



## Helping Your Students to Use Notifications in Western Online

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## **I. What are Notifications?**

Notifications can be used to help users stay on task, practice good time management and meet expectations. All users have the ability to adjust which notifications they receive and how they receive them. Notifications can be set to be received in either instant or digest mode. Users can choose whether or not to receive notifications via text by registering their mobile number or via email by providing an email address.

### **List of Available Notifications in Western Online**

The following areas within Western Online send instant notifications once the user has enabled them in their preferences.

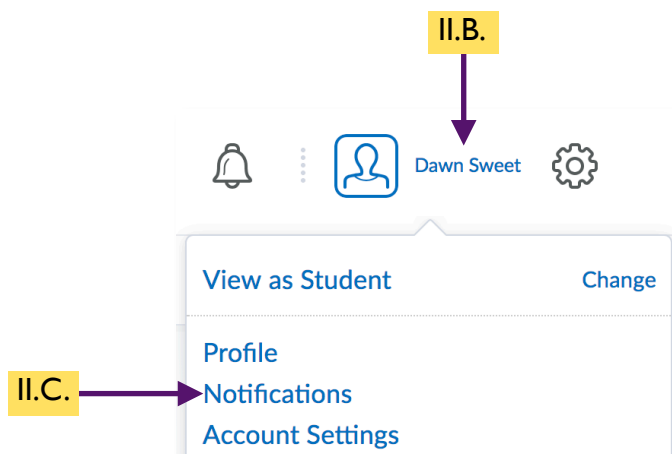
- Activity Feed - new comments from others on a post
- Activity Feed - new posts created by others
- Announcements - announcement updated
- Announcements - new announcement available
- Assignments submission folder due date or end date is 2 days away
- Content - content item created
- Content - content item updated
- Content- content overview updated
- Discussions - new post in a forum, topic, or thread that I subscribed to in instant notifications
- Grades - grade item released
- Quizzes - quiz due date or end date is 2 days away

## II. Setting Up Notifications

- A. Log-in to Western Online.  
Notifications can be set from within any course or from your home page.

- B. In the top right corner of the page, click on your name to extend a drop-down menu.

- C. Click on **Notifications**.



### II.A Setting Contact Methods

#### ENABLING SMS (TEXT) NOTIFICATIONS:

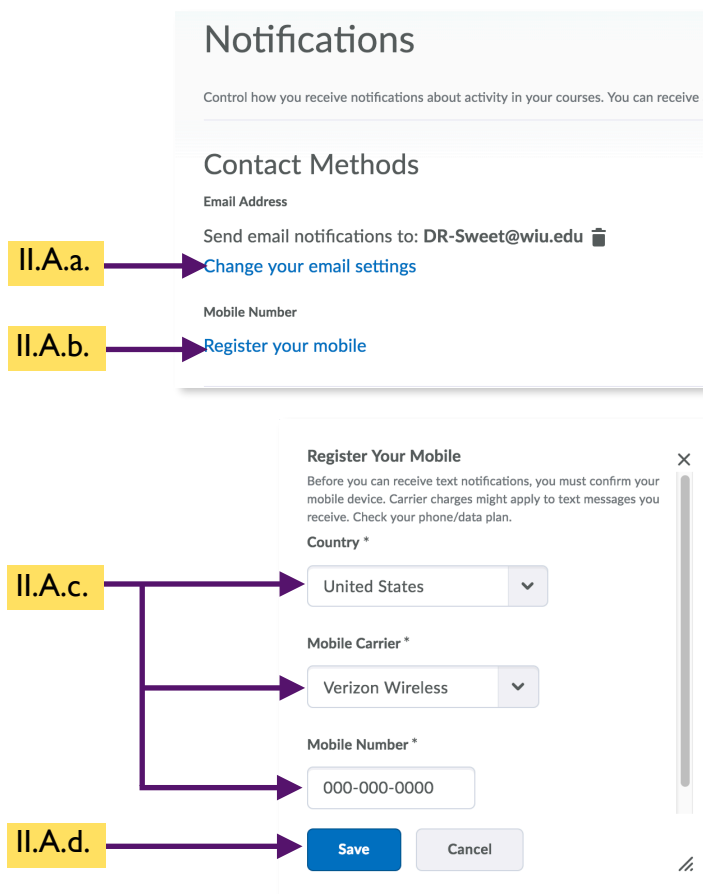
When the Notifications setting window appears you will see two contact methods, Email Address, and Mobile Number. Follow the steps below to set up your method of contact.

