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.

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.

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**.

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.
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.

B. Below the Customize Notifications area you will see an area labeled **Exclude Some Courses**. This area will allow you to choose to exclude courses you do not want to receive notifications from.

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.

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

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