

Create Student Inactivity Alerts

Last Modified on 01/29/2026 9:02 am CST

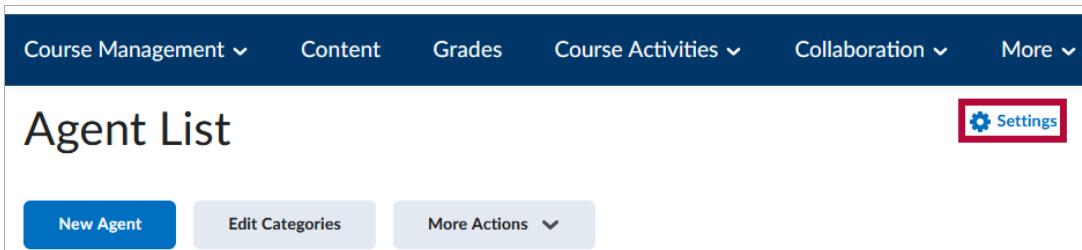
Intelligent agents may be created in D2L to alert instructors of student inactivity in the course.

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Updating the "From" and "Reply-To" Fields in Settings

1. To change the **From** and **Reply-To** fields in the email so that messages appear that they are sent by the instructor, and for student replies to be delivered to your inbox, go to the **[Settings]** link in the top right corner.



2. Choose the **[Set custom values for this course]** option, then enter the email address you would like the emails to come from and the email address you'd like to use as the **Reply-To** addresses.

NOTE: This setting allows students to reply directly to emails generated by **Intelligent Agents**. Without this, they would receive a bounce-back error.

Intelligent Agents Settings

Use the system defaults
Name that emails come from Reply-To address for responses
online@lonestar.edu onlinelearning@lonestar.edu

Set custom values for this course
Name that emails come from Reply-To address for responses
John.Doe@lonestar.edu John.Doe@lonestar.edu

These settings will affect all future emails sent by an agent.

The email address that agent emails come from cannot be set to your personal address due to how spam filters operate, but you can add a personal touch by setting the Name for the address, and you can set the Reply-To address if you want to receive replies.

[Save](#)

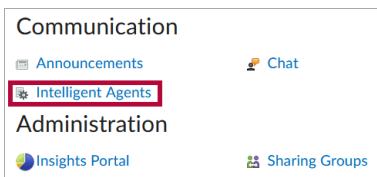
[Cancel](#)

NOTE: User-specific data does not transfer when an Intelligent Agent is copied from one course to another because it is tied to individual user accounts. Therefore, instructor-specific data, such as name and email, must be manually entered into the Intelligent Agent settings for each course.

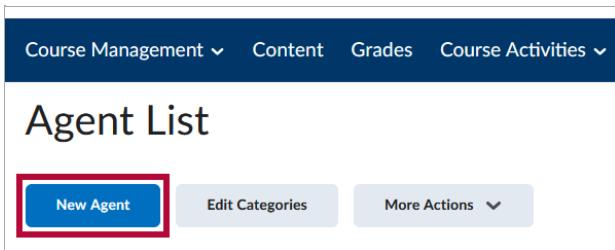
Setting Up an Intelligent Agent

1. Click on **[Course Management]** and choose **[Course Admin]**.

2. Click on **[Intelligent Agents]**.



3. Click **[New Agent]**.



4. Enter a name for your agent, and check the **[Agent is enabled]** checkbox.

A screenshot of the 'New Agent' form. The form fields are: Agent Name: * (with a red arrow pointing to it), Description: (a large text area), Category: (a dropdown menu showing 'No Category' with a '▼' arrow and an 'Add Category' button), and Status: (a checkbox labeled 'Agent is enabled' which is checked and highlighted with a red box).

