

# myitlab Student User Guide

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# Getting Started

## Using myitlab™

### Getting Started in myitlab™

Your instructor has chosen to use **myitlab** as a component of your course. Designed to help you succeed in your course, myitlab provides you with a training and testing environment for Microsoft Office 2007, computer skills, and computer concepts. In myitlab, you'll find:

- a realistic, open simulation of Microsoft Office 2007 that allows you to explore the Office applications without being penalized;
- exam and training questions that match your textbook, so you can review the skills learned in class online, on your own time;
- training that adapts to your skill level so you won't waste time re-learning skills you already know;
- a gradebook that allows you to view your grades and view reports showing your progress.

### Contacting myitlab Student Support

myitlab Student Support specialists are available to assist you via email, or with online chat, 24 hours a day, 7 days a week. If you need technical assistance, or if you would like to ask a question or submit feedback about myitlab, contact our Student Support team, please visit <http://247.prenhall.com>.

For more information on getting started in myitlab, additional help and user guides, and information on feature updates, visit our Web site at <http://www.myitlab.com> and look for the Student Support link.

### myitlab System Requirements

For information on system requirements, refer to System Requirements

### Logging in to myitlab

To log in to myitlab, complete the following steps:

1. Type the login name and password you created during registration in the respective textboxes.
2. Click **Login**.
3. The first time you log in to your myitlab account, a pop-up window appears with information about enrolling in a course for the first time.
4. Click to select the **Do not display this message again** checkbox to ensure this message does not appear the next time you log in.
5. Click the OK button.
6. The My Courses page displays.

**Note:** Only one user can log in into one account. If a second user tries to log in using the same account while the first user is already logged in, a message will display to the second user, indicating that the other user is logged in. If the second user proceeds with the login, the first user will be logged out of myitlab.

**Note:** If your session is inactive for an extended period of time, an alert message displays. If you do not respond to the alert within two minutes, the session automatically ends and you are redirected to the login screen.

## Enrolling in a myitlab Course

After you successfully register for myitlab, you can log in to myitlab and enroll in your instructor's course, using the Course ID provided by your instructor provided. To enroll in a course in myitlab, complete the following steps:

1. After you log in to myitlab, your personalized My Courses page displays. The first time you log in, no courses will display. Click the **Enroll in a Course** button.
2. Type your Course ID in the Course ID box and click **Submit**. If you haven't received the Course ID yet, contact your instructor.
3. On the Confirm Course screen, verify that the Course ID you entered matches your instructor and course. Click the **Confirm** button. *If the course name shown on screen is incorrect, confirm the Course ID with your instructor and then click the Back button to change your Course ID.*
4. On the Summary screen, confirm the information is correct and then click the **Enter Course Now** button to enter the new course.

## Accessing your myitlab Course

After you have enrolled in a course, each time you log in to myitlab, your personalized My Courses page will display. To enter your myitlab course, click your myitlab course from the list of course names. (If you are not sure what the name of your course is, ask your instructor.)

## Using the myitlab Setup Wizard

The **myitlab Setup Wizard** will help you install the plugins and players you need to take exams and trainings in your course.

1. Inside your myitlab course, on the Course Content tab, click the **Start Here: Getting Started with myitlab** folder.
2. Follow the onscreen instructions to check your browser settings and install the myitlab ActiveX control, the Adobe Flash Player, and Adobe Reader. Note that some of these items may require several minutes to download, depending on your connection speed.
3. When the wizard is complete, click the Back button to return to your Course Content.

**Note:** The Setup Wizard may be located elsewhere if your instructor has chosen to move it. If you cannot find a link to the Setup Wizard from inside your course, point your browser to <http://www.prenhall.com/myitlab/start> and follow the on-screen instructions.

## Navigating your myitlab Course

After you have enrolled in your course, you can begin exploring the contents of your course. Content varies from course to course, as your instructor will customize the myitlab course content so that it complements your course at your school. To navigate through your course, use the buttons in the horizontal toolbar across the top of the course. By default, myitlab has four main tools (or tabs) for students:

1. The **Today's View** tool helps you organize and manage your course information. It contains a Notifications list that helps you to schedule your tasks efficiently. Today's View also displays course announcements, unread email messages, and newly posted grades.
2. The **Course Content** tool allows you to access the content in your course. The Course Content tool is where you will find all of the content assigned to you by your

instructor – and is where you will launch exams, training, and other assignments. If you see folders in your Course Content, click each folder to view the contents of that folder.

3. The **Grades** tool allows you to view the grades for the assignments you have submitted. From the Grades tool, you can view your submissions, generate reports, or send a message to your instructor.
4. The **Communicate** tool allows you to send messages to your instructor, view received email, or create and save a draft of a message to be sent at a later time.

**Note:** Your instructor may choose to rearrange the contents of your myitlab course or reorder the tools (buttons) in the horizontal toolbar. If you are not sure where to find your course materials, ask your instructor.

### Using Options Menus in myitlab

Throughout myitlab, you will note contextual option menus that appear when you move your mouse over an item such as assignments, folders, grades, and so on. Clicking one of these menus will display a list of options specific to that item. Clicking the desired option will perform the associated function. To learn more about the options available on options menus throughout myitlab, click a link below.

- Options: Today's View
- Options: Course Content
- Options: Grades

### Getting Help in a myitlab Activity (Exam, Training, Study Plan)

As you are working within a myitlab activity that is using the myitlab Office 2007 simulation, you can click the red Help icon in the simulation window to display help specific to the navigation inside the myitlab simulation.

## System Requirements

### Supported Operating Systems

myitlab™ supports the following Operating Systems

- Windows XP Service Pack 2
- Windows Vista

**Note:** myitlab does not run natively on any Mac operating systems. myitlab can be run on a Mac with an Intel-based architecture, running Windows via a program such as Boot Camp or Parallels.

