

Your student account is your official ETSU username. It is assigned when you enter the university. You will use this account to login to Desire2Learn (D2L), to check your Goldmail, to login to lab computers, when checking out books, etc.

If you do not know your student account you may go to <http://www.etsu.edu> and search for your name or you can find it when you change your password. It is important to remember this account because you will use it for many things.

How do I change my password?

The first time you use your student account, the password will be your Social Security Number. It is a good idea to change this password to something that you can easily remember, but that is unique enough to not be easily guessed.

1. Go to <https://security.etsu.edu/accountactivate/>
2. Enter the requested information and select your new password. Your password should be at least 6 characters, but the rest is totally up to you.
3. Click Submit. You should see a screen similar to the one listed below. If you do not see this screen please call or email the Help Desk (you will find contact information on the last page of this handout); there may be a problem with your account.

Successful Activation!

User Information	
Username:	GREEVER
Password:	Reset to the value you entered

[Click here to return to Account Activation Form](#)

4. Make sure you wait a few minutes before trying to login in with your new password. It usually takes five minutes to take effect, but to be on the safe side, give it about 15 minutes.

What is my official ETSU e mail?

Your Goldmail account is your official point of email contact for ETSU. Please check your account often. Your instructors will send messages directly to your Goldmail account and email sent from D2L goes to this account.

Your address will look like this:

GREEVER@goldmail.etsu.edu

You can find the email addresses of all instructors and your fellow students by conducting a people search on the ETSU homepage.

How do I check my Goldmail?

Your Goldmail is available online so you can check your mail anytime or anywhere you have Internet access.

1. Login to your Goldmail account at:
<http://goldmail.etsu.edu>
2. Enter your student account name in the Username field.
3. Enter your password.
4. Click **Login**.

Managing Your Inbox

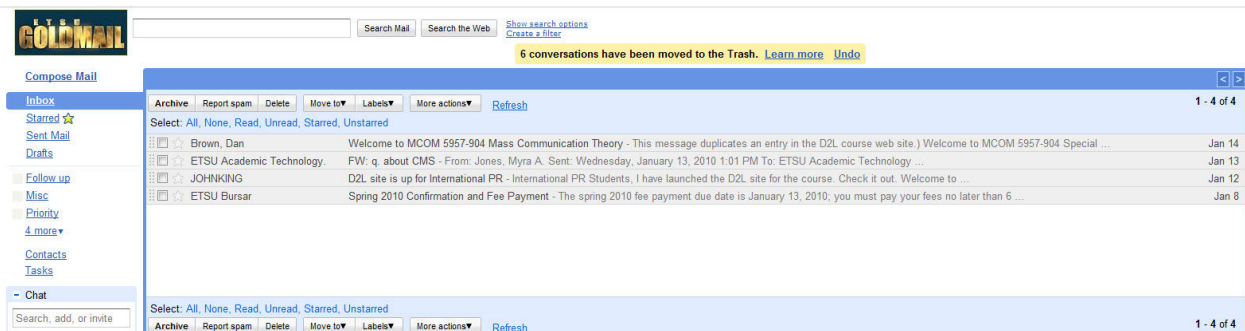


Figure 1 – Goldmail Inbox

1. Click **Compose Mail** to compose a new message.
2. Click **Delete** to delete messages from your inbox. Deleted messages will be moved to the Deleted folder in your mailbox.
 - * You can remove multiple messages by clicking the checkbox beside each individual message.
3. Click **Reply** to reply to the sender of the message.
4. Click **Forward** to send the message to another recipient.
5. Select **Move/Copy** to move files from your inbox to other folders. This is useful for keeping your inbox clean and manageable. (Move will delete the message from one area and add it to another area. Copy will leave a version of the original message and add another to the folder you designate.)
6. Click **Inbox** to refresh your Inbox and bring in any messages recently received.
7. Use the **Search** feature to locate messages in your inbox.