Agent List > New Agent

New Agent

Agent Name: *

Description:

Category:

No Category ▼ Add Category

Status:

Agent is enabled

5. Under **Scheduling**, choose a **Frequency** to bring up options.

Scheduling

Frequency

Weekly

Repeats Every:

week(s)

Repeats On:

Monday Tuesday Wednesday Thursday
 Friday Saturday Sunday

Scheduled Time *

1:44 PM

Schedule Dates:

Has Start Date
 10/4/2022

Has End Date
 10/5/2022

6. A schedule will determine when the agent will run. With **No Schedule** selected for the Frequency, you will need to manually run the Intelligent Agent from the Agent List.
7. Under **Criteria**, you can choose which users the agent evaluate and why.

Criteria

Role in Classlist *

All users **visible** in the Classlist

Users with specific roles:

Take Action on Activity

Login Activity

User has not logged in during the last day(s)

User has logged in during the last day(s)

Course Activity

User has not accessed the course in the last day(s)

User has accessed the course during the last day(s)

Release Conditions

Create **Browse**

NOTE: **Login Activity** is when a user simply logs into D2L, while **Course Activity** is when a user goes inside the course. The activity options are useful for setting up [Student Inactivity Alerts](https://vtac.lonestar.edu/help/creating-student-inactivity-alerts) (<https://vtac.lonestar.edu/help/creating-student-inactivity-alerts>).

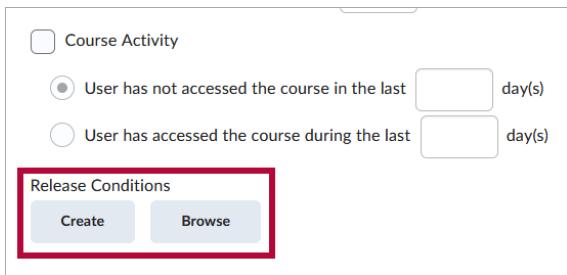
8. The **Role in Classlist** options will allow you to choose specific users to have the agent evaluate. This will usually be **[Student]**.

| Criteria |
|---|
| <p>Role in Classlist *</p> <p><input type="radio"/> All users visible in the Classlist</p> <p><input checked="" type="radio"/> Users with specific roles:</p> <p><input type="checkbox"/> Template Instructor</p> <p><input type="checkbox"/> Template Student</p> <p><input type="checkbox"/> Faculty</p> <p><input type="checkbox"/> Student</p> <p><input type="checkbox"/> Archived User</p> <p><input type="checkbox"/> Group Manager</p> <p><input type="checkbox"/> Test_Student</p> <p><input type="checkbox"/> Observer</p> <p><input type="checkbox"/> WebEx User</p> <p><input type="checkbox"/> Incomplete Student</p> <p><input type="checkbox"/> Student Orientation</p> <p><input type="checkbox"/> LOR Editor</p> <p><input type="checkbox"/> Capture Editor</p> <p><input type="checkbox"/> Teaching Assistant</p> <p><input type="checkbox"/> Advisor</p> <p><input type="checkbox"/> Needs Orientation</p> <p><input type="checkbox"/> Not Used</p> |

9. You can also set [release conditions](https://vtac.lonestar.edu/help/a150) (<https://vtac.lonestar.edu/help/a150>) that have to be met for the agent to be triggered. Examples include:

- A student has scored less than 50% on a quiz.
- A student has not completed an assignment.
- A student who has not visited a specific content module.

10. To set the release condition, click **[Create]** (or **[Browse]** if you already have release conditions created).



11. Create a **Release Condition**.

Create a Release Condition

Release this item when the following condition is met:

Condition Type

Score on a quiz

Condition Details

Quiz

Quiz 1

Criteria:

<=

Grade

70 %

Create Cancel

NOTE: If you copy your Intelligent Agent to another course, you need to make sure you copy any attached Release Conditions (this will happen automatically if you copy the entire course).

12. Under **Actions**. You can change the repetition to **[Take action every time the agent is evaluated and the agent's criteria are satisfied for a user]**.
13. