

LMS Email Issue – Sakai LMS Guide

Purpose of This Guide

This guide helps instructors, staff, and students understand and resolve **LMS Email Issues** in Sakai. It explains how Sakai email notifications work, common problems users face, and practical troubleshooting steps.

What Is an LMS Email Issue?

An **LMS Email Issue** occurs when users do not receive expected email notifications or messages sent from Sakai tools (such as Announcements, Assignments, or Email), or when emails are delayed or sent unexpectedly.

Common symptoms include:

- Not receiving announcement or assignment notifications
 - Emails going to spam or junk folders
 - Receiving too many or duplicate notifications
 - Delayed delivery of Sakai emails
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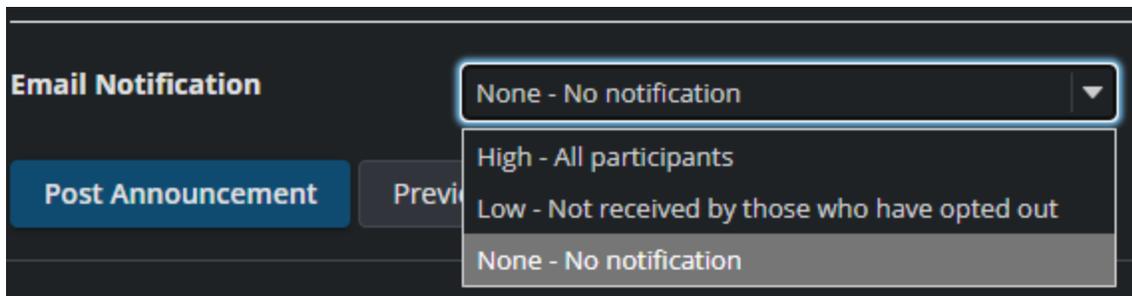
How Email Works in Sakai (Overview)

- Sakai sends **notification emails** based on tool settings and user preferences
 - Emails are sent to the **official email address** associated with the user's Sakai account
 - Some tools send **automatic notifications**, while others require manual selection (e.g., "Send email notification")
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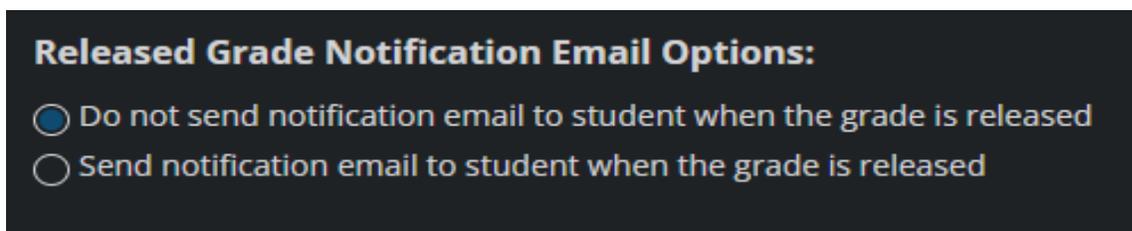
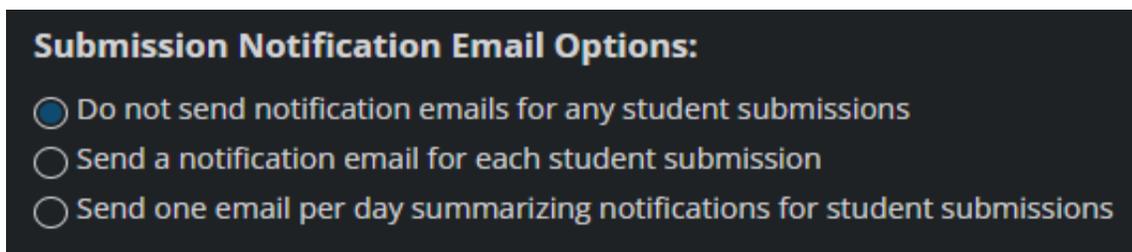
Common Causes of LMS Email Issues

