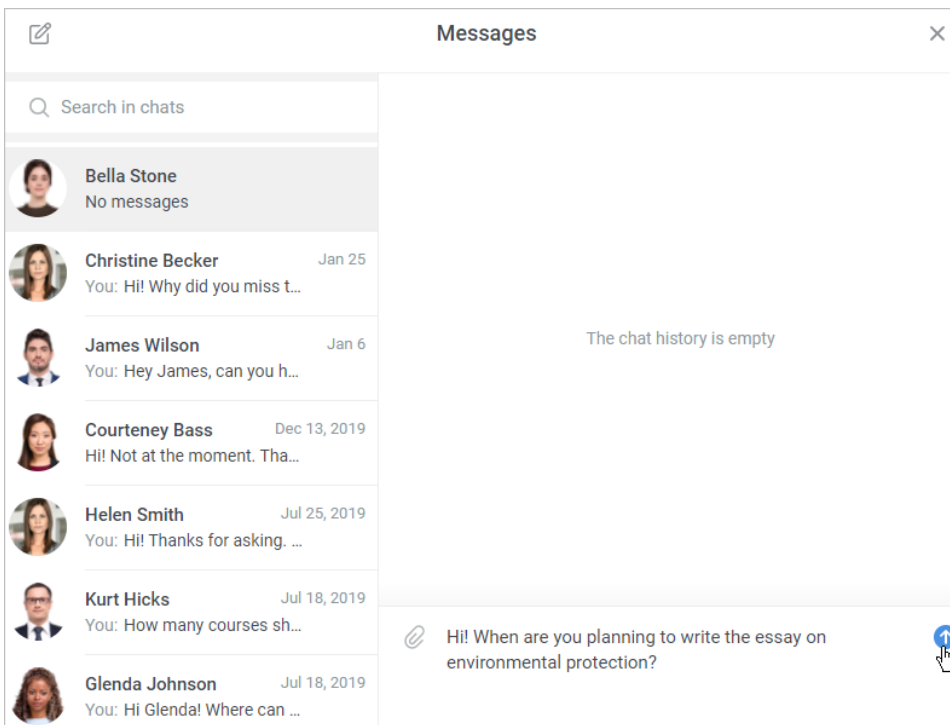
2. Then, hit the pen icon.



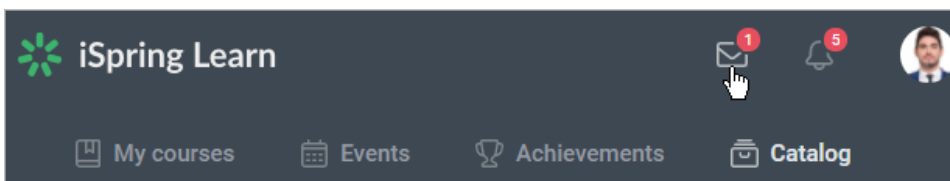
3. In the **Select recipients** window, choose the user you want to message. To do this, start entering the name, last name, login or email of the user and left-click the user who matches.



