



## How To: Communicate with Students in Canvas

### 1.1 Open the Inbox



In Global Navigation, click the **Inbox** link.

If the Inbox link includes a numbered indicator, the indicator shows how many [unread messages](#) you have in your Inbox. Once you read the new messages, the indicator will disappear.

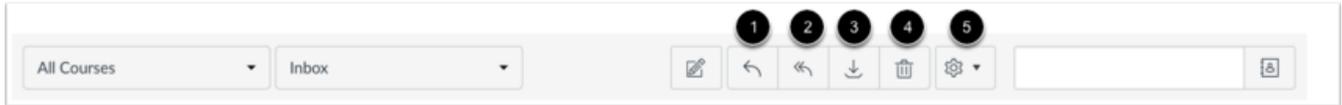
### 1.2 View Toolbar



The toolbar includes global message options. To load conversations, [filter your messages](#) by course or group [1] and type [2]. Filtering by type lets you filter messages by Inbox, Unread, Starred, Sent,

Archived, and Submission Comments. You can [compose a message](#) at any time using the compose icon [3].

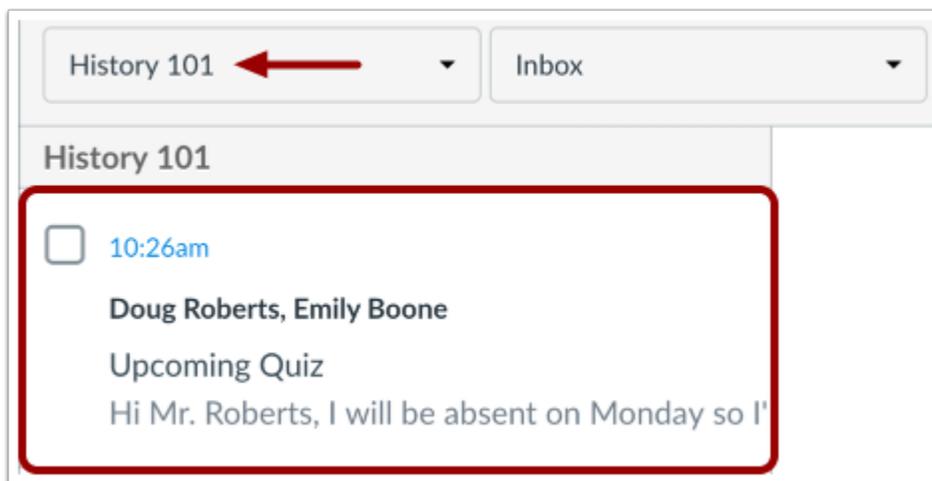
You can also search for conversations by user in the **Search by user** field [4].



Once you have selected a conversation, you can use the other options in the toolbar to:

1. [Reply](#) to a conversation
2. Reply-all to a conversation
3. [Archive](#) a conversation
4. [Delete](#) a conversation
5. [Forward](#), mark a conversation as read or unread, and [star](#) conversations

### 1.3 View Inbox Panels



Conversations for your selected course and Inbox filter appear in the left Inbox panel.

#### 1.3.1 View Conversations

1 10:49am 2

● Doug Roberts, Max Johnson  
Missing Assignment  
Thanks, Mr. Roberts! ★

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10:26am

● Doug Roberts, Emily Boone  
Upcoming Quiz  
Hi Mr. Roberts, I will be absent on Monday so I'

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Oct 21, 2017 2

○ Doug Roberts, Max Johnson  
Meeting  
Definitely! ★ 3

The Inbox is organized chronologically from newest to oldest with the newest conversations appearing on top [1] and the older conversations at the bottom.

You can manually mark a conversation as read or unread by hovering over the conversation and clicking the circle to the left of the conversation [2]. To star a conversation, hover over the conversation and click the star to the right of the conversation [3].

#### 1.4 View Conversation Thread

The screenshot shows the Canvas inbox interface. On the left is a list of conversations, and on the right is a detailed view of a selected conversation. A red box highlights the right-hand panel.

- Conversation List (Left):**
  - 3:25pm (1) [3] Doug Roberts, Emily Boone: Missing Assignment, Thanks Emily! I might have miss...
  - Jan 10, 2018 (2) [2] Max Johnson, Doug Roberts: Thank you, Of course!
  - Oct 24, 2017 (2) [2] Doug Roberts, Max Johnson: Meeting, Definitely!
  - Mar 13, 2017 (4) [4] Nora Sanderson, Doug Rob... (No subject)
- Selected Conversation (Right - 'Missing Assignment'):**
  - Message 1: Doug Roberts, Emily Boone (Biology 101) - February 5, 2018 at 3:25pm. Text: "Thanks Emily! I might have missed one when I was recording grades, so bring them all in and I'll double check against what I have recorded."
  - Message 2: Emily Boone, Doug Roberts (Biology 101) - February 5, 2018 at 3:24pm. Text: "I think I already turned all of them in. I'll bring all of the reviews you graded and gave back so we can make sure I have them all"
  - Message 3: Doug Roberts, Emily Boone (Biology 101) - February 5, 2018 at 3:22pm. Text: "Emily, You're missing one of your reading reviews. Please bring this to our next class!"

