

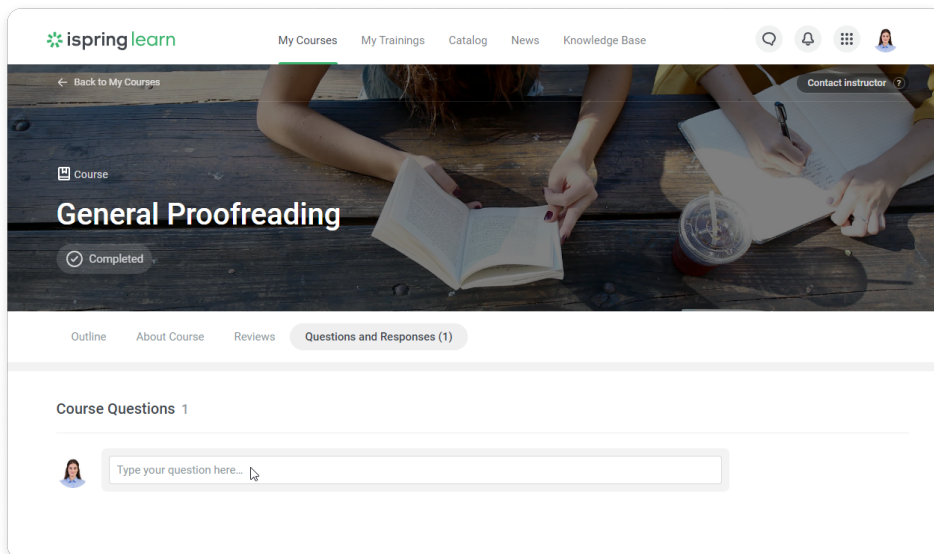
Course Questions in the User Portal

AVAILABLE WITH BUSINESS SUBSCRIPTION

After you have [enabled](#) the **Questions and Responses** feature, users will be able to send their questions about the course or the content items that are included in it.

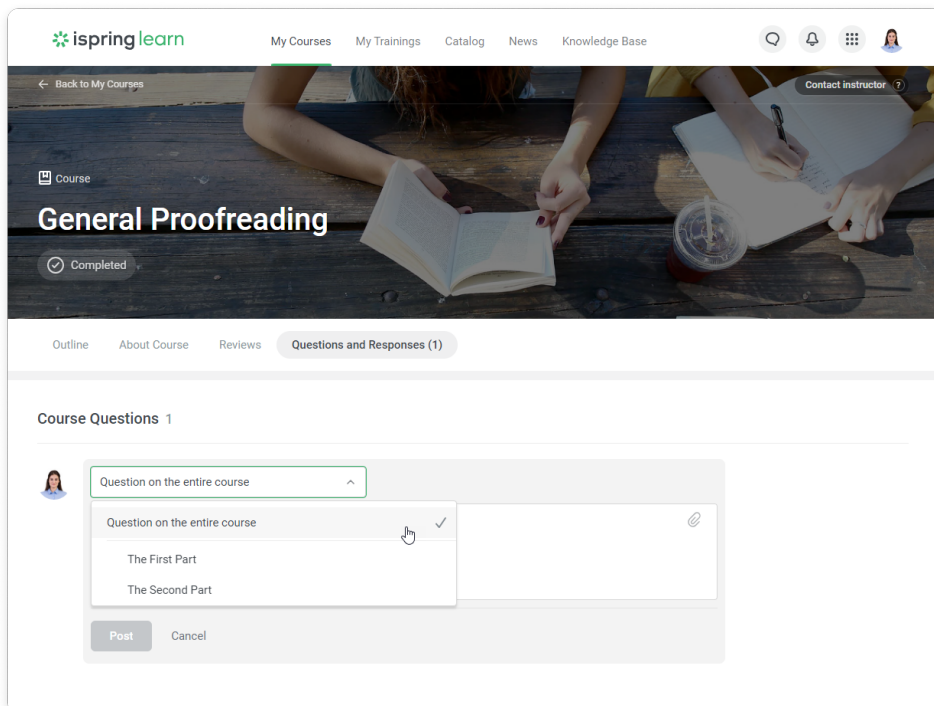
How to ask a question on the course

1. Open the course in the User Portal, select the **Questions and Responses** tab, and then click **Type your question here**.



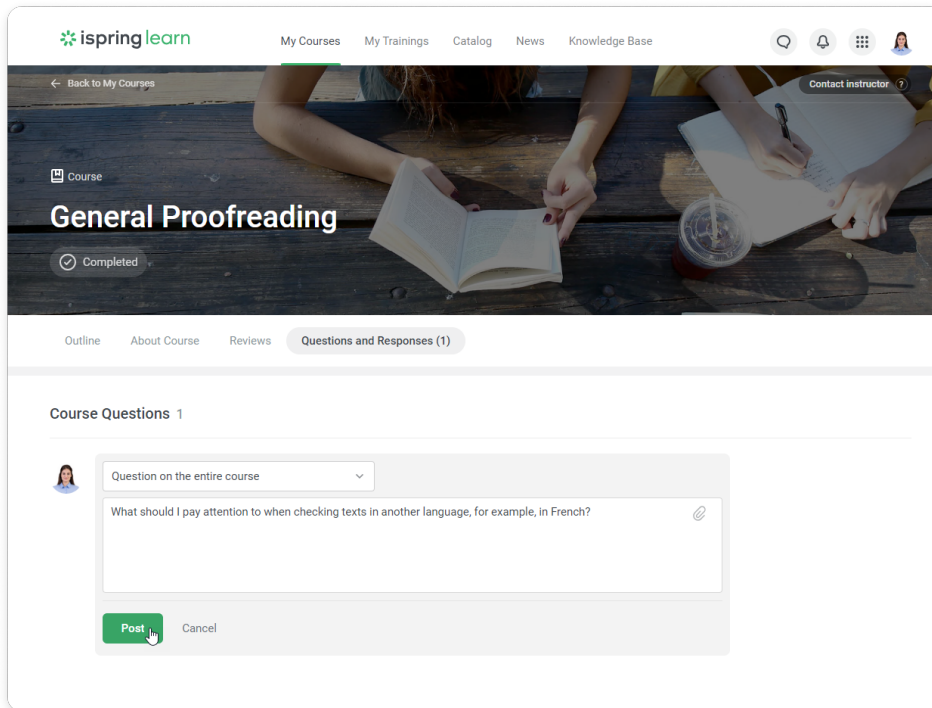
The screenshot shows the ispring learn user portal. The top navigation bar includes 'My Courses', 'My Trainings', 'Catalog', 'News', and 'Knowledge Base'. The main header for the 'General Proofreading' course is visible, with a 'Completed' status. The 'Questions and Responses (1)' tab is selected. Below the tab, the 'Course Questions 1' section shows a text input field with the placeholder 'Type your question here...' and a user profile icon.

2. Select whether you want to set a question on the entire course or a particular module.



The screenshot shows the ispring learn user portal with the 'General Proofreading' course page. The 'Questions and Responses (1)' tab is selected. Below the tab, the 'Course Questions 1' section shows a dropdown menu for selecting the question scope. The dropdown menu is open, showing options: 'Question on the entire course' (selected), 'The First Part', and 'The Second Part'. There is a checkmark next to the selected option. Below the dropdown, there are 'Post' and 'Cancel' buttons.

3. After that, enter the question and click **Post**.



The screenshot shows the 'ispring learn' interface for a course titled 'General Proofreading'. The course status is 'Completed'. The 'Questions and Responses (1)' tab is selected. A question is being posted with the text: 'What should I pay attention to when checking texts in another language, for example, in French?'. The 'Post' button is highlighted with a mouse cursor.

Your question has been sent! The course instructor will see it in the **Course Questions** section in their account.



Notes:

1. Any user who is enrolled in a course can respond to other users' questions or reply to their own questions.
2. Even if a user has been removed, their questions and responses are kept and shown on the course page.

Notifications to Instructors and Learners

The course instructor will be notified of new messages from learners, and learners will receive a notification that the instructor has responded.

Notifications to the Course Instructor

If an employee asks a question about a course, the instructor receives an email notification.

In a discussion thread, the instructor does not receive a notification.



There's a new question from Alice Clark about the course "General Proofreading."

To reply, follow this link: https://courses.ispringlearn.ru/questions_answers?course_uid=9237a5c2-3b48-11ee-ba55-3e6e36e3734a

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Notifications to the Author of the Question

The author of a question will be notified of every comment on their question. The authors receive an email notification, message in the portal and a push notification on their smartphone.

If another user also answers the question, the author will be notified.



Nick Moore replied to your question about the course "General Proofreading."

To view the reply, follow this link:

<https://courses.ispringlearn.com/content/info/2858?tab=questions&questionId=702529ea-3b49-11ee-b158-ae41dc118b2d&answerId=971accfa-3b4c-11ee-9f5e-ae41dc118b2d>

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