

User Messages

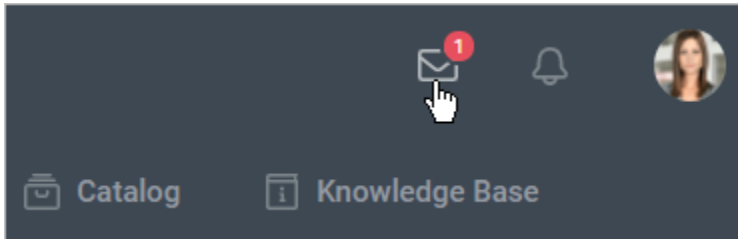
Account Owner, Account Administrators, and Department Administrators can send messages to Learners.

Learners can reply to messages but don't have permission to start a chat on their own. However, if there's an instructor assigned to a course, students can send them their questions.

- [Messaging Between Administrators and Learners](#)
- [Messaging between Instructor and Learners](#)

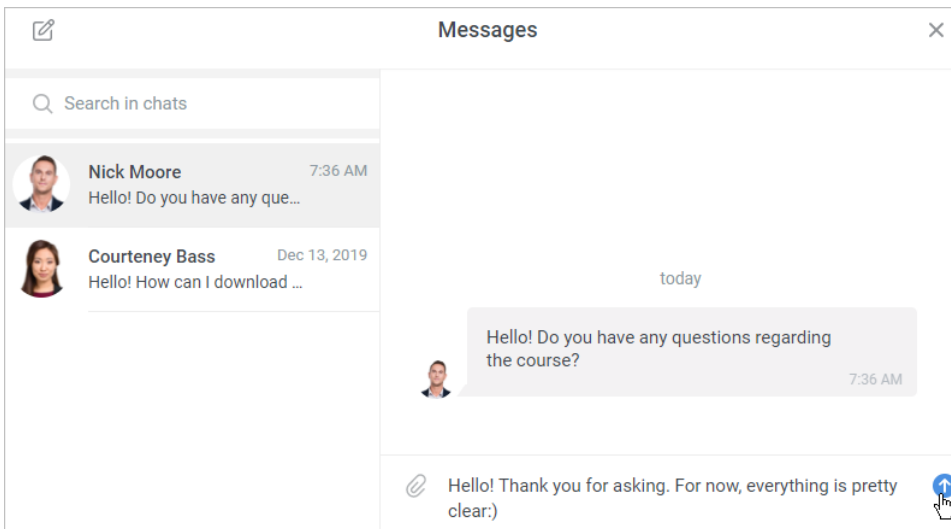
Messaging Between Administrators and Learners

1. If a user has received a new message, they will see a notification in the **Messages** area.



2. To open the chat, click on it. The conversation will be opened in the right part of the page.

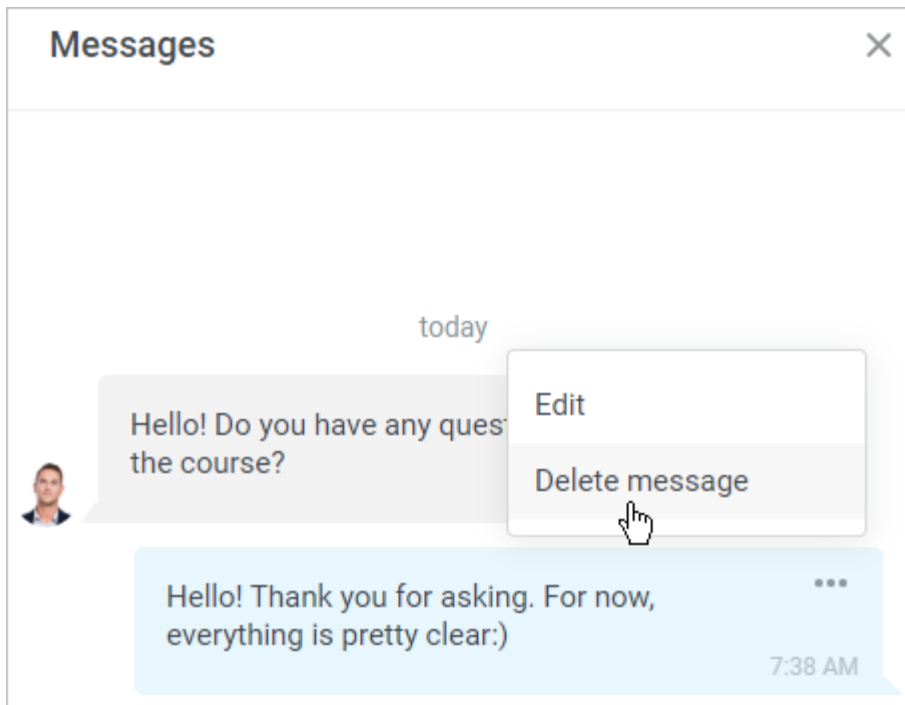
Write your answer and hit the **Forward** icon.



