Buzz Inbox

Contents

INTRODUCTION

Video: Buzz Inbox

The Inbox is a self-contained, two-way communication tool within the Buzz Learning Management System (LMS) that does not require access to an external email system.

ADVANTAGES OF THE INBOX:

- Fully integrated messaging tool within the platform
- In-app notifications eliminate the need to navigate to external email
- Streamlined two-way communication due to ease of access and direct integration
    - Assignment feedback is automatically included in Inbox messages, allowing students to respond directly and ask follow-up questions.
    - Teachers can see the specific lesson associated with a student's question.
- No email verification or external programs are required

COMMUNICATION TOOLS COMPARISON

Users often ask about the differences between **Announcements**, the **Email Widget**, and the **Inbox**.

Feature	Announcements	Email Widget	Inbox
Communication Type	One-way	One-way (responses occur outside the platform)	Two-way
Responses	Not allowed	Allowed, but do not return to the LMS	Allowed and remain within the LMS
Notifications	Platform-based	External email required	In-app notification icon
Recommended Use	General information	Legacy/optional for programs not using Accelerate Education teachers.	Primary communication tool

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| Feature	Announcements	Email Widget	Inbox
Settings	Can remain enabled with Inbox or Email widget; typically on by default	Should be disabled if Inbox is enabled	Should be disabled if Email Widget is enabled
Message Visibility Duration	Can include start and end dates for visibility	Depends on recipient email actions (e.g., deletion or storage)	Deleted messages remain visible for 30 days; archived and active messages remain visible while the user is enrolled in the course

ACCESSING INBOX

Inbox access varies slightly depending on the user's role.

Common Access Points

- **App navbar** (Inbox icon)
    - View new, past or archived messages
    - Send new messages
    - Reply to existing messages

- **Hamburger menu**
    - View new, past or archived messages
    - Send new messages
    - Reply to existing messages
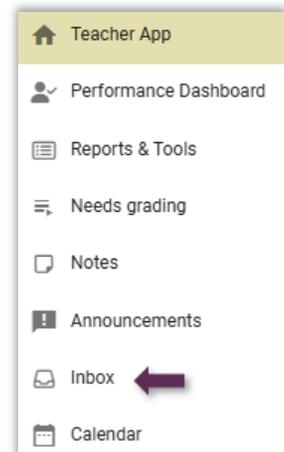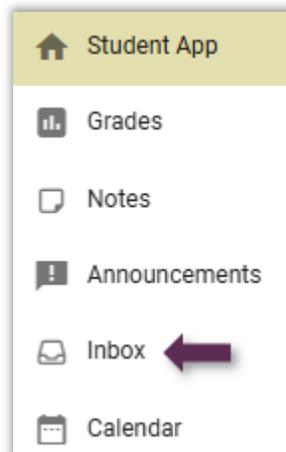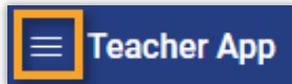
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Additional Access by Role

STUDENTS

- **Lesson navbar** (paper airplane)
 - Send new message only

TEACHERS

- **People Tool navbar** – Paper Airplane icon (send only) or Inbox icon (full access)
  - Send new messages
  - View new, past or archived messages
  - Reply to exiting messages

- **Grade Feedback** (Individual student communication only)
  - Grading feedback is automatically sent to the student's Inbox.
  - Both teachers and students can reply within the feedback thread.
  - Keeps all assignment-related communication in one place.
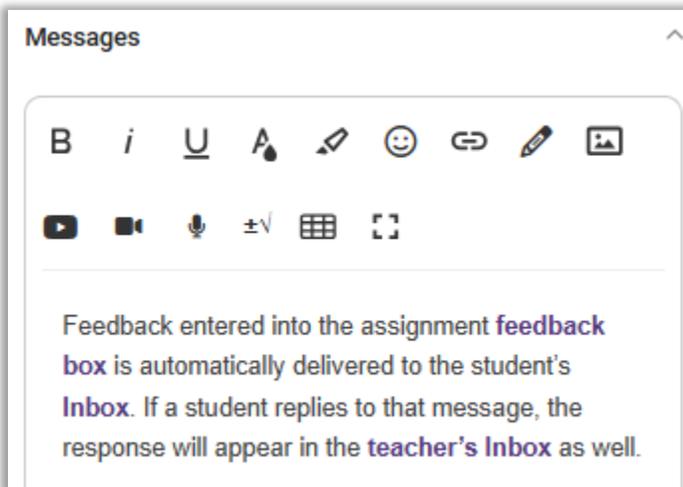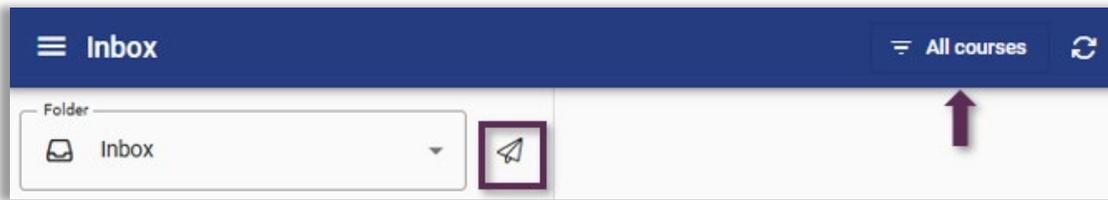

SENDING MESSAGES

To send a message unrelated to assignment feedback:

1. Open the **Buzz Inbox**

   Access the Buzz Inbox using any of the methods described in the *Accessing the Inbox* section.

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2. Select the **New Message icon** (paper airplane).

Tip: Use the **Course Filter** to narrow your recipient list to a single course.

3. Select the recipient(s).
   a. Add additional students by clicking in the **To** field and selecting names, or
   b. Select **Students** below course name to message the entire class.
4. Add a concise and meaningful subject line, compose the body of the message and if necessary, add an attachment (paperclip icon).

> ⚠ **Warning:**
>
> **Do NOT select** the checkbox labeled:
>
> "Send as a group message (makes recipients and replies visible to everyone)"
>
> Selecting this option allows students to message one another instead of messaging only the teacher.
>
> ☐ Send as a group message (makes recipients and replies visible to everyone)

5. Select **Send**.

   Any student Replies will appear in your inbox thread.

NOTE: SENDING MESSAGES FROM THE PEOPLE VIEW

- Select the **checkbox** next to each student who should receive the message (across any course).
- Click the **Paper Airplane icon** in the People navigation bar to compose and send your message.

RECEIVING AND MANAGING INBOX MESSAGES

Teachers are notified by a number prompt when a message from a student is received. Simply select the inbox icon to view unread messages and reply as needed.