- a. By default, the system will use your WIU email for email contact. If you wish to change your email settings, click the **Change your email settings** link.

- b. To receive text messages you must register your mobile number. Click the **Register your mobile** link.

- c. The Register Your Mobile window will open. You will need to provide your **Country**, **Mobile Carrier**, and **Mobile Number**.

- d. Click the **Save** button.



## II.A Setting Contact Methods, cont.

### ENABLING SMS (TEXT) NOTIFICATIONS, CONT. :

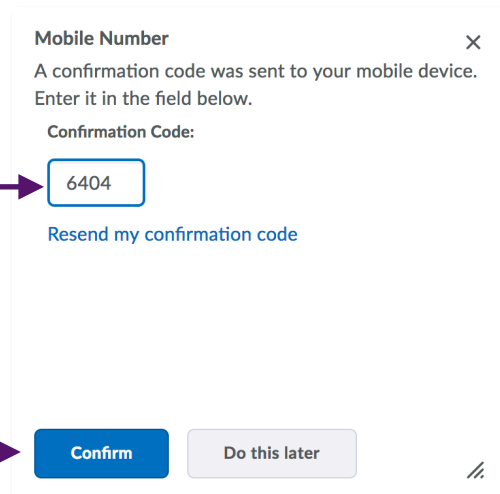
- e. You will receive a confirmation code text message to the registered phone number. This may take a few minutes. When you receive the Confirmation Code, type it in the **Confirmation Code:** field provided.

- f. Click the **Confirm** button.

If you do not receive it in a reasonable amount of time, try re-sending it from the “Resend my confirmation code” button. You can also try un-registering and re-registering it, and then trying the process again.

II.A.e.

II.A.f.



A confirmation code was sent to your mobile device. Enter it in the field below.

Confirmation Code:

6404

[Resend my confirmation code](#)

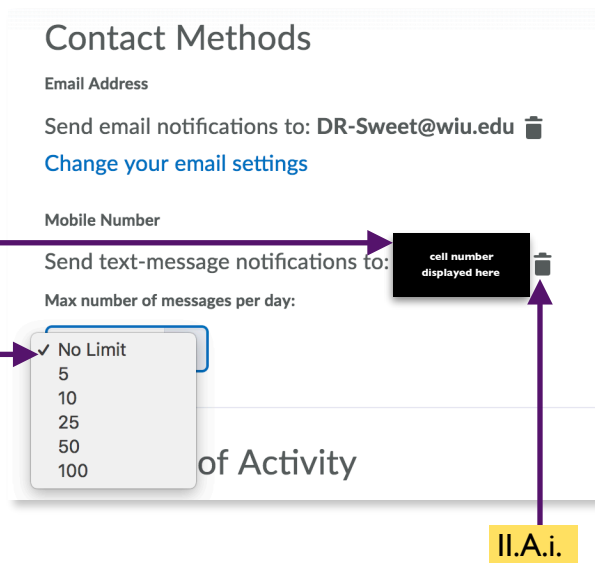
**Confirm** Do this later

- g. You will now see your mobile number listed. (Ours has been blacked out for privacy reasons.)

- h. Below that you will see the drop-down menu that allows you to limit the number of set messages you receive per day. Choosing **No Limit** will ensure that you receive a notification for everything you have chosen to receive. Make a different selection if you want to limit the number of messages you receive.


II.A.g.

II.A.h.



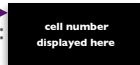

**Contact Methods**

Email Address

Send email notifications to: DR-Sweet@wiu.edu 

[Change your email settings](#)

Mobile Number

Send text-message notifications to:  

Max number of messages per day:

☒ No Limit  
☐ 5  
☐ 10  
☐ 25  
☐ 50  
☐ 100

**of Activity**

II.A.i.

- i. If at any time you want to remove your cell number to quit receiving messages, or if you need to change your number, click on the **Trash icon** to the right of your cell number.

