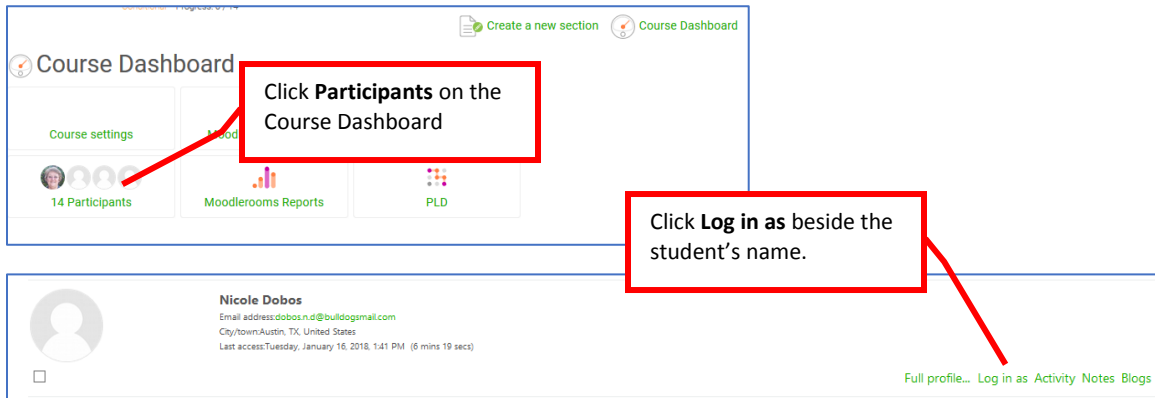
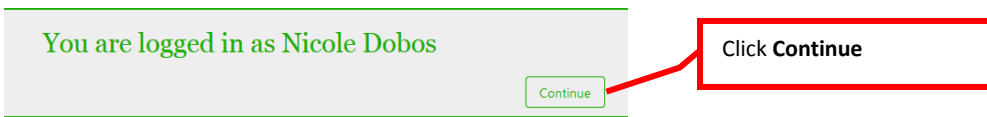


Issue: Student isn't accepting messages from you. If you try to send a student a message and you get an error stating that "this student only accepts messages from the contact list" or something like that, here is how to fix it until we can see if there is a way to make it harder for them to enable that setting.

Step 1: Log in as that student



The screenshot shows the Course Dashboard interface. A red box highlights the 'Participants' link in the top left, with the text 'Click Participants on the Course Dashboard'. Another red box highlights the 'Log in as' link next to the student's name 'Nicole Dobos' in the user profile area, with the text 'Click Log in as beside the student's name.' The user profile area also shows the name 'Nicole Dobos', email 'nicole.dobos.n.d@bulldogs.mil.com', and location 'City/town: Austin, TX, United States'.

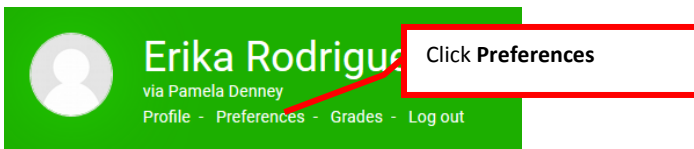


The screenshot shows a confirmation bar with the text 'You are logged in as Nicole Dobos' and a 'Continue' button. A red box highlights the 'Continue' button with the text 'Click Continue'.

Step 2: Now that you are logged in as the student, change the student's messaging preference so "Prevent non-contacts from messaging me" choice is disabled.

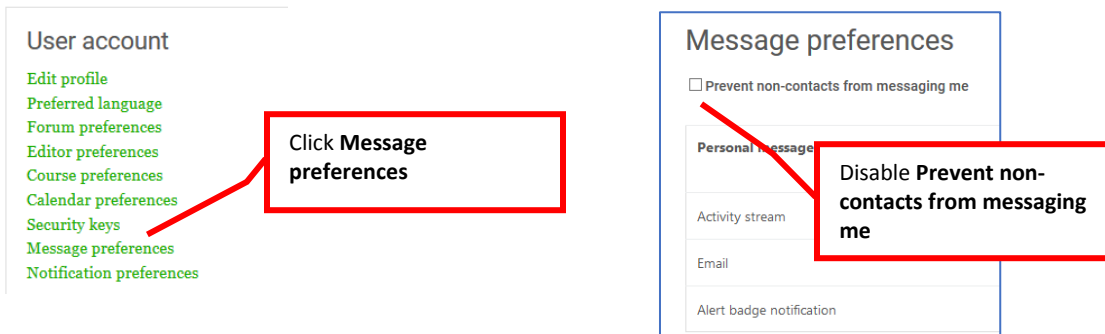


The screenshot shows the user navigation bar with 'My Courses' and a notification bell icon. A red box highlights the user's avatar with the text 'Click student's avatar'.

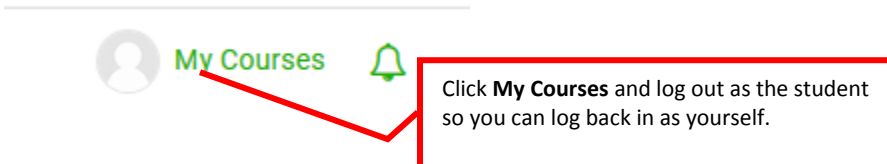


The screenshot shows the user profile header for 'Erika Rodriguez' via Pamela Denney. A red box highlights the 'Preferences' link with the text 'Click Preferences'.

Preferences



The screenshot shows the 'Preferences' page. On the left, a list of preference categories is shown, with 'Message preferences' highlighted. A red box points to this link with the text 'Click Message preferences'. On the right, the 'Message preferences' section is shown, with the checkbox 'Prevent non-contacts from messaging me' unchecked. A red box highlights this checkbox with the text 'Disable Prevent non-contacts from messaging me'.



The screenshot shows the user navigation bar with 'My Courses' and a notification bell icon. A red box highlights the 'My Courses' link with the text 'Click My Courses and log out as the student so you can log back in as yourself.'