Composing and Sending an Email Message

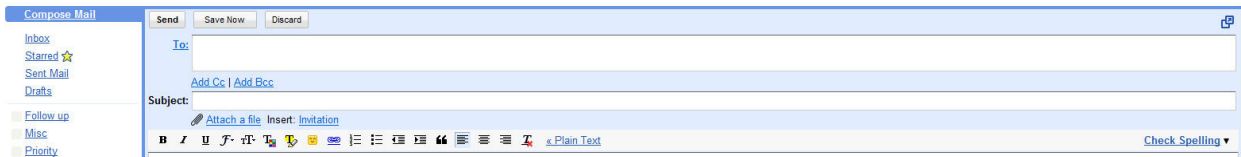


Figure 2 – Goldmail Tools

1. Click **Compose Mail** to create a new email message.
2. Type an email address into the To or the Cc: field. The address must be complete to work (i.e. greever@etsu.edu.)
3. You may include an address in the Cc: field if you would like to include another recipient who is not directly addressed in the email or who may be interested in the email content.
4. Type your **text** in the window beneath the subject line. You may edit the text the same as you would in Word or other word processors.
5. Click the **Attach a file** button to reveal the attachment options.

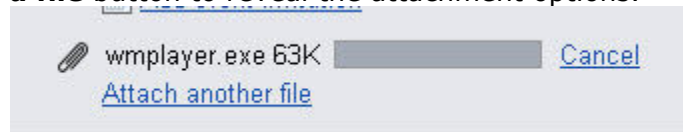


Figure 3 - Attach File

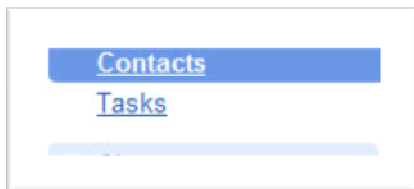
* Click the **Browse** button to locate the file you wish to attach. Click the file to select it and click Open.

6. Click the **Save Now** button if you are not ready to send the email yet, but do not wish to delete it.
7. Click **Discard** to delete the email.
8. Click **Send** to send the message to your contact.

Adding Contacts

Using contacts will not only allow you to save information about your personal and university contacts, but also help you save time when you are composing messages.

1. Select the **Contacts** link from the menu on the lower left.



2. Click the **New Contact** button to add a contact.
3. Enter the information you wish to retain about this contact. Make sure you enter the email address if you wish to use your contacts to send messages.
4. Click **Save** when you are finished.
5. Your contacts are stored on the Contacts page. You may click the **Delete Contact** button if you need to remove a particular contact from your list.

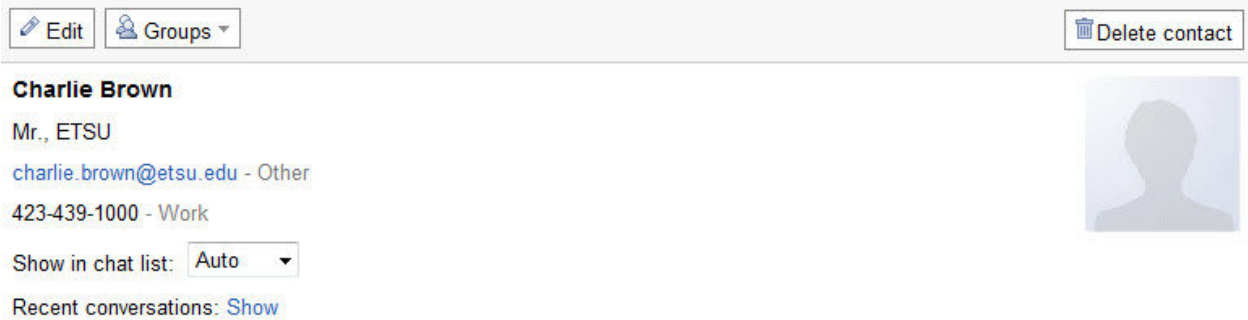


Figure 4 - Goldmail Contacts

6. When sending an email, you may click the **To:** button to search in your contacts list. Just locate the contact that you wish to email, highlight the name and choose whether this recipient will be in the To:, Cc: or Bcc: field. Click Add and close to add the name to your email message.