4. Next, type the message and send it.

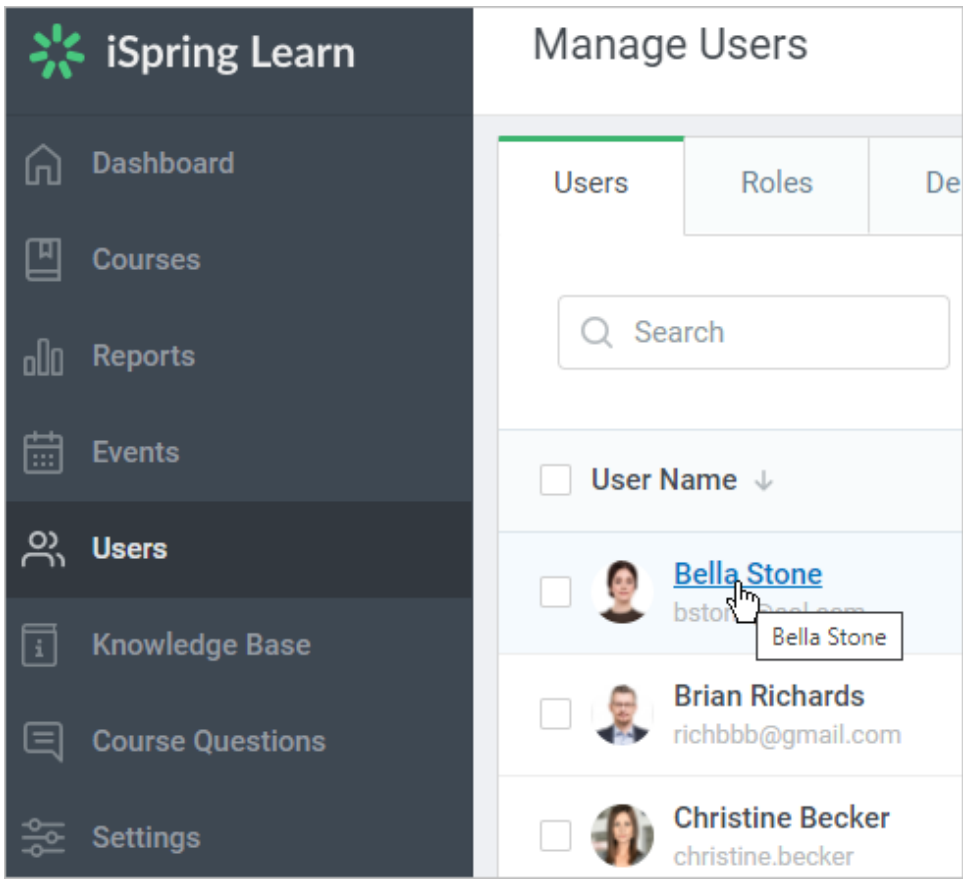


5. The user will see a notification about your message in their account.



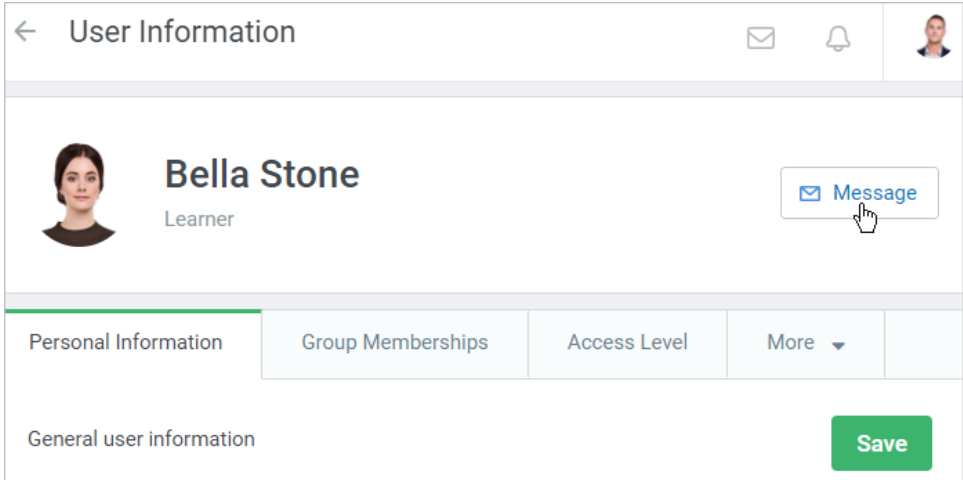
There's one more way to get in touch with a user.

1. Open the **Users** section and click on the user who you want to address.



The image shows the 'Manage Users' interface in iSpring Learn. On the left is a dark sidebar with navigation options: Dashboard, Courses, Reports, Events, Users (highlighted), Knowledge Base, Course Questions, and Settings. The main content area has tabs for 'Users', 'Roles', and 'De'. Below the tabs is a search bar with a magnifying glass icon and the text 'Search'. A dropdown menu is open for 'User Name' with a downward arrow. Below this is a list of users, each with a checkbox, a profile picture, a name, and an email address. The first user is Bella Stone (email: bstone@iSpringLearn.com), the second is Brian Richards (email: richbbb@gmail.com), and the third is Christine Becker (email: christine.becker). A tooltip is visible over Bella Stone's name, showing 'Bella Stone'.

2. On the **Edit user** page, click **Message**,



The image shows the 'User Information' page for Bella Stone. At the top left is a back arrow and the text 'User Information'. On the right are icons for an envelope (Message), a bell (Notifications), and a profile picture. Below this is a profile card for Bella Stone, labeled 'Learner', with a 'Message' button (envelope icon) that has a hand cursor over it. Below the profile card are tabs for 'Personal Information' (selected), 'Group Memberships', 'Access Level', and 'More'. At the bottom left is the text 'General user information' and at the bottom right is a green 'Save' button.

3. Finally, compose your message and send it to the user.

The screenshot shows a messaging application window titled "Messages". On the left is a list of contacts, each with a profile picture, name, and a snippet of a message. The contacts are:

- Bella Stone: No messages
- Christine Becker: You: Hi! Why did you mi... (Jan 25)
- James Wilson: You: Hey James, can yo... (Jan 6)
- Courteney Bass: Hi! Not at the moment. T... (Dec 13, 2019)
- Helen Smith: You: Hi! Thanks for aski... (Jul 25, 2019)
- Kurt Hicks: You: How many courses... (Jul 18, 2019)

The main area on the right shows the selected chat with Helen Smith. The chat history is empty, displaying the text "The chat history is empty". At the bottom of the chat, there is a message from Helen Smith: "Hi! When are you planning to write the essay on environmental protection?". To the right of this message is a blue circular icon with a white upward-pointing arrow and a hand cursor, indicating a "send" or "reply" action.