1. Email Notification Preferences

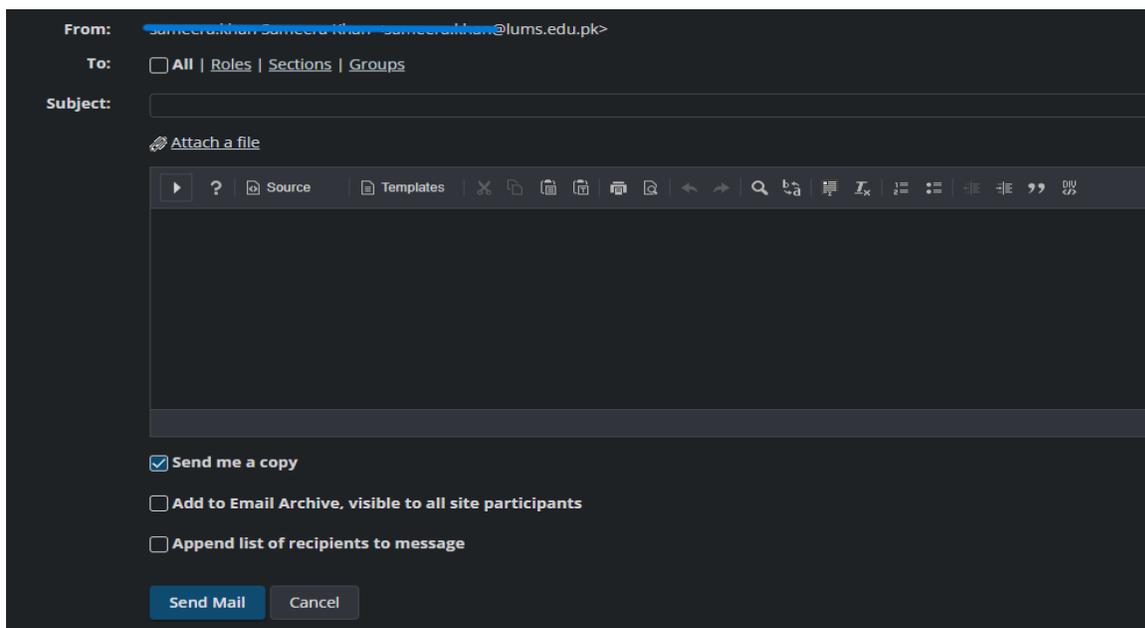
- Users may have disabled or limited email notifications
- Notification settings can differ for:
 - Announcements



- Assignments



- Email



2. Incorrect or Inactive Email Address

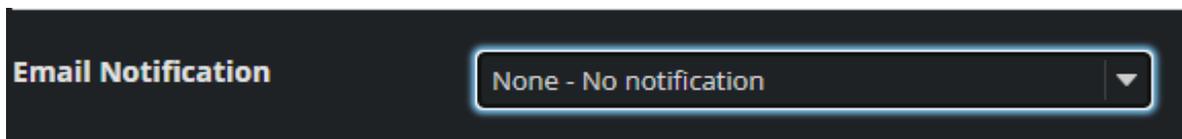
- Sakai uses the email address synced from the institution's system
 - If the address is outdated or inactive, emails will not be received
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3. Emails Filtered as Spam

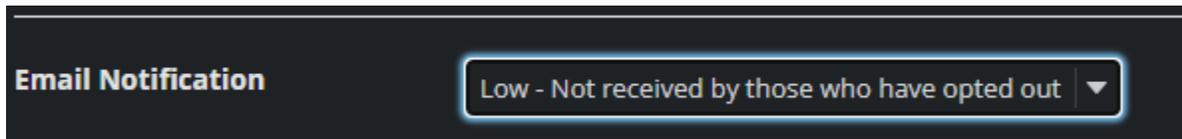
- Sakai emails may be flagged as spam by email providers
 - Check your spam or junk folder to see if the emails are landing there
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4. Announcement or Tool Settings

- Instructor may not have selected “**Send email notification**” when posting an announcement



- Some announcements are set to **Low Priority**, which may not trigger emails



5. System Delays or Server Issues

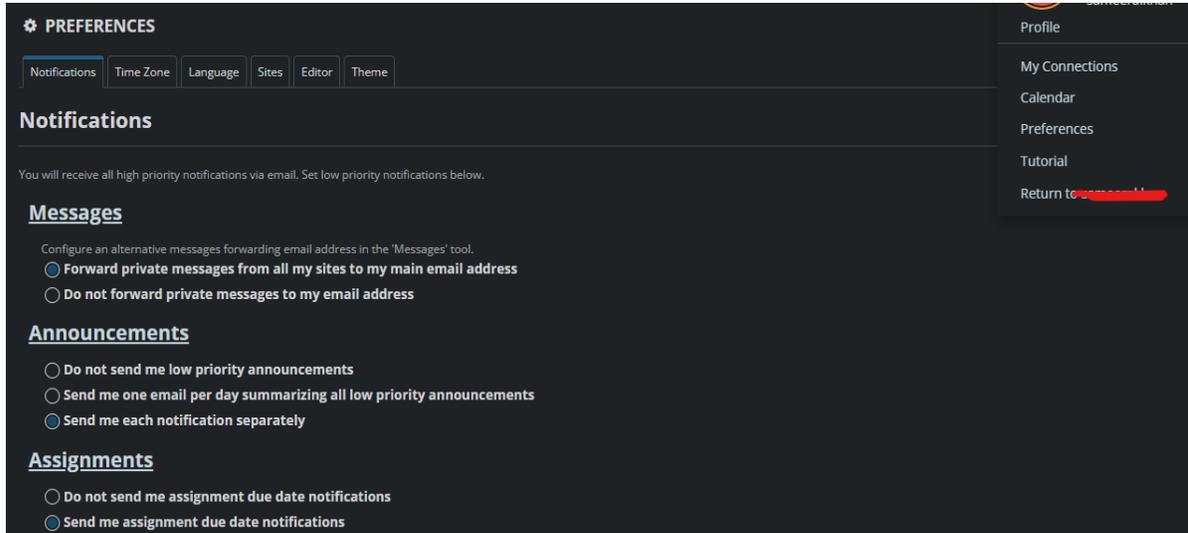
- High system load may delay email delivery
 - Temporary Sakai or mail server outages
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Step-by-Step Troubleshooting