Change your Preferences to Personalize your Goldmail

Settings

There are many different settings that you can change for your Goldmail account. Below few of these settings will be covered.

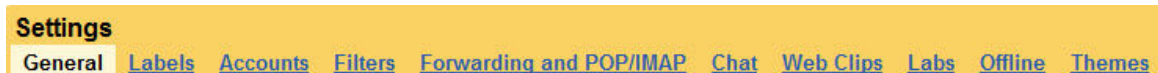


Figure 5 - Settings

Change Password

Under the Accounts and Import tab choose the bottom option **Google Account Settings**. This will only change the password for your Goldmail account, so it would be best not to change only this account, but also your other account passwords.

Signature

Text included in the signature field will be added to the end of every message that you send.

1. Select the General tab under the Settings menu.
2. Enter the text for your signature.
3. Click **Save Changes**.

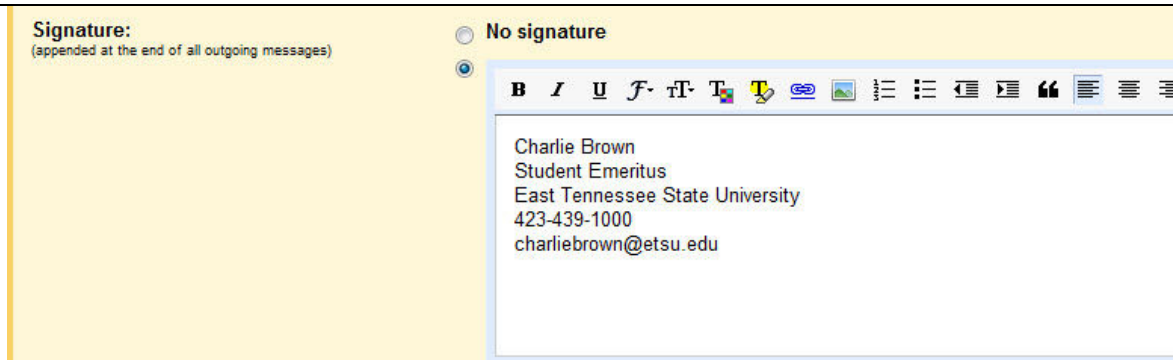


Figure 7 – Goldmail Signature Option

Vacation Message

You can automatically send a vacation message to anyone who sends you mail. This feature is activated when you enter a message in the text box and click Enable. Your vacation message will be sent **ONLY ONCE** to each email address that sends you mail.

1. Click in the **Vacation Responder On** radial button.
2. Type the message that will be sent to recipients in the text box.
3. Click **Save Changes**.

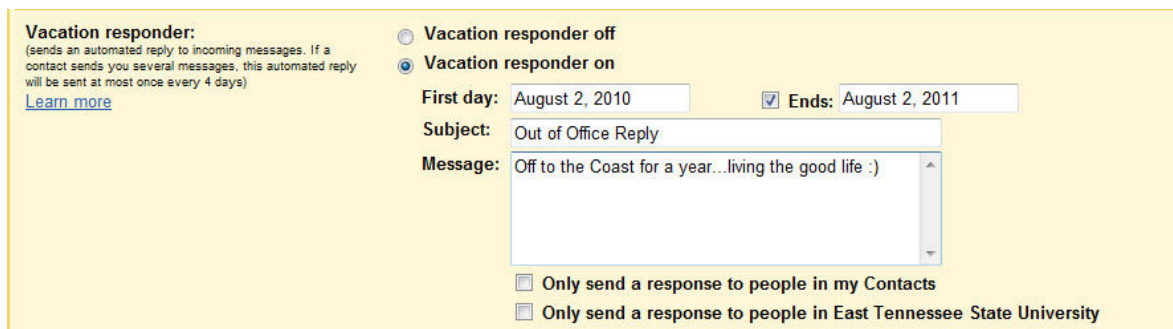


Figure 8 - Goldmail Vacation Message

1. Go to <http://elearn.etsu.edu>
You can bookmark this site to simplify things when you log in.
2. Login:
 - a. Username: Enter your student account name (it will look something like greever)
 - b. Password: The first time your password will be your Social Security Number.
You can change your password at: <https://security.etsu.edu/accountactivate/>

