

## **What to do if the message function in Moodle does not seem to work?**

The following is a common issue:

A student brings to your attention that he/she has written you several messages through Moodle but you have not received any of the messages. However, you have successfully been communicating with other students using Moodle messages.

This particular student has probably NOT configured his/her profile to include the **full e-mail address**.

### **How to check if students have included an email address in their profiles:**

1. Open your Moodle site.
2. Go to **Participants** at the upper left corner on your main page.
3. Look at your course participant list.
4. Check who does not have a picture associated, or a city associated with their profile. Those students need to update their profiles.
5. Directions on how to update profiles:  
<http://elearning.miis.edu/mod/book/view.php?id=16533&chapterid=393> This is a six-minute video that students should watch to learn how to log in and set up their Moodle profile.

**Another useful quick guide can be found at:**

<http://sites.google.com/a/go.miis.edu/community-help-desk/Home/moodle#TOC---How-do-I-give-students-access-to->

Open the quick guide **How to give students access to your course** to see how participants can update their Moodle profile.