### Supported Web Browsers

myitlab supports the following Web browsers:

- Internet Explorer 6.0
- Internet Explorer 7.0

**Note:** If you are running myitlab on Internet Explorer 7 on Windows Vista or Windows XP, you will need to set specific browser settings to ensure an optimal experience in myitlab. For more information and detailed instructions, visit [www.myitlab.com](http://www.myitlab.com) and click the Student Support link.

### Screen Resolution

myitlab is best viewed with a screen resolution of 1024x768 pixels.

- 800x600 screen resolution is supported; simulation will scale down to the smaller screen size

- Larger screen resolutions also are supported; simulation will scale up to the larger screen size
- DPI setting should be set to 96 DPI (Normal size in Windows XP; Default scale in Windows Vista).

## Hardware

Memory [RAM]: 512MB or higher recommended; 256MB minimum requirement

- Windows XP: 512MB or higher recommended; 256MB minimum requirement
- Windows Vista: 1GB RAM\*

Processor\*

- Windows XP: 1.4Ghz processor
- Windows Vista: 2.0Ghz processor\*

Sound Card

- Any MCI compliant sound card

*\*Note: The increase in the requirements for Vista are due to the additional memory and CPU overheads imposed by the operating system itself.*

## Internet Connection

myitlab is best used with a broadband connection (cable or DSL) or higher. Dial-up/56K modem connection is the minimum requirement; you may experience slow download times trying to run simulation activities.

## Plug ins

myitlab uses the following plug ins:

- ActiveX control (will download via Installation Wizard)
- Adobe Flash player 9 or higher
- Adobe Reader

**Note:** Depending on the content your instructor has added and made available to you in your myitlab course, you may need additional plug-ins and players (for example, QuickTime, PowerPoint Viewer, and so on). If you have any questions about what plug-ins or players are required in your course, contact your instructor.

## Copyright Notices

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# Today's View

## Using Today's View

When you first enter your course, the **Today's View** tab displays. Today's View provides a single page where you can track, organize, and manage your assignments. It also displays the any Welcome messages added by your instructors or Pearson Education.

Today's View includes two main areas:

1. **Notifications:** The Notifications area on the left includes several sections -- Welcome Messages, Announcements, To Do, Alerts, and Performance -- which are described below.
2. **Calendar:** The Calendar area on the right allows provides a quick snapshot assignments, by date.

### Notifications

The Notifications area at the right contains five areas: Welcome Messages, Announcements, To Do, Alerts, and Performance.

#### Welcome Messages

The **Welcome Messages** area is used to display any information to greet new users or introduce the course to you. Depending on how your instructor has set up the course, you may have no messages in this area (or this area may not appear in your course).

#### Announcements

The **Announcements** section is used to display any announcements posted by your instructor. The number of announcements currently posted appears in parentheses next to the Announcements link in the left navigation bar of the Notifications area.

To view an Announcement, click the **Announcements** link in the left navigation bar of the Notifications area. For each announcement, the following are displayed:

- >**From:** Indicates the name of the instructor who has posted the announcement.
- >**Date:** Indicates either the date the announcement was posted or the date range in which this announcement will appear.
- >**Subject:** Displays the announcement subject, as posted by an instructor.
- >**Text:** Displays the announcement message, as posted by an instructor.

#### To Do

The **To Do** section is used to display notifications of any **Unread Discussions**, **Instructor Grading**, or **Unread Messages** posted or sent by your instructor or other students.

#### Unread Discussions

The **Unread Discussions** section displays a list of Discussion topics with unread posts. The number of Discussion topics with new posts appears in parentheses next to the Unread Discussions link in the left navigation bar of the Notifications area.


To view more details for each unread post, click the **Unread Discussions** link in the left navigation bar of the Notifications area.

- >The discussion topic name and the number of unread posted messages is displayed.
- >Each discussion topic is listed with an options menu that has two options: Open and Send Message. For more information on these options, click here.
- >On the option menus, click **Open** to open the Discussion Topic window.

### **Instructor Grading**

This Instructor Grading section displays any activities graded by instructors, such as Dropbox (File Upload) activities. The number of activities graded by your instructor is displayed in brackets next to the Instructor Grading link.

To view details for each instructor-graded activity, click the Instructor Grading link in the left navigation bar of the Notifications area.

- >The activity name along with any feedback or comments added by the instructor is displayed.
- >Feedback is represented by  icon and is placed next to the activity name. Click on the icon to view the feedback details.
- >To view the detailed Student Submission/Study Guide for an activity, click the menu arrow next to the activity to display the options menu and then click View Submissions. After you have viewed the details for an instructor-graded activity, it is removed from the list.

### **Unread Messages**

The **Unread Messages** section displays a list of unread mail messages. The first 10 unread mails in your Inbox will be displayed here. The total number of unread mails in the Inbox appears in parentheses next to the Unread Discussions link in the left navigation bar of the Notifications area.

To view more details for each unread mail message, click the **Unread Messages** link in the left navigation bar of the Notifications area. Unread Messages are displayed with three items:

- >**Name**: Indicates the name of the sender.
- >**Subject**: Displays the subject of the mail.
- >**Name**: Indicates the date on which you have received the mail.

Clicking the message will open the **Read Message** window. You can also access your Inbox by clicking the **Go to Mail** link. For more information, see Mail.

### Alerts

The **Alerts** section is used to display any New Grades you have received.

### **New Grades**

The **New Grades** section displays the newly posted grades for the activities. The number of activities for which new grades have been posted is displayed in parentheses next to the New Grades link in the left navigation bar of the Notifications area.

To view the details for each activity, click the **New Grades** link in the left navigation bar of the Notifications area.

- >The activity name along with the number of new grades posted for each activity is displayed.

>Each activity is listed with an options menu that has two options: View All Submissions and Send Message. For more information on these options, click [here](#).

Clicking an activity name will open the Gradebook and display that activity in the **Grades** window.

You can also go the Grades window by clicking the **Go to Grades** link. For details on using the Gradebook, see [Grades](#).

## Performance

The Performance section provides an at-a-glance view of how you are performing in your course. To view this summarized report of your performance, click the **My Progress** link in the left navigation bar of the Notifications area. Depending on how your instructor has set up the course, you may have no messages in this area (or this area may not appear in your course).

