John Jay Email and Notifications Settings for Brightspace
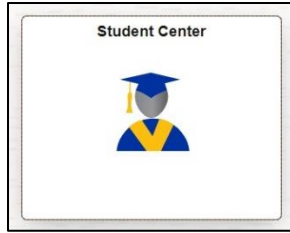
Email originating in the Brightspace Learning Management System is forwarded to your **Preferred email address** in **CUNYfirst**. It is very important that you check CUNYfirst to verify which email is set as **Campus** and **Preferred** to make sure that you are not missing any emails or notifications through Brightspace. If you have a personal email account set as Preferred, we recommend that this is updated to your John Jay email as soon as possible as non-CUNY emails can cause bounce backs errors to your instructors. Please note John Jay LMS Support and the John Jay Help Desk cannot troubleshoot non-CUNY email issues.

Note: If you have another CUNY campus set as your email within CUNYfirst and that is your Home campus, please make sure that you are receiving emails at that account.
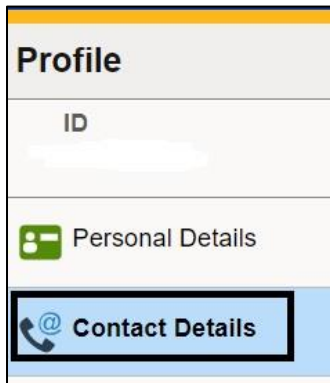
Brightspace Notifications are user specific and need to be set by each user. It is important that these notifications are enabled so that important emails like Announcements are received. These notifications are NOT enabled by default and must be manually selected within Brightspace to receive notifications such as Announcements from courses. Setting these notifications will cover all courses within Brightspace.

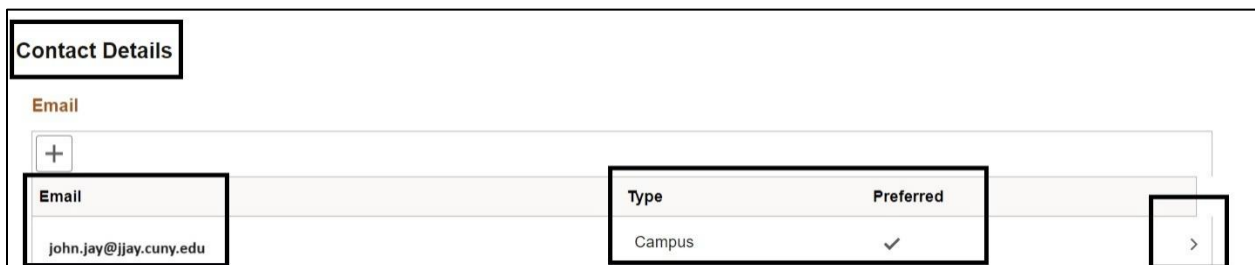**Check your Campus/Preferred email in CUNYfirst**

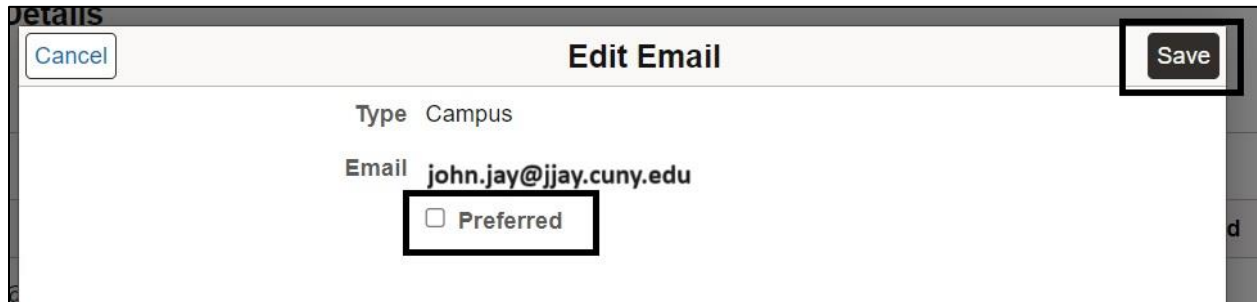1. Log in to www.cunyfirst.cuny.edu

2. Select **Student Center > Profile**

3. On the left side of the page, select **Contact Details > select Campus Email**

4. Make sure that your **John Jay email address** is set as your **Campus AND Preferred** email. If it is not, select the arrow on the right-hand side to edit the field.