My Home

The My Home page contains links to various tools that help you navigate the D2L system. The links are arranged inside “widgets” that cannot be moved or changed. You may return to the My Home page by clicking My Home in the navigation bar or by clicking the ETSU logo at the top of the page.

Welcome Widget

The Welcome Widget contains links to personal settings so that each user may customize their view to their own liking. Settings here will not change other users’ views. Each main category is discussed below.

My Preferences

General

- **Navigation bar auto-refresh** – Most users will leave this set to On. Users relying on screen readers should set this to Off.
- **Font Settings** – Change your font settings to increase the size or change the font style of the D2L instructions and menus. This will not change the way in which content is viewed. Be cautious when increasing to the size 18 font as this may cause your navigation bar items to disappear.
- **Course CD-ROM** – The individual user can specify the CD drive being used if there links to offline materials contained on a CD.
- **Operating System** – I’m sorry Mac Users. This currently provides no functionality. D2L says it may in the future though.

Paging

Control the number of users seen in the Classlist.

Discussions

Users can change their default view for the discussions tool. These changes can also be made within the discussion tool itself. You may want to revisit these defaults a little later when you are more familiar with the discussion tool.

My Profile

Voluntary information that is available to both your instructor and other students. You may retrieve this information from the Classlist inside each course.

My Profile

Click here to view your progress in each of your courses.

News Widget – My Home

The offices of Information Technology, Academic Technology and E-learning, and Online Education will post important news about the D2L server in this area. You will want to watch this area to see if the server will be down for maintenance.

My ETSU Courses

Your courses will appear here when they are created. Your courses will be organized into semesters. Click the plus sign to expand the view for all of your courses.

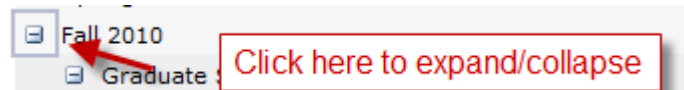


Figure 9 – My ETSU Courses

Navigation Bars

Navigation or NavBars are the bars that appear in the My Home and Course Home headings. The navigation bars contain links to tools available within the course. Figure 10 below shows the default that ETSU is using for all courses. The options available to you may be different within each course.



Figure 10 – Course Default Navigation Bar

Classlist

The Classlist stores information about faculty and students enrolled in your course. You may use the checklist to view online status for a student and send emails to your instructor or classmates. You will also use the classlist to access group information in your course.



Figure 11 - Access the Classlist

View participants in your class

There are potentially three tabs in your Classlist – Instructors, Students and Groups. The groups tab will appear only if you have set up groups in your course site. Click each tab to view the participants who fall into that category. Participants with a green dot next to their names are currently online. (In the example below, Charlie Brown is online.)




<input type="checkbox"/>	Training, ATS101	ats101	Student	
<input type="checkbox"/>	Training, ATS102	ats102	Student	
<input type="checkbox"/>	Training, ATS116	ats116	Instructor	

Figure 12 - Participants

Sending Email Through the Classlist

You may choose to email individual users through the classlist, all users who fall within a particular category or tab (e.g., all students) or you may email everyone in the classlist.

To email one user:

1. **Locate** the user in the classlist.
2. Click the username in the Email column (rotariu in the following example.)
3. **Compose** the message.
4. Click **send**.

To email all users in one category:

1. Click on the **tab** that you wish to email.
2. Click the **Email everyone on this tab** link at the top of the page. The usernames will be automatically added to the email message.
3. Compose the message.
4. Click **send**.