In the My Progress section, the following information is displayed:



- >**Student name**: Displays your name (Last name, First name) and your overall performance for the course.
- >**Grade**: Displays your grade-to-date average for the entire course.
- >**Content Completed**: Displays the average percentage of activities completed. The total number of activities included in this calculation and the calculation criteria is specified by the Instructor.
- >**Course Content**: Depending on the folder calculation level specified by the Instructor, displays the name of the first-level folders and activities/study plans. Select a folder to display the folder contents. Study plan names conclude with either Pre-test or Post-test.
- >**Grade**: Displays your average, cumulative grade-to-date for the particular folder or content within the folder. The average of all assigned activities is calculated unless another calculation is specified by the Instructor.
- >**Content Completed**: Displays the percentage of content completed at the first-level folder or content within the folder. The percentage of assigned completed within each folder is calculated unless another calculation is specified by the Instructor.
- >**Time on Task** (hh:mm:ss): Displays the total time it took you to complete the activities or study plans.

Additionally, in the top-right of the Performance page you can view the following details:

- >**Last updated (MM/DD/YYYY HH:MM)**: Displays the date and time the calculations were last updated.
- >**What's being calculated?**: Click to display the calculation criteria used to obtain the Performance report, as defined by your instructor. .








Each of the folders and activities/study plans has an options menu; you can click the menu arrow to display the options specific to the item. For more information on these options, click [here](#).

## **Calendar**

The Course Calendar allows you to easily locate the activities or items that have been assigned to you, with a due date. The due dates for the each activity or item to be submitted is highlighted on the calendar. By default current month and current day are displayed in the calendar. You can navigate forward and backward in the calendar by clicking  button or  button.

If you click a date in the calendar, the Course Content window opens to the Course Calendar, which lists any assignments for that day. To go directly to Course Content, click the **Course Content** link. The Course Content tab will open to the View All Contents tab..

The calendar displays the following icons:

- >**Completed:** The date on which you complete an assignment and submit the activity are indicated with a checkmark  icon.
- >**Items Due:** When a due date is set for an activity, that date will be marked with  icon. (This means that you have to submit the activity on or before the date specified for submitting a particular assignment.)
- >**Items Past Due:** If an activity is not submitted on or before the due date, that date will be marked with  icon. If your instructor accepts the submission of the activity that you have submitted after the due date, the  icon is replaced with .
- >**Note:** Any note or information added for a date will be marked with  icon.
- >**Submitted:** The date on which you submit a completed activity will be indicated with  icon.

## Options Menus: Today's View

As you review the information on the Today's View tab, notice that many of the notifications content items has a contextual option menu. Clicking the menu arrow displays the options specific to the item. The menu differs according to the type of item, as outlined below.

### New Grades

Options available for New Grades include:

1. **View All Submissions:** Click View All Submissions to open the Student Submission/Study Guide window, which lists detailed information about your submission(s) for that activity. If your instructor has disabled the view submission feature, you will see a notice that indicates the feature is currently not available.
2. **Send Message:** Click Send Message to open the Compose New Mail window, from where you can compose and send a new message.

### Unread Discussion

Options available for an Unread Discussion include:

1. **Open:** Click Open to open the Discussion window and review messages and post responses.
2. **Send Message:** Click Send Message to open the Compose New Mail window, from where you can compose and send a new message.

### Instructor Grading

Options available for Instructor Grading include:

1. **View Submissions:** Click View Submissions to open the Student Submission/Study Guide window, which lists detailed information about your submission(s) for that activity. If your instructor has disabled the view submission feature, you will see a notice that indicates the feature is currently not available.

2. **Send Message:** Click Send Message to open the Compose New Mail window, from where you can compose and send a new message.
3. **Mark as Viewed:** Click Mark as Viewed for an activity to mark the activity as viewed and remove it from the list.



# Course Content

## Using Course Content

The Course Content tool allows you to access the course content your instructor has made available to you. You also can keep track of the scheduled activities and their due dates for submission in the calendar.

Course Content has two different views. You can switch views by clicking the tabs at the top:

1. View All Content: The **View All Content tab** displays the list of items available in your course. If folders appear in the list, simply click the folders to open them and view the contents of that folder. You can launch assignments directly from the Course Calendar view, by clicking the assignment name or by clicking the options menu and then clicking Open.
2. Course Calendar: The **Course Calendar tab** displays a calendar view, along with assignments due on that day. You can launch assignments directly from the Course Calendar view, by clicking the assignment name or by clicking the options menu and then clicking Open.

## Options

For more information on Course Content options, [click here](#).

## View All Content

The **View All Content tab** displays the list of items available in your course. Items available in your course may be folders, assignments such as exams or trainings, study plans, discussion questions, links, files, or pages. If folders appear in the list, simply click the folders to open them and view the contents of that folder.




## Using Options Menus










Each of the content items has a contextual option menu. Clicking the menu arrow to display the options specific to the item. The menu differs according to the content types. For example, you can launch assignments by clicking the assignment name or by clicking the options menu and then clicking Open.

For more information about using Options menus in Course Content, [click here](#).



## Viewing the Status of an Activity or Item

A status for each item displays below the item name, to the left of the Options menu. Items in your course may be in any of the following states:






- **Not Viewed:** Indicates that you have not opened a Page, File, or Link.
- **Viewed:** Indicates that you have opened a Page, File, or Link.
-  **Submitted:** Indicates you have completed the activity and submitted it for grading. This icon appears for activities that have at least one instructor graded question that has not yet been graded by the instructor.
-  **Submitted Late:** Indicates you have submitted an activity past the due date and the instructor has not accepted the submission.
-  **Passed:** Indicates that you have passed the item, according to the passing grade set by your instructor.