Step 1: Check Email Notification Preferences

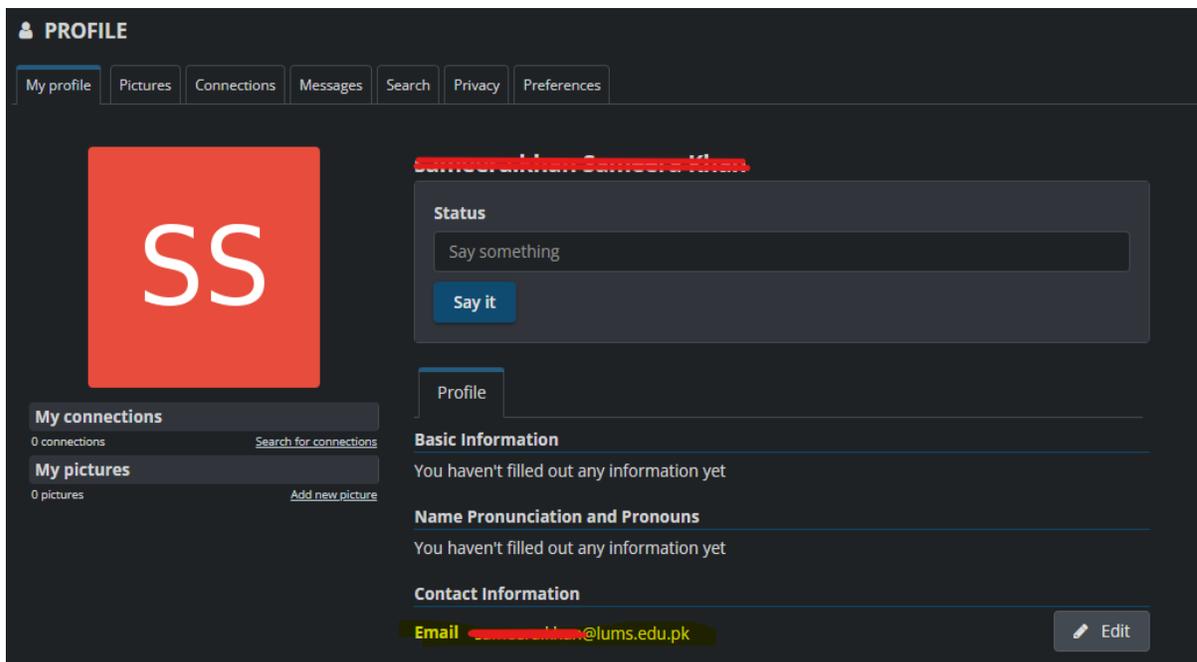
1. Log in to Sakai
2. Click **Profile** or **Preferences**

3. Open **Notifications**
4. Review email settings for Announcements, Assignments, and Messages
5. Select **Send me email notifications** where required



Step 2: Verify Your Email Address

- Go to **Profile** → **Contact Information**
- Confirm the email address listed is correct



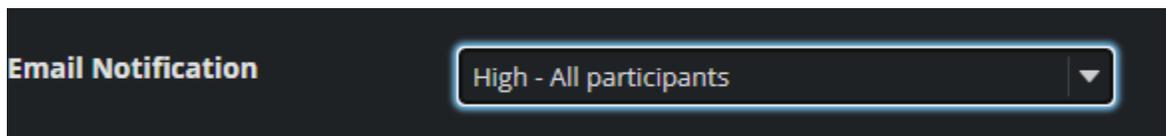
- If incorrect, update it (Contact [IT helpdesk](#))
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Step 3: Check Spam or Junk Folder

- Look for Sakai-related emails in spam/junk
 - Mark them as **Not Spam**
 - Add the institutional Sakai email domain to your safe sender list
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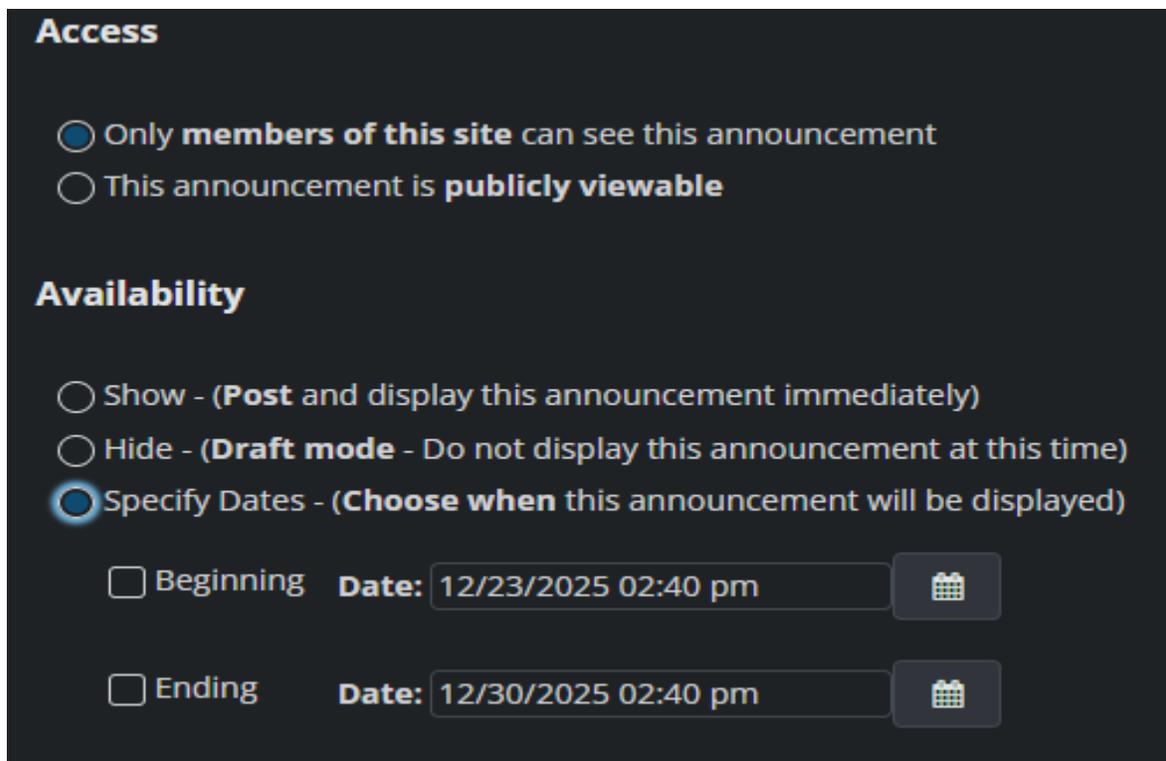
Step 4: Confirm Instructor Settings (For Course Staff)

- When posting announcements:
 - Select **High Priority** if urgent



The screenshot shows a dark-themed interface with the text "Email Notification" on the left. To its right is a dropdown menu with a white border and a downward-pointing arrow on the right side. The dropdown menu is open, showing the selected option "High - All participants".

- Verify tool visibility and availability dates



The screenshot shows a dark-themed interface with two sections: "Access" and "Availability".

Access

- Only **members of this site** can see this announcement
- This announcement is **publicly viewable**

Availability

- Show - (**Post** and display this announcement immediately)
- Hide - (**Draft mode** - Do not display this announcement at this time)
- Specify Dates - (**Choose when** this announcement will be displayed)

Beginning **Date:** 

Ending **Date:** 

Step 5: Test with a Sample Announcement

- Ask the instructor to post a short test announcement
- Check whether notifications are received
- Compare results across multiple users if possible

Step 6: Allow Time for Delivery

- Wait 10–30 minutes for delivery during peak usage
- Avoid posting the same announcement multiple times

Recommended Best Practices

For Instructors

- Use **High Priority** announcements only when necessary
- Inform students that Sakai emails may be delayed
- Encourage students to check Sakai regularly, not only email

For Students

- Log into Sakai daily to check announcements
- Do not rely solely on email notifications
- Keep your institutional mailbox active and monitored

When to Contact IST Helpdesk or LMS Support

Contact support if:

- Email notifications are enabled but never received
- Multiple users report the same issue
- Emails are consistently delayed or bouncing

Include the following details when reporting:

- Course/site name
- Tool involved (Announcements, Assignments, Messages)
- Date and time the email should have been sent

- Your LUMS email address
 - Screenshots of notification settings (if possible)
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Quick Checklist

- Email notifications enabled
 - Correct email address in Sakai
 - Spam/junk folder checked
 - Announcement set with correct priority
 - Adequate time allowed for delivery
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Related Sakai Help Topics

- [Managing Notification Preferences](#)
- [Posting Announcements in Sakai](#)
- [Using the Messages Tool](#)