When you select a conversation [1], all messages in the conversations thread appear in the right Inbox panel [2].

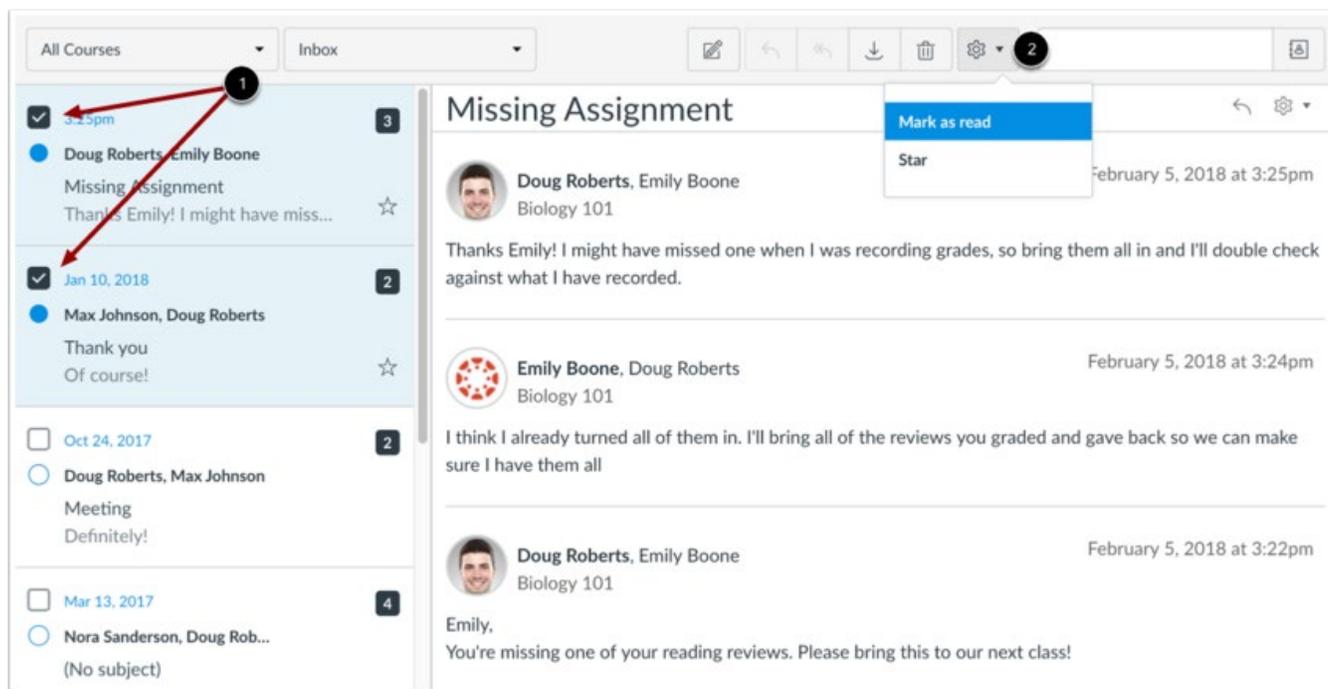
### 1.4.1 Manage Conversation Thread

This screenshot is similar to the previous one but highlights the management icons for each message in the conversation thread.

- Conversation List (Left):** Same as the previous screenshot.
- Selected Conversation (Right - 'Missing Assignment'):**
  - Message 1: Doug Roberts, Emily Boone (Biology 101) - February 5, 2018 at 3:25pm. Management icons (reply, reply-all, forward, delete) are circled in red.
  - Message 2: Emily Boone, Doug Roberts (Biology 101) - February 5, 2018 at 3:24pm. Management icons are circled in red.
  - Message 3: Doug Roberts, Emily Boone (Biology 101) - February 5, 2018 at 3:22pm. Management icons are circled in red.

Within each conversation, you can reply, reply-all, forward, or delete the entire conversation thread [1]. You can also hover over an individual message and use the same commands within the individual message [2].

### 1.5 Select Multiple Conversations



The screenshot displays the Canvas inbox interface. On the left, a list of messages is shown with checkboxes and a '1' callout pointing to the first message. The main area shows a 'Missing Assignment' message with a '2' callout pointing to the 'Mark as read' and 'Star' options in the toolbar.

To select multiple messages to archive, delete, mark as read, mark as unread, or star, click the check box for each message [1]. You can also press the command key (Mac) or the control key (Windows) while clicking each message you want to select. In the Inbox toolbar [2], click the desired option.

To select all messages, click the command + A keys (Mac) or the control + A keys (Windows).

To select a range of messages, click the first message you want to select, hold down the Shift key, and then click the last message you want to select. All messages between the first and the last messages will be selected.

**Note:** You can also click the message check box or use the same keyboard command to deselect a message.

## Related Articles and Reference

- <https://community.canvaslms.com/docs/DOC-12810-4152719677>

## Primary Contacts

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