-  **Not Started:** Indicates either that you have (1) not yet opened the activity or (2) opened and closed an activity without submitting it and the activity does not allow you to start the activity and then "Save for Later."
-  **Not Passed.** Indicates that you have not passed the item, according to the passing grade set by your instructor.
-  **In Progress:** Indicates either that you have (1) started a Study Plan, but have not yet passed the final test; In Progress status indicates there is recommended study material you can complete to meet the passing criteria on the final test or (2) you have opened an activity that has "Save for Later" enabled but have not yet submitted the activity.
-  **Optional** Indicates that the activity is optional -- that is, your instructor recommends completing this activity, but may not include this in your grade calculation.
-  **Completed.** Indicates that an activity or item is completed.
-  **Assigned.** Indicates that an activity or item has been assigned to you, but it is not added to the calendar.
-  **Scheduled.** Indicates that an activity or item has been set with a defined **start date** and **end date**; the activity or item will only be available to you during that timeframe.
-  **Due.** Indicates that a **due date** has been set for the submission of the activity or item. To obtain a full grade for this activity or item, you must submit the activity on or before the due date.
-  **Past Due.** Indicates that a **due date** has been set for the submission of the activity or item -- and that you have not submitted the activity or item before the specified due date.

## Course Calendar

The Course Calendar allows you to easily locate the activities or items that have been assigned to you, with a due date. The due dates for the each activity or item to be submitted is highlighted on the calendar. By default current month and current day are displayed in the calendar. You can navigate forward and backward in the calendar by clicking  button or  button.

The following details can be viewed in the calendar:

- **Current date:** The current date will be highlighted.
- **Submitted:** Any date on which you submitted a completed activity will be indicated with  icon in the calendar.
- **Items Due:** Any date on which items are due will be bolded and indicated with the  icon. You need to submit the activity on or before the due date set by the instructor.
- **Items Past Due:** For any date on which items as past due (meaning activities were not submitted on or before the specified due date), that date displays the  icon in the calendar. If your instructor accepts the submission of the activity that you have submitted after the due date, the  icon is replaced with .

- **Note:** The  icon appears for any date that has information posted in a note.

When a date is selected in the calendar, the right panel of the screen displays the following details:

- **Selected Date:** This displays the Date, Month and Year details of the selected date. By default it displays the Current date details.
- **Note:** If your instructor has posted a note for the selected date, the note information appears here.
- **Items Due:** Any activities or items due on the selected date are listed, showing the name, description, status, availability and/or due date. Using the Options menu, you can open (or launch) an activity or item from here, send messages, view grades, and more. For more information on the options available in the various Options menus, click here.

### Options Menus: Course Content

As you work in myitlab, notice that each of the content items has a contextual option menu. Clicking the menu arrow displays the options specific to the item. The menu differs according to the content types, as outlined below.

#### Folder

Options available on a **folder options menu** include:

1. **Open:** Click Open to open the folder and view the items contained within the folder.
2. **Send Message:** Click Send Message to open the Compose New Mail window, from where you can compose and send a new message.

#### Activity (Exam, Training, Dropbox)

In myitlab, activities are either an exam or a training. Options available on an **activity options menu** include:

1. **Open:** Click Open to start (or launch) the exam, training, or other activity. For some activities, a message screen will appear with information; click the Start button on this screen to start the activity. Depending on the preferences set by your instructor, after you start an activity you may be able to save the activity for later, using the "Save for Later" feature that lets you save your work and resume and finish the activity at a later time.
2. **View Grades:** Click View Grades to open the Grades tab and review the grades for that activity.
3. **View Submissions:** Click View Submissions to open the Student Submission/Study Guide window, which lists detailed information about your submission(s) for that activity. If your instructor has disabled the view submission feature, you will see a notice that indicates the feature is currently not available.
4. **Send Message:** Click Send Message to open the Compose New Mail window, from where you can compose and send a new message.

#### myitlab Study Plan

In myitlab, a study plan contains a series of tests and training, that are to be completed in order, as defined by your instructor (for example, a study plan might include a Pre-test, followed by a Training, and then a final Post-Test). Options available on the **myitlab study plan options menu** include:

1. **Open:** Click Open to start (or launch) the study plan. When the Study Plan window opens, click the Start button to start the first activity in the study plan (either a Pre-Test or Training).
2. **View Grades:** Click View Grades to open the Grades tab and review the grades for that activity.
3. **Send Message:** Click Send Message to open the Compose New Mail window, from where you can compose and send a new message.

### Discussion Topic

Options available on the **discussion topic options menu** include:

1. **Open:** Click Open to open the Discussion window and review messages and post responses.
2. **Send Message:** Click Send Message to open the Compose New Mail window, from where you can compose and send a new message.

### File

Options available on the **file options menu** include:

1. **Open:** Click Open to view the file. When the File Download window opens, click **Open** to view the file or click **Save** to save the file.
2. **Send Message:** Click Send Message to open the Compose New Mail window, from where you can compose and send a new message.

### Link

Options available on the **link options menu** include:

1. **Open:** Click Open to view the link, which will display in the myitlab window. If the linked page includes links to other Web pages, those pages may open in a new browser window.
2. **Send Message:** Click Send Message to open the Compose New Mail window, from where you can compose and send a new message.


### Page

Options available on the **page options menu** include:

1. **Open:** Click Open to view the page, which will display in the myitlab window. If the page includes links to other Web pages, those pages may open in a new browser window.
2. **Send Message:** Click Send Message to open the Compose New Mail window, from where you can compose and send a new message.