Once in the Inbox, any unread messages will have the subject of the message bold and in color, while previously viewed messages will have normal subject font formatting.
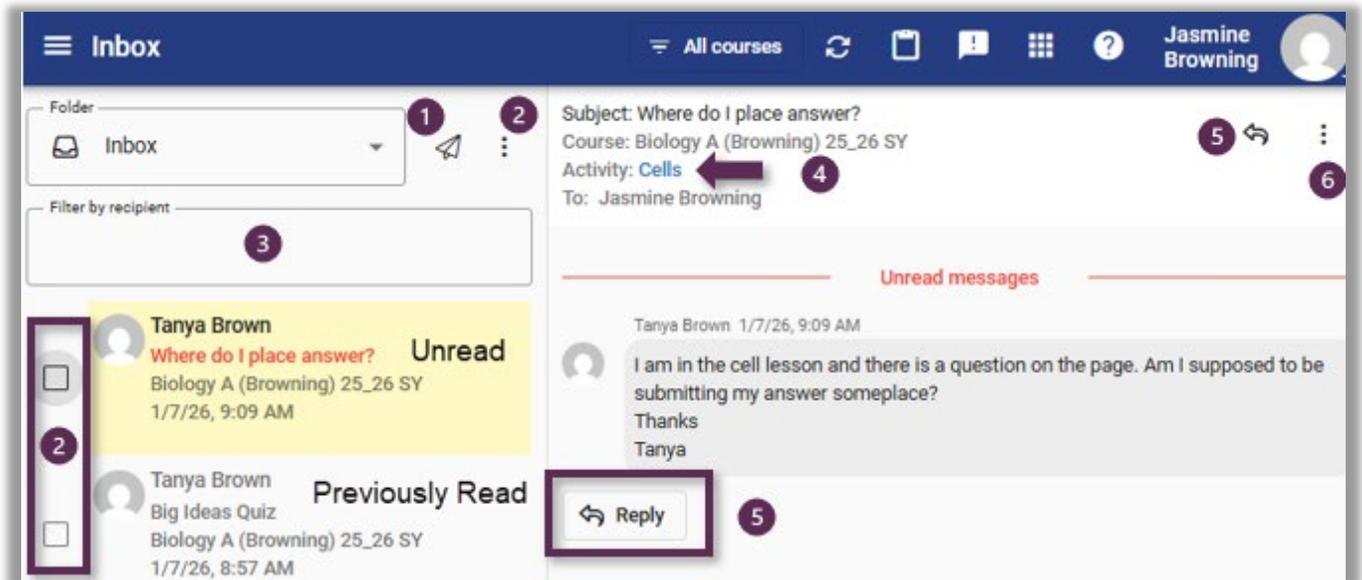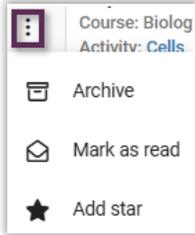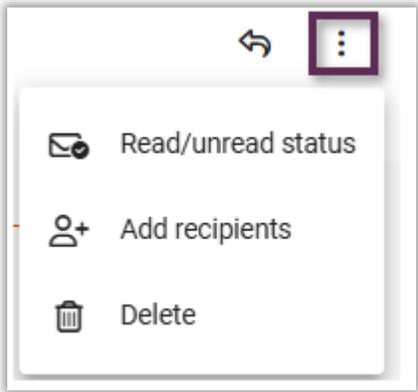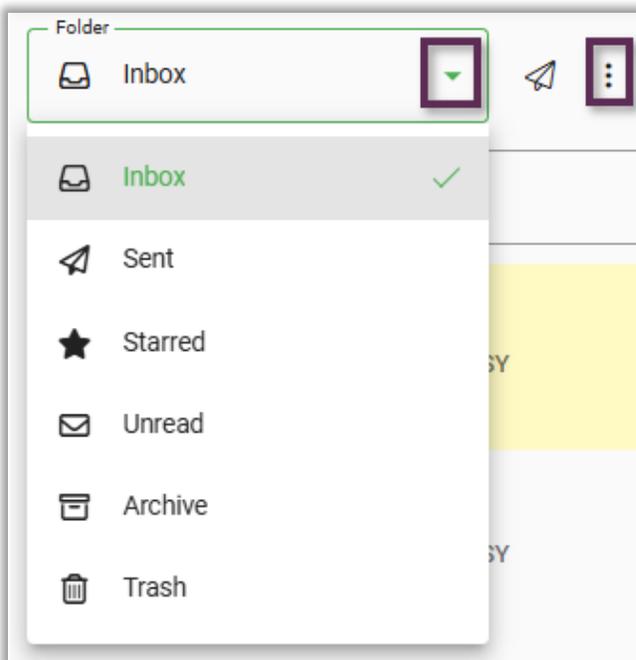
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TABLE: MANAGING INBOX AND REPLIES

#	Tool	Description/Action
1	Send	Select the **paper airplane icon** to send a new message to an individual student or a group of students.
2	Bulk Actions	Check the box next to one or more incoming messages, then use the **Bulk Actions (ellipsis) menu** to Archive, Mark as Read/Unread, or Star messages.
3	Name Filter	Type a student's name in the search field to locate messages sent by that student.
4	Hyperlinked Activity Location	Select the hyperlinked activity name to view the activity from which the student sent the message.
5	Reply	Two reply options are available when viewing a message. Select either option to respond to the student.
6	Individual Message Options	Open the **message ellipsis menu** to manage the active message. Options include changing the read status, adding recipients to your reply, or deleting the message. *Consider archiving messages rather than deleting them if the student is still active in the course.*

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#	Tool	Description/Action

To help teachers manage their Inbox and prevent message overload, Buzz includes a simple folder and tagging system.

1. Select the **ellipsis (three dots) menu** to the right of the folder menu and choose one of the following:
   a. Archive
   b. Star
2. Use the **Folder dropdown menu** to quickly access any archived, stared unread, previously sent or deleted messages directly. Deleted messages will be available for 30 days after they were deleted.

3. Return to the full **Inbox** view using the folder dropdown menu.

Reminder:
Messages will remain visible in Inbox or Archive folder until the user is no longer active in the course.