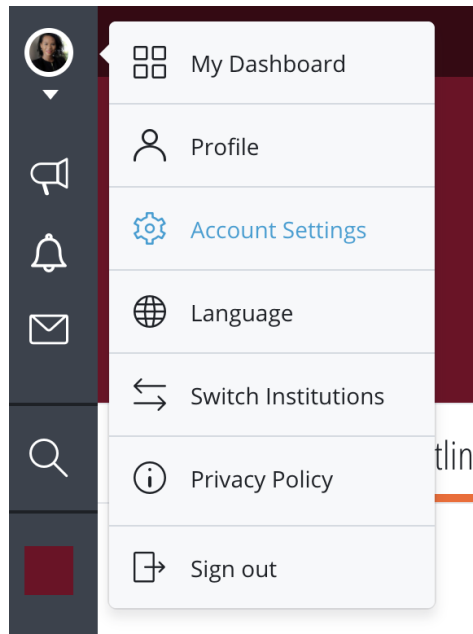


# How to Manage Email Preferences

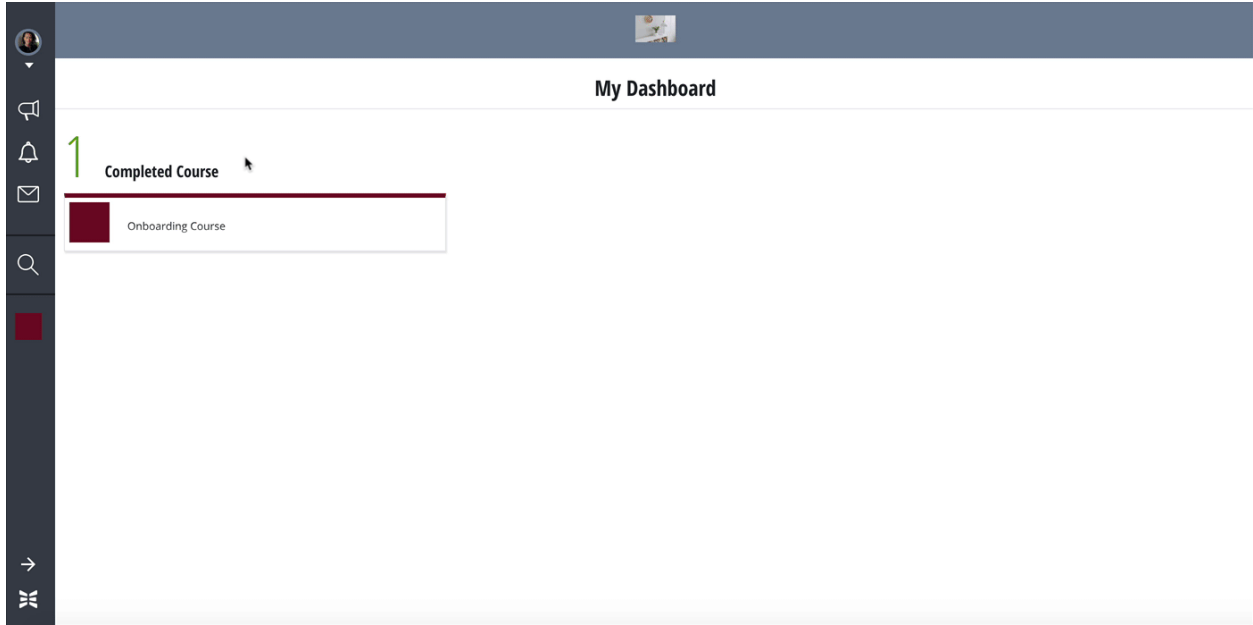


Here are the steps to change and optimize your NovoEd email preferences for Course Announcements, and Messages:

1. Click on your profile photo and select "Account Settings" to access the account information page.

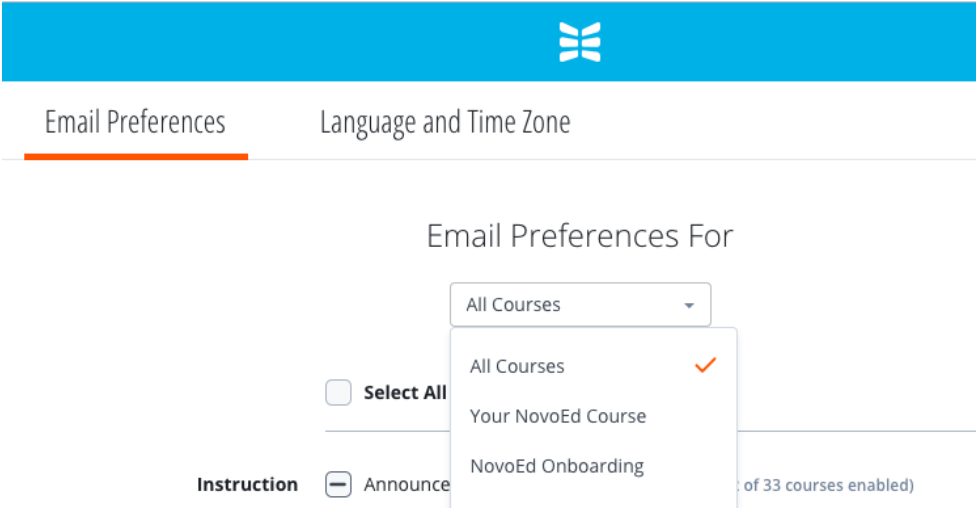


2. Select the "Email Preferences" tab. You are able to customize the delivery of email notifications in the following categories:
  - Instruction
  - Mentions & Direct Communication
  - My Teams & Groups
  - Teams, Groups, and Discussions I am following
  - Invitations & Requests
  - Daily Digest



## How to Modify Email Preferences

Select the "Email Preferences" tab. Here you can set your preferences for NovoEd specific email communication for course announcements, conversations (1:1 messages within a course), and notifications by selecting/deselecting the communications you'd like to receive.



Select from the drop-down menu one or all courses in which you would like to modify the email settings.



Note:



Checkbox- This preference is turned on for each course that you are enrolled in. To change the preference for all courses, choose "All Courses" from the drop-down menu and select or deselect the preferences.

Dash - This preference is turned on for some courses but not all of the courses in which one belongs. To change the preferences for all courses, choose "All Courses" from the drop-down menu and select the preferences.

To learn more about managing email subscriptions for discussion threads, visit [this](#) article.

## **NovoEd Communication Troubleshooting:**

If you are not receiving communication that you want to receive, try these steps:

- Check your email settings, as shown above.
- Check your spam folder - if needed: add "no-reply-..." (specific to the course) to your safe sender list.
- If needed: add "no-reply-..." (specific to the course) to your safe sender list  
(Note: Some communication will not be sent via email if they have been seen within the platform)