# myitlab Study Plan


## Using myitlab Study Plan

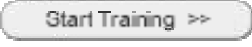
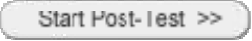
In Course Content, a myitlab Study Plan is indicated by a  red box icon, with a pencil, to the right of the study plan name. In myitlab, a Study Plan contains a series of tests and training, that are to be completed in order, as defined by your instructor. The three types of available study plans include:

- Pre-test > Training > Post-Test
- Pretest > Training
- Training > Post-Test

### Pre-test > Training > Post-Test

The Pre-Test > Training > Post-Test Study Plan requires you to complete a pre-test. If your pretest results indicate that you need to brush up on some skills, you will complete training lessons to review those skills before you move on to the Post-test. To complete this type of Study Plan, complete the steps as follows:

- Click the Course Content tab. Navigate to the Study Plan. The Study Plan window opens, with a Pre-Test area on the left and a Post-Test area on the right.
- Click  to start the **Pre-Test**.
- Complete the Pre-Test and submit the test for a grade. Your grade will appear in the Pre-Test pane.
- After you have submitted the Pre-Test, a **Training Materials** area appears below the Pre-Test.
  - >If you did not meet the passing score for the Pre-test, you must complete 100% of the Training Material before proceeding to the Post-test.
  - >If you met the passing score for the Pre-test, training is optional. You can review the Training Material or proceed directly to the Posttest.

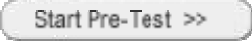
*Note: Depending on how your instructor has scheduled the Study Plan, you may see only training questions for those questions you got wrong in the Pre-Test or you will see a training question that maps directly to every question in the Pre-Test.*
- Click  to start the **Training**. When you are complete, submit the test for a grade. Your grade will appear in the Pre-Test pane. You can restart and take the training activity as many times as you need, until you reach 100%.
- After you have completed 100% of the Training Material, the Post-Test area becomes active. Click  to start the **Post-Test**.

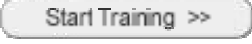
**Note:** You can only take the Pre-Test one time. After that, you must complete the Training Materials until you score 100%. Also note that, to complete the Study Plan, you must pass the criteria for the Post-Test.

### Pre-test > Training

The Pre-Test > Training > Post-Test Study Plan requires you to complete a Pre-Test, which then allows you to access training. Depending on how your instructor has scheduled the Study Plan, you may see only training questions for those questions you got wrong in the Pre-Test or you will see a training question that maps directly to every

question in the Pre-Test. To complete this type of Study Plan, complete the steps as follows:

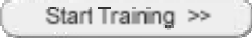
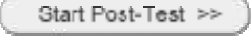
- Click the Course Content tab. Navigate to the Study Plan. The Study Plan window opens, with a Pre-Test area in the middle of the page.
- Click  to start the **Pre-Test**.
- Complete the Pre-Test and submit the test for a grade. Your grade will appear in the Pre-Test pane.
- After you have submitted the Pre-Test, a **Training Materials** area appears below the Pre-Test.
  - >If you did not meet the passing score for the Pre-test, you must complete 100% of the Training Material to complete the Study Plan. .
  - >If you met the passing score for the Pre-test, training is optional. You can review the Training Material.

*Note: Depending on how your instructor has scheduled the Study Plan, you may see only training questions for those questions you got wrong in the Pre-Test or you will see a training question that maps directly to every question in the Pre-Test.*
- Click  to start the **Training**. When you are complete, submit the activity for a grade.

**Note:** You can only take the Pre-Test one time. After that, you must complete the Training Materials until you score 100%.

### Training > Post-Test

The Training > Post-Test Study Plan requires you to complete a Pre-Test Training lesson, before taking a final Post-Test. You must obtain 100% score on the Pre-Test Training, before you can take a Post-Test. To complete this type of Study Plan, complete the steps as follows:

- Click the Course Content tab. Navigate to the Study Plan. The Study Plan window opens, with a Pre-Test area on the left and a Post-Test area on the left.
- Click  to start the **Training**. When you are complete, submit the activity for a grade. Your grade will appear in the Pre-Test Training pane.
- After you have completed 100% of the Training Material, the Post-Test area becomes active. Click  to start the **Post-Test**.

**Note:** To move to the Post-Test, you must complete the Training Materials until you score 100%.

### Options

For more information on myitlab Study Plan options, click [here](#).

### Options: myitlab Study Plan

As you work in myitlab, notice that each of the content items content items has a contextual option menu. Clicking the menu arrow displays the options specific to the item. The menu differs according to the content types, as outlined below.

### myitlab Study Plan

In myitlab, a study plan contains a series of tests and training, that are to be completed in order, as defined by your instructor (for example, a study plan might include a Pre-test, followed by a Training, and then a final Post-Test).

When viewing a myitlab study plan in **Course Content**, the options available on the **myitlab study plan options menu** include:

1. **Open:** Click Open to start (or launch) the study plan. When the Study Plan window opens, click the Start button to start the first activity in the study plan (either a Pre-Test or Training).
2. **View Grades:** Click View Grades to open the Grades tab and review the grades for that activity.
3. **Send Message:** Click Send Message to open the Compose New Mail window, from where you can compose and send a new message.

### **Pre-Test, Training, Post-Test**

After you have opened or started a myitlab study plan, the window displays a Pre-Test, Training, or Post-Test, depending on how your instructor has set up the Study Plan. Each of these activities also has an Options menu, which includes the options outlined below:

1. **View Grades:** Click View Grades to open the Grades tab and review the grades for that activity.
2. **View Submissions:** Click View Submissions to open the Student Submission/Study Guide window, which lists detailed information about your submission(s) for that activity.
3. **Send Message:** Click Send Message to open the Compose New Mail window, from where you can compose and send a new message.

**Note:** You can access the Options menus only if you have completed the Pre-Test, Training, or Post-Test.



# Grades

## Using Grades

The Grades tool allows you to view grades for the assignments you have submitted. From the Grades tab, you can view your submissions, generate reports, or send a message to your instructor. If an activity is not a 'gradable' assignment, the activity status (for example, Completed, In Progress, Not attempted) displays instead of a grade.

You can access the Grades tool in two ways:

- Click the **Grades** tab in the toolbar.
- On the **Today's View** page, click the New Grades link in the left navigation bar of the Notifications area. Click the **Go to Grades** link in the New Grades area to view the Grades tab.

The Grades tool has two main areas: the **Course Content Navigator** and the **Grades Area** with the list of graded activities:

### Course Content Navigator

The Course Content navigator displays the folders and study plans available in your course.