5. On the **Edit email** page, make sure you are editing the **Campus email** and select the **Preferred** box. Select **Save** to retain changes
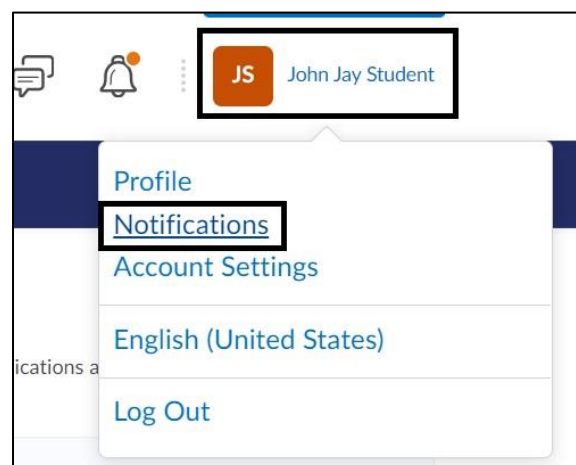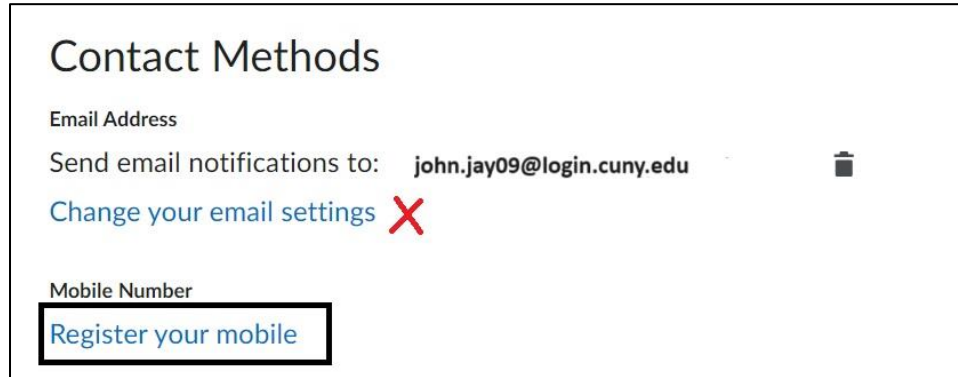

Contact the **John Jay Technology Help Desk** at 212-237-8200 or helpdesk@jjay.cuny.edu for assistance with email issues and CUNYfirst. John Jay LMS Support cannot make changes or troubleshoot CUNYfirst accounts.

Enable Brightspace Notifications

1. Within Brightspace, select **your name in the upper right**. Select **Notifications** on the drop-down menu

2. On the **Notifications** page under **Contact Methods**, you will see your CUNYlogin as your email address. This is correct and **CANNOT** be changed. Brightspace emails are sent through an email relay that connects to your **Preferred email address** in CUNYfirst.

3. Under **Mobile Number**, select **Register your mobile** if you will use the SMS text notifications options. Please note that text message fees could apply based on your telephone carrier. CUNY is not responsible for any fees that may be incurred.

Note: Brightspace offers an app for Apple and Android users: Brightspace Pulse App. We recommend using the Pulse app for additional notifications of course activity within Brightspace.

• Apple

• Android

4. Under **Summary of Activity,** select how often and the time when you receive a summary report for your courses.

5. Under **Instant Notifications**, it is recommended to select **ALL notifications** under the **Email** column. These settings are **NOT** set as default and must be

manually selected to receive notifications like Announcements via email from courses.

Instant Notifications	SMS	Email
Activity Feed - new comments from others on a post	☐	✔
Activity Feed - new posts created by others	☐	✔
Announcements - announcement updated	☐	✔
Announcements - new announcement available	☐	✔
Assignments - assignment feedback released		✔
Assignments - assignment due date or end date is 2 days away	☐	✔
Assignments - assignment feedback updated		✔

For more information and assistance, please email Department of Online Education and Support - Learning Management System Support at LMS.student@jjay.cuny.edu