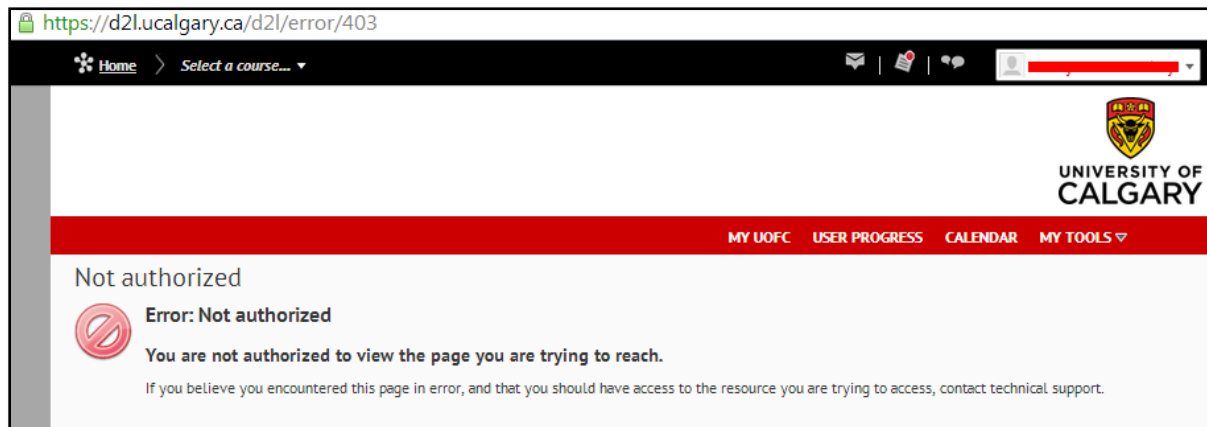


## Cannot Send Emails from D2L : Disable Pager & Alerts

### Issue:

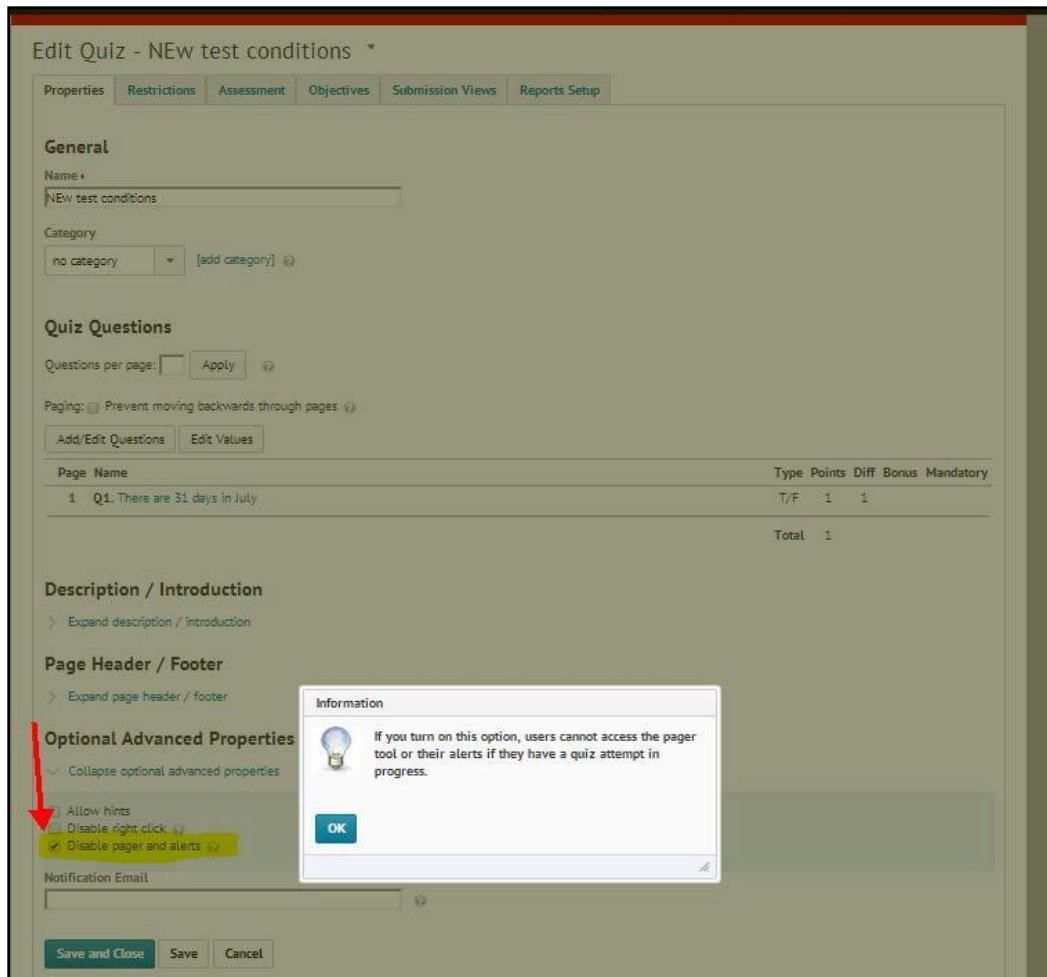
Users report that they are **not able to send emails from D2L**.

When trying to access the Email feature, they will see an **error** like this:



### Cause:

The student has a **quiz attempt in progress** and this particular quiz has restrictions in place that would prevent users from sending emails from any D2L course. When setting up the **Quiz**, the instructor has selected the "**Disable pager and alerts**" option. This checkbox is located under the "**Optional Advanced Properties**" section on the **New/ Edit Quiz** page.



### **How to verify the problem & assist users:**

1. Ask the student to click on the **Update Alerts** icon at top right hand corner. It will tell them if they have a quiz in progress. Alternatively, a D2L administrator may impersonate the student, check any warnings, and confirm the quiz name and settings.
2. Encourage the student to complete the quiz as soon as possible or ask them to contact their instructors so they can **uncheck** the “**Disable pager and alerts**” box for the quiz.