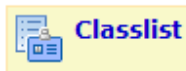
To email all users in the course:



1. Click on the **All tab**.

2. Click the **Email everyone on this tab** link at the top of the page. The usernames will be automatically added to the email message.
3. Compose the message.
4. Click **send**.

Acce

Classlist

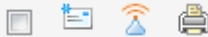
























 Print Tab |  Email everyone on this tab


All **Students** Instructors Guests

View By: User

Search For: [Show Search Options](#)

 20 per page

Last Name ▲, First Name	Username	Role	Actions
  Brown, Charlie 	charlie.brown	Student	   
  Training, ATS101		Student	  
  Training, ATS102		Student	  
  Training, ATS2		Student	  

 20 per page

Select the tab of the group you want to email. Then click the Email everyone on this tab.

You can also click the individuals name to just email that person

Figure 6 - Sample View of Classlist

The Dropbox allows instructors and students to exchange electronic files through D2L. Students submit assignments by uploading files to folders in the Dropbox. Instructors view submitted files, provide grades and feedback all from within the Dropbox.



Figure 7 - Access the Dropbox

Adding files to the Dropbox:

1. Access the **Dropbox** tool link through the navigation bar.
2. Click on the name of the Assignment that you wish to view.
3. Any information or instructions given by instructor will be listed on this page.
4. Click **Browse** when you are ready to submit your file.
5. Locate the file on your computer and double-click the file name or select the file and click **Open**.
6. You should see location and file name information located in the File field. You may enter any necessary comments for your instructor in the description window.

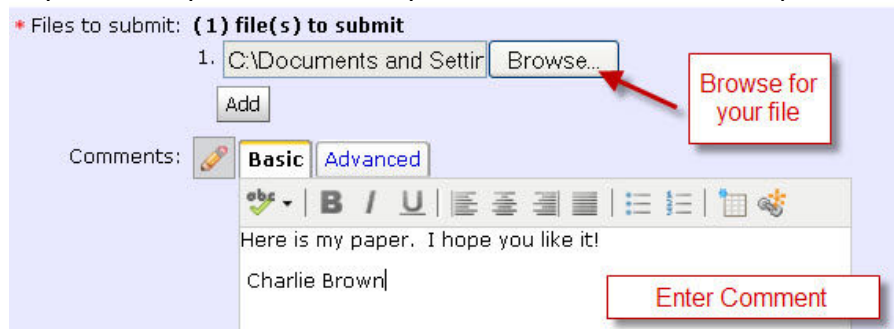


Figure 8 - Enter Comments

7. Click **Submit** when you are ready to submit the file to your instructor. You cannot remove files so make sure you are submitting the correct file!
8. Click **Done** when you are finished.

Dropbox Submission Confirmation

Students will receive an email confirmation after submitting a file to the Dropbox. They will see the file name, time and date of submission and the file size.

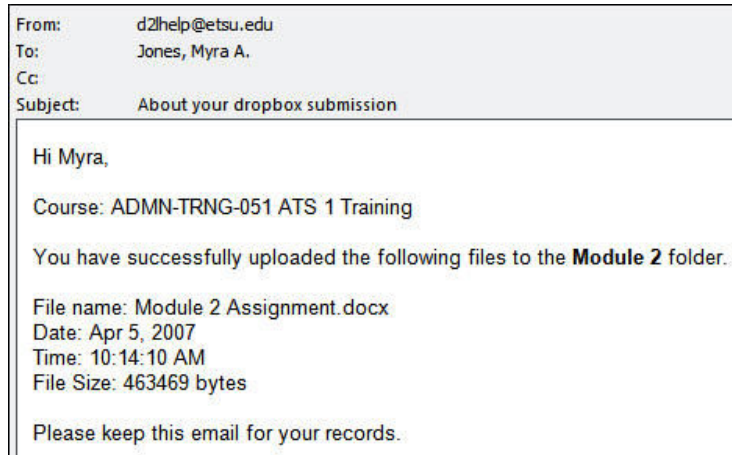


Figure 9 - Dropbox Submission Confirmation

New Feedback

Students will see a bolded note that they have **New Feedback** when they enter the Dropbox if their instructor has chosen to provide feedback through the dropbox.