To view the contents of a folder, click the folder name to open it. To view the contents of a study plan, click the Study Plan name to view all of the items contained within that study plan (for example, a Pre-Test, Training, or Post-Test).

**Note:** If you want to close the Course Content Navigator to make more room for the Grades Area, click the **Hide** text icon below the Date and Grades list, at the left side of the window. To redisplay the Course Content Navigator, click the **Show** text icon at the bottom left of the window.

### Grades Area

The Grades Area includes a number of navigation and filtering options, including a Display option, a Filter by Content Type list, and the list of activities.

#### Display

The Display option appears in the top left corner of the grades area. This option is used to display either all the items or only completed items in the Gradebook.

- **Completed items:** When Completed items is selected, the gradebook displays only those activities that have at least one submission. Completed items is selected by default.
- **All items:** When All items is selected, the gradebook displays all activities, include those that have no submissions.
- **Assigned items:** Displays all the columns which have an item assigned.

You can switch between views by clicking the Completed Items or All Items link. The currently selected option appears grayed out and cannot be clicked.

#### Filter by Content Type

The Filter by Content List allows you to filter the Gradebook to only show grades for a particular activity type. The Filter by Content Type list contains the following options:

- **No Filter Applied:** Displays all activity items
- **Exam [Skill-Based]:** Displays only skill-based exams
- **Exam [Project-Based]:** Displays only project-based (document-based) exams
- **Training [Skill-Based]:** Displays only skill-based training

- **Training [Project-Based]:** Displays only project-based (document-based) training
- **Objective-Based Questions Only:** Displays only Objective-Based Questions Only exams or quizzes
- **Dropbox:** Displays only Dropbox activities.

### Column Headers in the Grades Area

In the Grades Area, three column headers exist for each activity listed:

- **Activity:** This column displays the name of the activity. This column is sortable.
- **Grade:** This column displays the grade obtained for the activity. This column is sortable. If the graded activity has comments added by your instructor, you can click the icon that appears next to the grade to view your instructor's comments.
- **Options:** The Options menu includes options specific to the activity and status type. For more information, click here.

### Grade to Date Column

If your instructor has made this available, a Grade to Date column will appear as the first column in your list of grades. The Grade to Date lists the average grade to date of all assigned items that have been submitted for grading.

**Grade to Date** [\(last updated at 12:00 AM GST\)](#)

The Grade to Date column is updated every 24 hours to reflect student scores for all assigned items. The row also displays the last time the grade was updated (for example, *last updated at 12:00 AM GST*).

**Note:** *If you want to confirm the last time the score was updated, click the last updated at 12:00 AM GST link. The Grade to Date Column window opens, listing the last date and time on which the Grade to Date was updated. Click Close to close the window.*



The Grade to Date column has the following limitations:

- Items that have not been submitted but are not yet due will not be counted
- Items that have not been submitted but are past due will be counted as a zero
- Items that were submitted past the due date will be counted as a zero unless the instructor accepts the grade
- Items that are assigned without a due date will be considered as due on the last day of the course, and all the above apply.

**Note:** *Grade to Date column will be displayed only if the Instructor has enabled the Grade to Date column for the course.*

### Grade Icons and Statuses

As you are viewing grades in the Grade tool, you may notice icons next to grades for various activities. These icons indicate the following:

- : **Submitted Late:** The red clock icon is seen if you have any late submission (submissions after due date) and the scores are grayed out. The scores will not be counted for any averages and will not be displayed in reports. After your instructor accepts the submission, the scores will be displayed normally.
- : **Not Passed:** The red triangle icon with an exclamation point appears if the grade posted does not meet the passing threshold assigned by your instructor.

- **New Grade:** The new icon indicates that the posted grade is new. This only appears the first time you view the grade in the gradebook.

## Options: Grades

As you work in myitlab Gradebook, notice that each activity recorded in the Gradebook has a contextual option menu. Clicking the menu arrow displays the options specific to the item. The menu options for activities in the Gradebook are as follows:

### Unattempted Activities

If you have not yet attempted an activity (exam, training, or any activity in a study plan), two options appear on the Options menu:

1. **Open:** Click Open to start (or launch) the exam, training, or other activity. For some activities, a message screen will appear with information; click the Start button on this screen to start the activity.
2. **Send Message:** Click Send Message to open the Compose New Mail window, from where you can compose and send a new message.

### Attempted Activities

If you have attempted an activity (exam, training, or any activity in a study plan), additional options appear on the Options menu:

1. **Open:** If an activity in a study plan still have attempts available, Open will appear on the Options menu. Click Open to start (or launch) the exam, training, or other activity. For some activities, a message screen will appear with information; click the Start button on this screen to start the activity.
2. **View Submissions:** Click View Submissions to open the Student Submission/Study Guide window, which lists detailed information about your submission(s) for that activity. If your instructor has disabled the view submission feature, you will see a notice that indicates the feature is currently not available.
3. **Generate Certificate:** Click Generate Certificate to open the Certificate window. Click Print to print a copy of your certificate.
4. **Send Message:** Click Send Message to open the Compose New Mail window, from where you can compose and send a new message.

## Options Menus: Custom View

As you work in the Custom View in the myitlab Gradebook, notice that each activity recorded in the Custom view has a contextual option menu. Clicking the menu arrow displays the options specific to the item. The menu options for activities in the Custom View of the Gradebook are as follows:

### Unattempted Activities

If you have not yet attempted an activity (exam, training, or any activity in a study plan), two options appear on the Options menu:

1. **Open:** Click Open to start (or launch) the exam, training, or other activity. For some activities, a message screen will appear with information; click the Start button on this screen to start the activity.
2. **Send Message:** Click Send Message to open the Compose New Mail window, from where you can compose and send a new message.