3. You can delete both particular messages and the entire dialog.

To delete a message:

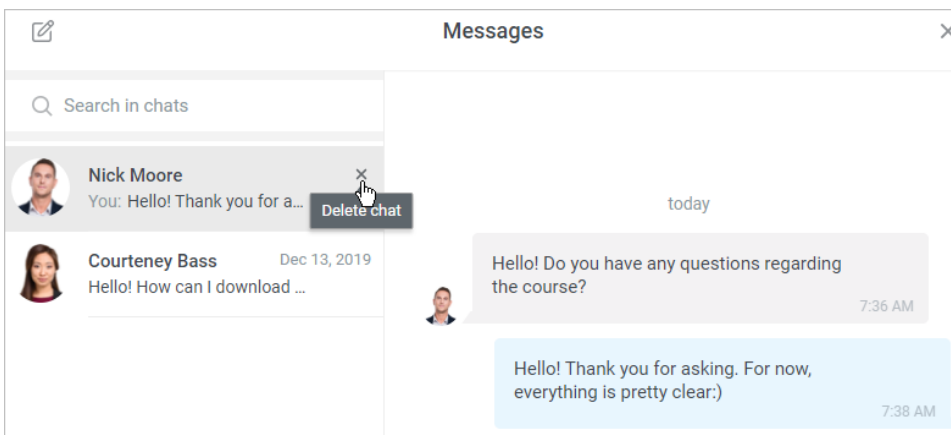
1. Click on the three dots next to a message and select **Delete message**.



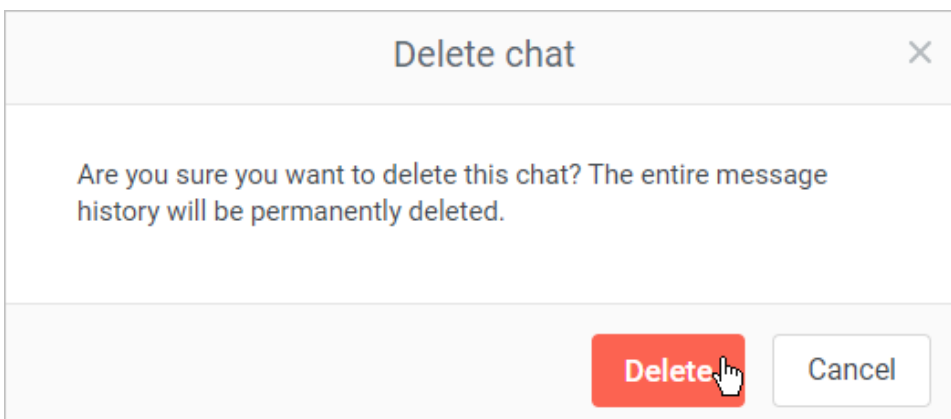
2. The message will be immediately removed.

To remove the entire dialog:

1. Click on the cross next to a dialog.



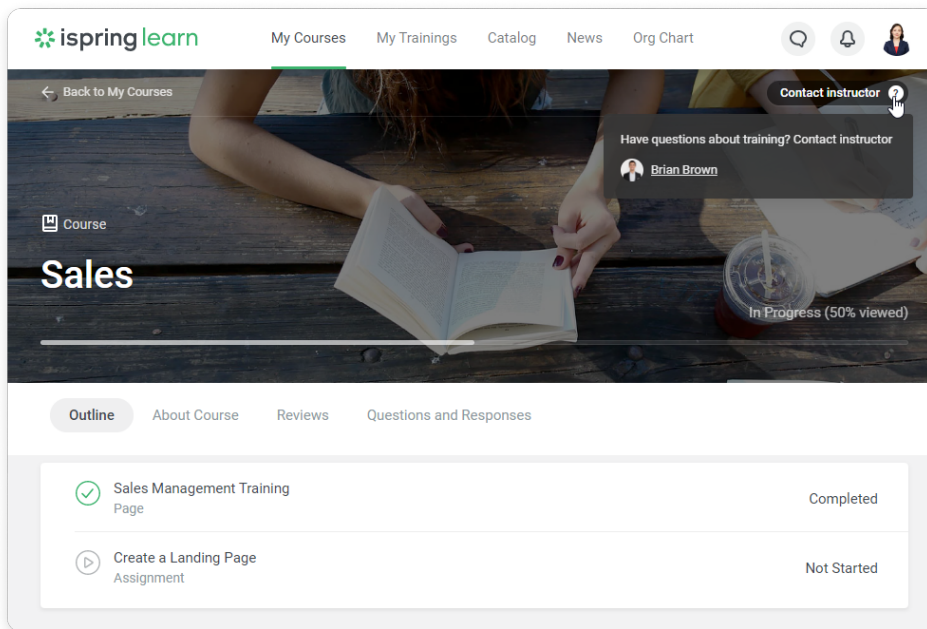
2. Confirm your choice in the **Delete chat** window.



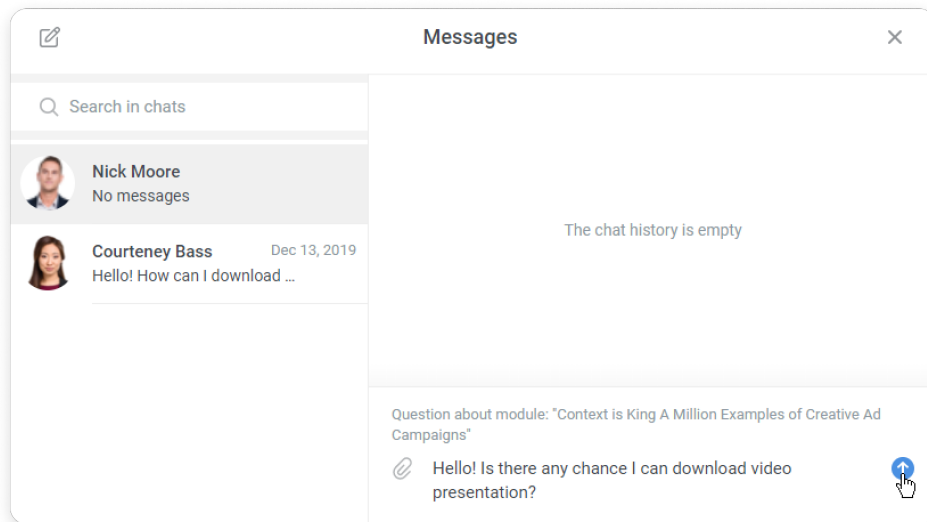
Messaging between Instructor and Learners

Learners can send messages to an instructor and receive feedback from them.

1. To contact an instructor, go to the course page. Then, click the **Contact instructor** link. Make sure that [private messaging](#) is enabled. If exchanging messages is switched off in the account, the instructor photo will still be visible with no option to contact.



2. On the **Messages** page, students can write a message to the instructor and send it.



3. The instructor will see a notification about a new message in the **Messages** section.

The screenshot shows the 'ispring learn' dashboard. At the top right, there are icons for chat, notifications, and a user profile. The dashboard is divided into several sections:

- Dashboard Overview:** Displays '3 courses', '1 group', '13 users', and '10 users per period'.
- Ungraded Assignments:** A section titled 'Ungraded Assignments' with the subtitle 'waiting for review'. It includes a table with columns 'Title' and 'User'. The table contains one entry: 'Create a Landing Page' by 'Daniel Gabin'. Above the table are filters for 'My (1)' and 'All (6)', and a 'Grade Now' button.
- Newest Content:** A section titled 'Newest Content' with the subtitle 'uploaded over the last 7 days'. It lists several content items with their upload dates and authors.

Title	User
Create a Landing Page	Daniel Gabin

Content Item	Date	Author
Create a Landing Page	Sep 13, 2...	Brian Brown
Create a Landing Page	Sep 13, 2...	Owner
Sales Management Training	Sep 12, 2...	Brian Brown
Sales	Sep 12, 2...	Brian Brown
Create call center template	Sep 12, 2...	Brian Brown



If the instructor has been unassigned from the content item, deactivated, or removed from the account, the chat with them will be kept.