Training Assignments - Please don't delete!			
This is a graded assignment	98 / 100	1	View
Cartoon Assignment for Training		3	View

Figure 10 - New Dropbox Feedback

Student Dropbox History

Students may select History to view a detailed history of dropbox submissions.

[Folder List](#)
[History](#)

Submission History

Folder:

Folder Type: Individual submission folder

Submitted Files	Comments	Date Submitted ▼
feral employees(1).gif (19.83 KB)	Please give me an A. Thanks, Charlie	Jun 18, 2007 11:33 AM
eLearning - Academic Technology.docx (38.26 KB)	Please let me know if you have trouble opening my file. Thanks, Charlie	May 19, 2008 5:09 PM
Minutes 3.28.08.doc (181 KB)		May 19, 2008 5:15 PM

Figure 11 - Dropbox History

1. Students can see that files have not been submitted for a particular assignment.
2. Students can see if their files have been viewed. Just as with the instructor view, a file annotated with a purple dot has not been viewed and a file annotated with a blue arrow has been viewed.
3. Students can view the submission date and time for each file submission, even if there are multiple submissions for each assignment.
4. Students can view their original submission files and comments.
5. Students can see when feedback was left and view the feedback.

Discussion Boards

The Discussion Board is a communication tool that can be used to discuss topics from class, sign up for assignments or projects, ask general course questions, etc. Student conversations are logged and organized in the Discussion Board. Conversations are grouped into threads that contain a main posting and all related replies. Your instructor will create the forum for your class and each course will be somewhat different, but these general instructions will assist you.

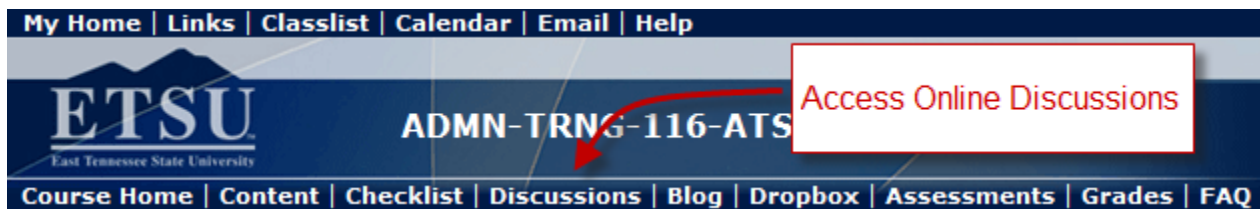


Figure 12 - Access Discussions

New Message

1. Access Discussions by clicking on the Discussions link in the navigation bar or choose Discussion Messages in the Updates widget located on the course homepage.
2. Select the **topic** where you will create a new message.
3. Click **Compose**.
4. Enter a subject and a message. You may use the html editor to compose your message or you can use html tags to format the message.
5. Click **Post** to save your message and post it to the discussion topic.

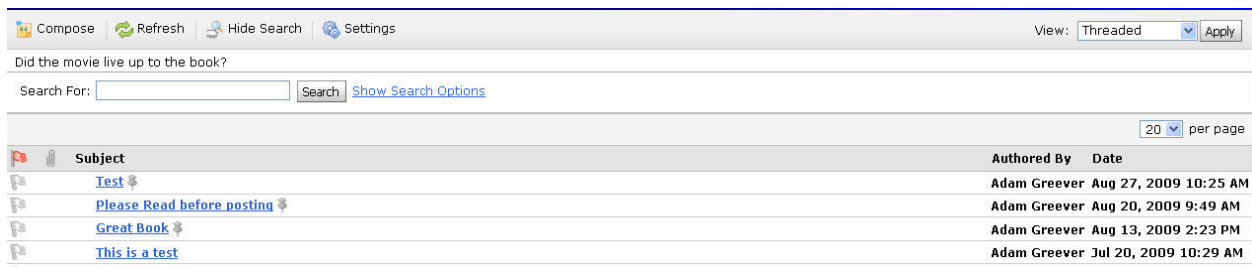


Figure 13 - Threaded Discussion Board

Personal Settings

There are some features of the Discussions tool that can be changed on the individual user view.