## Attempted Activities

If you have attempted an activity (exam, training, or any activity in a study plan), additional options appear on the Options menu:

1. **Open:** If an activity in a study plan still have attempts available, Open will appear on the Options menu. Click Open to start (or launch) the exam, training, or other activity. For some activities, a message screen will appear with information; click the Start button on this screen to start the activity.
2. **View Submissions:** Click View Submissions to open the Student Submission/Study Guide window, which lists detailed information about your submission(s) for that activity. If your instructor has disabled the view submission feature, you will see a notice that indicates the feature is currently not available.
3. **Generate Certificate:** Click Generate Certificate to open the Certificate window. Click Print to print a copy of your certificate.
4. **Send Message:** Click Send Message to open the Compose New Mail window, from where you can compose and send a new message.

## Student Submission/Study Guide

The **Student Submission/Study Guide** allows you to view your submissions for a particular activity. To view the Study Submission/Study Guide for a specific activity, click **View Submissions** on the Options menu which corresponds with that activity.

The Student Submission/Study Guide window contains a **header area** and two main sections: the list of **Dates and Grade List** on the left and the **Submission Detail** area on the right.

### Header Area

In the header area of the Student Submission/Study Guide window, the activity name and other details are displayed. Information listed here includes:

- **Section:** Name of your course section
- **Total submissions:** Number of completed submissions for the activity
- **Questions:** Total number of questions in the activity
- **Available:** Dates on which the activity was/is available (a -- indicates that the activity is always available).
- **Max. Attempts allowed:** Total number of attempts allowed for the activity
- **Attempts Record:** If an activity has multiple attempts, only one grade appears in the Gradebook, as defined by your instructor. The grade displayed in the Gradebook can be one of the following:
  - >**Highest:** The highest score of all submissions
  - >**Lowest:** The lowest score of all submissions
  - >**First:** The score of the first completed submission
  - >**Last:** The score of the most recent submission
  - >**Average:** The average score of all submissions
- **Max. Time to complete:** Time allowed for completing the activity, as defined by your instructor (a -- indicates that the activity has no set time limit).

### Date and Grades List

The Date and Grades list on the left side of the window displays the date and time for each submission for this activity. The grade for each submission is displayed next to the corresponding date. To view detailed information about a specific submission, click the submission date/grade row; the details of that submission will appear to the right, in the Submission Detail area.

**Note:** If you want to close the Date and Grades list to make more room for the Submission Detail area, click the **Hide** text icon below the Date and Grades list, at the left side of the window. To redisplay the Date and Grades list, click the **Show** text icon at the bottom left of the window.

### Submission Detail Area

The submission detail area displays detailed information about a specific submission for a single activity on the selected date (as selected in the Date and Grades list).


#### Send Message and Print Buttons

At the top of the Submission detail area, two buttons appear:


- **Send Message:** Click Send Message to open the Compose New Mail window, where you can compose and send a new message to your instructor.
- **Print:** Click the Print button to open the Print Settings window, where you can print a copy of your submission details.

#### Submission Detail Header



Below this Send Message and Print buttons, the Submission Detail Header displays your name and other submission details, including:

- **Submitted:** Date and time on which this activity attempt was submitted
- **Grade:** Score obtained for this activity attempt. If the submission has instructor comments, it displays the feedback  icon next to the grade.
- **Class Average:** The average score of the class for this activity.
- **Student Attempt:** The number of this activity attempt out of the total number of attempts allowed (for example, 1/3 indicates this is the first attempt of three possible attempts for this activity)
- **Questions attempted:** The number of questions attempted for this submission out of the total number of questions in the activity (for example, 9/10 indicates that one question in a ten-question activity was not attempted (skipped)).
- **Total time:** Total time allowed for the activity, as defined by your instructor

If you have submitted one or more attempts for this activity after the due date set by your instructor, you may see these messages:

-  ***This assignment was submitted past the due date and will not be counted in any averages without your Instructor's approval:*** This message is displayed if you have submitted the activity after the due date. This message will no longer appear, after your instructor accepts your attempt.
- ***This activity was due MM/DD/YYYY. Any submissions after the due date will be treated as practice. You will receive immediate feedback but activity results will not be included in the Gradebook:*** This message is displayed if you have submitted at least one attempt for this activity before the due date, but have also submitted other attempts after the due date.

#### Question Details

The Question Details pane appears below the Submission Detail Header. The Question Details pane displays question-by-question results of your submission for this activity. If enabled by your instructor, correctly answered questions are preceded by  icon and incorrectly answered questions are preceded by  icon. Depending on the type of question, the question details may be slightly different, as outlined below.

#### **Simulation (Performance-Based) Questions**

For simulation questions, the question details display in four columns:

- **Questions:** This column displays the question text along with other details. Details that appear in the Questions column include:
  - >**Application:** indicates what software application was covered in the question (for example, Word, Excel, Access, PowerPoint)
  - >**Page Number:** indicates the page number in the related book where you can learn more about this skill
  - >**Scenario:** indicates what scenario was used in the question -- Training Scenario 1, Assessment Scenario 1, or Assessment Scenario 2
  - >**Score:** indicates your score on this specific question; appears highlighted in yellow
  - >**Time Taken:** indicates the amount of time you spent completing that specific question; appears highlighted in yellow
  - >**Status:** indicates the completion status of a question.
    - +In an *exam*, a question can appear with a status of *Correct* (meaning you answered it correctly), *Incorrect* (meaning you did not answer it correctly), or *Unattempted* (meaning you skipped this question).
    - +In a *training*, a question can appear with a status of *Complete - Unguided* (meaning you answered it correctly without the use of Hints or Show Me help), *Complete - Guided* (meaning you answered it correctly with the use of Hints or Show Me help), *Training Incomplete* (meaning you started but did not successfully complete this training question) or *Unattempted* (meaning you skipped this question).
- **Methods to Complete:** The Methods to Complete column displays the valid steps or methods you could use to complete the question correctly. Methods are broken down for each step in the question. Because the methods can be very long, by default, the method details are hidden. To view the details for a specific method, click the [+] symbol next to that method. Alternatively, click the Show All link to view the details for all methods and the Hide All link to hide the details for all methods. *[Note: if your instructor has opted to turn this column off, it may not appear in your Student Submission/Study Guide.]*
- **Actions Taken:** The Actions Taken column displays the specific steps you took while completing a question, in a list form. If you want to hide these actions from view, click the Hide Student Actions link. To show these actions, click the Show Student Actions link. *[Note: if your instructor has opted to turn this column off, it may not appear in your Student Submission/Study Guide.]*
- **Preview Question in Player:** The Preview Question in Player column displays a **Launch Training** button for each question. Clicking this button will launch the Training Scenario 1 version for each question, so that you can practice any skills you have missed on this activity.