### III. Selecting the Notifications You Want to Receive

- A. On the notifications page, which you access by clicking on your name in the upper right corner of the screen and choosing Notifications from the drop-down menu (see step II.B-C.), scroll down until you see **Instant Notifications**.

III.A. →

Instant Notifications		SMS	Email
Activity Feed - new comments from others on a post	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Activity Feed - new posts created by others	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Announcements - announcement updated	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Announcements - new announcement available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Assignments - dropbox folder due date or end date is 2 days away	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Content - content item created	<input type="checkbox"/>	<input type="checkbox"/>	
Content - content item updated	<input type="checkbox"/>	<input type="checkbox"/>	
Content - content overview updated	<input type="checkbox"/>	<input type="checkbox"/>	
Discussions - new post in a forum, topic, or thread that I subscribed to in instant notifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
ePortfolio - feedback added to subscribed items	<input type="checkbox"/>	<input type="checkbox"/>	
ePortfolio - another user has subscribed to your updates	<input type="checkbox"/>	<input type="checkbox"/>	
ePortfolio - feedback added to my items	<input type="checkbox"/>	<input type="checkbox"/>	
Grades - grade item released	<input type="checkbox"/>	<input type="checkbox"/>	
Grades - grade item updated	<input type="checkbox"/>	<input type="checkbox"/>	
Quizzes - quiz due date or end date is 2 days away	<input type="checkbox"/>	<input type="checkbox"/>	

- B. From this list, you can place a checkmark next to the items you would like to receive updates on. You can also specify which you want to receive via SMS or Email by clicking (placing a checkmark) in the appropriate column. If you would like to receive the notifications in both formats, put a check in both columns.

If you do not select anything, you will not receive instant notifications.

- C. Click the **Save** button at the bottom of the page.

III.C. →

III.B. →

Customize Notifications

- ☒ Include my grade value in notifications from Grades
- ☐ Allow past courses to send me notifications
- ☐ Allow future courses to send me notifications
- ☐ Allow inactive courses to send me notifications

Exclude Some Courses

You currently have no courses excluded. [Manage my course exclusions](#)

**Save** Cancel

## IV. Customizing Notifications

Under this area, you will be able to select whether or not you receive grade information in your notifications as well as restrict or allow notifications from past, future, or inactive courses.

- A. Scroll down to the **Customize Notification** area on the page. Click in the box in front of the options you would like to choose.

IV.A. →

### Customize Notifications

- ☒ Include my grade value in notifications from Grades
- ☐ Allow past courses to send me notifications
- ☐ Allow future courses to send me notifications
- ☐ Allow inactive courses to send me notifications

- B. Below the Customize Notifications area you will see an area labeled **Exclude Some Courses**.

IV.B. → Exclude Some Courses

You currently have no courses excluded. [Manage my course exclusions](#)

This area will allow you to choose to exclude courses you do not want to receive notifications from.

IV.C. ↑

- C. Click on the **Manage my course exclusions** link.

- D. The Manage Course Exclusions window will appear. Click the **X** icon to the right of the courses listed to stop receiving notifications from that course.

IV.D. →

Manage Course Exclusions

Exclude All Courses

Restore excluded courses

Dawn\_CITR\_TEST\_COURSE  
Dawn\_CITR\_TEST\_COURSE

X

Dawns\_CITR\_Daylight\_TestCourse  
Dawns\_CITR\_Daylight\_TestCourse

X

Western Illinois University

X

Close

- E. Once you have finished making your selections, click the **Close** button.

IV.E. →

- F. Once you are returned to the main Notifications settings page, click the **Save** button at the bottom of the page.

IV.F. →

### Customize Notifications

- ☒ Include my grade value in notifications from Grades
- ☐ Allow past courses to send me notifications
- ☐ Allow future courses to send me notifications
- ☐ Allow inactive courses to send me notifications

### Exclude Some Courses

You currently have no courses excluded. [Manage my course exclusions](#)

**Save** Cancel

## Troubleshooting & Common Problems

If you have set up your mobile device and are not receiving any notifications, check the following:

- Under the profile notifications page, ensure you have selected the check-boxes that correspond to the types of notifications you would like to receive. If none are selected, you will not receive anything.

If you have set up email instant notifications, and you aren't receiving them, check the following:

- Ensure you have the email check-boxes enabled under your profile notifications settings for your account.