1. **Flag messages** – Click the Flag Message button to add a red flag to a discussion message. This is useful if you need to mark messages to review or respond to later.
2. **Reply: Add Original Message Text** – Includes the text of the previous message in your reply. This resembles an email when seen on the screen. Please note that this preference is dependent upon the poster of the message. Inform your students if you would prefer they not use this feature.
3. **Reply: Without Message Text** – The text of the original message to which you are replying is not included in the reply.

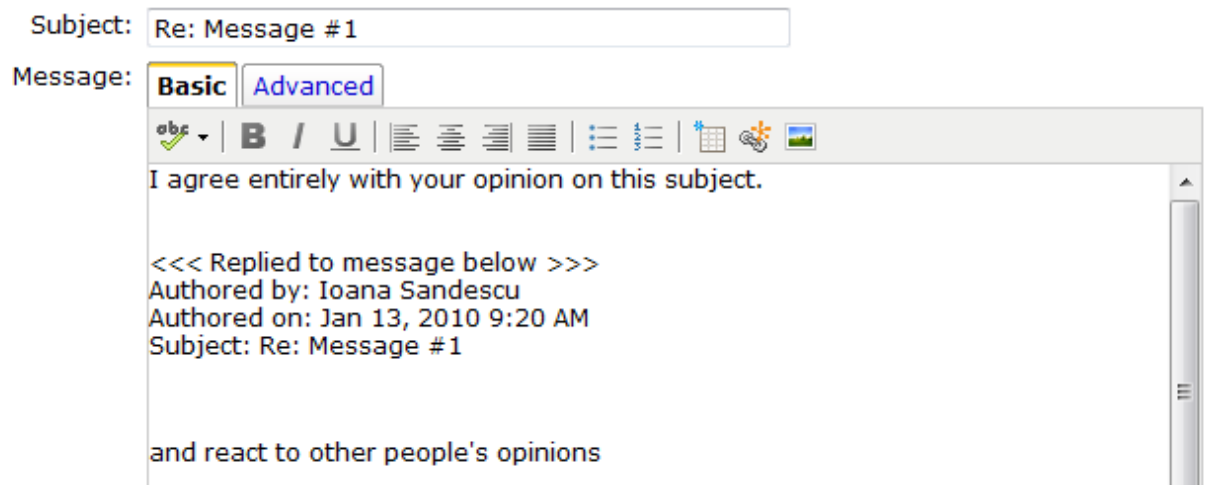


Figure 14 - Reply with Message

4. **Display Settings** – Click the Settings button for even more options. The defaults are shown below in Figure 17. Experiment with the settings to create a discussions view that is comfortable for you.

Personal Settings

Display Settings: Show the discussion topics list ?
 Show the search bar ?
 Show the preview pane ?

Default Message List View: Threaded View
 Un-threaded View ?

Message List Style: Grid Style ?
 Reading Style ?

Message Fields to Display: Message Id ?

Character Limits: Limit the number of characters of the subject to display in the Message List
Subject Characters to Display: ?

Reply Settings: Include original message text in reply ?

Figure 15 - Display Settings

Who should I contact if I'm having problems?

1. Contact the OIT Student Help Desk
On-campus phone: 3-4648
Off-campus phone: 439-5648
Stop by in person: Lower level of the Culp Center
Email: shdesk@goldmail.etsu.edu
2. Online help:
<http://www.etsu.edu/d2l/students.aspx>