

## Problems with messages

When the instructor or other students post comments on the discussion forum, you should automatically receive an email copy. If you sometimes don't get messages sent to your email when other people post to a forum or message you on the site, there are a few things you can do to help:

1. **Check your email spam folder**, and in Gmail, the “promotions” folder. Sometimes messages get flagged as spam even if they aren't. (Your email provider might be able to discern that a computer sent the message.) You may be able to adjust your email settings to prevent GCS mail from being flagged as spam.
2. Always logout when you leave. Messages may not be sent to email when the site thinks you are online. Click Logout at the top or bottom of the page; that tells the site you are leaving.
3. Change your message settings in your profile. By default, the site sends messages only if it detects you are inactive for 10 minutes.
  - o Click your name at the top or the bottom of the page to display your profile.
  - o In the lower-left corner, click the Messaging link.
  - o Make sure that the correct boxes are checked.
  - o Click the Update Profile button.