### Objective-Based Questions

For objective-based questions, such as Multiple Choice, True/False, Fill-in-the-Blank, and Matching, the question details display as below:

- **Question Text/Answer:** The question text appears, along with the answer you submitted highlighted in yellow. If enabled by your instructor, if your answer was correct, a ✓ icon appears next to it; if the answer was incorrect, a ✗ icon appears next to it.
- **Score:** Your score for that question is listed below the question. If a question was not attempted, Question was not attempted appears, instead of a score.

- **Correct Answers and Feedback:** Depending on the settings defined by your instructor, you also may see feedback and correct answers listed for each question.



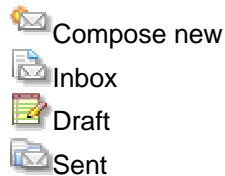
# Communicate

## Using the Communicate Tool

### Overview


The Communicate tool where you manage correspondence in your course. Using the Communicate tool, you can create and send messages to instructors and other students, receive and read mail and announcements, and draft messages to send at a later date or time.

The Communicate tool includes an Inbox Area on the right, where new messages display, and a left navigation bar with four items:



### Composing a New Message


You can write a new mail message to the intended recipients.

1. Click  **Compose new**. The New Message screen opens.
2. Click the **To** button to select recipient names from a list in the Address Book to whom the message is to be sent.
3. Click the **Cc** button to select recipient names from a list in the Address Book to whom a carbon copy of your message is to be sent.

**Note:** Carbon copies are usually sent to people other than the one (s) being written to directly but are important recipients of the email as well, usually someone indirectly concerned about the subject of the email. All 'To:' recipients and 'Cc:' recipients can see the entire list of both kinds of recipients.


4. Click the **Bcc** button to select recipient names from a list in the Address Book to whom a blind carbon copy of your message is to be sent.

**Note:** Blind carbon copies are usually sent to people other than direct and indirect recipients ("To:" and "Cc:" recipients) who need to read what is being written as well, without the other recipients knowing that they are receiving the email. Thus 'blind' means that the identity of these recipients is hidden from all other recipients of the email, and only you and they know they got a copy.

5. Click **Show All** to show the entire list of recipient names.
6. In the Subject box, type the subject of the message.
7. In the message body, type the message.
8. Select the **Copy message to recipient's external email account** checkbox if you want to send the mail to the recipient's external email address.
9. Click **Send** to send the message. Click **Save as Draft** to save the message as a draft.
10. To view a list of messages you have sent, click the  **Sent** link under Mail Folders.

### Reading Messages in the Inbox

You can read the messages sent to your Inbox.

1. Click  **Inbox** under Mail Folders. The list of messages in your Inbox is displayed.
2. Any new mail will automatically be placed in your Inbox. Any unread messages will be highlighted on the top, just above the display box.
3. Announcements which are sent as mail will also be displayed in the Inbox.
4. To read a mail, click the sender name, subject, or the date received links.

**Note:** *From denotes the name of the sender, Subject denotes the subject of your mail, and Received denotes the date when the mail was sent.*

5. The Message – Subject screen opens.
6. Read the message.

**Note:** *The top half of the display contains information about the sender of the mail, the intended recipient/s, date when the mail was sent, and the subject of the mail.*

7. Click **Back** to go back to the previous screen. Click **Delete** to permanently delete the mail.

### Replying to a Mail Message

1. To reply to a message, first follow the steps to read the message.
2. Click **Reply** on the top strip of the display box to reply only to the sender. Click **Reply All** to reply to all the recipients, including the carbon copy (cc) recipients
3. The Re: Subject screen opens.
4. In the message body, type the message.

**Note:** *Select the **Copy message to recipient's external email account** checkbox if you want to send the mail to the recipient's external email address.*

5. Click **Send** to send the composed message. Click **Save as Draft** to save the composed message as a draft.


### Forwarding a Mail Message

1. To reply to a message, first follow the steps to read the message.
2. Click **Forward** on the top strip of the display box.
3. The Fw: Subject screen opens.
4. If you want to add any additional information, type the message in the message body.

**Note:** *Select the **Copy message to recipient's external email account** checkbox if you want to send the mail to the recipient's external email address.*

5. Click **Send** to send the composed message. Click **Save as Draft** to save the composed message as a draft.

### Saving Messages as Drafts

Save as Draft places an unfinished message in the  Drafts folder under Mail Folders.

1. Compose a new mail. For more information, click here.
2. Click **Save as Draft** on the top-right corner of the display box or click the **Save as Draft** button.
3. To rework the draft, click the sender name, subject, or the saved links.


**Note:** *To denotes the name of the recipient, Subject denotes the subject of your mail, and Saved denotes the date when the mail was saved.*

4. The Edit Message screen opens.

5. Make the necessary changes, and then click **Send** to send the mail to the recipient(s). Click **Save as Draft** to update the changes to the Drafts folder.

### Viewing Sent Messages

You can read the messages sent to various recipients.

1. Click  **Sent** under Mail Folders.
2. The Sent Messages screen opens. The list of sent messages is displayed.
3. To read a sent mail, click the sender name, subject, or the date received links.

**Note:** *To denotes the name of the recipient, Subject denotes the subject of your mail, and Sent denotes the date when the mail was sent.*

4. Read the message.

**Note:** *The top half of the display contains information about the sender of the mail, the intended recipient/s, date when the mail was sent, and the subject of the mail.*

5. Click **Back** to go back to the previous screen, Click **Delete** to permanently delete the mail.
6. You can also Reply to the mail or Forward the mail to the intended recipient.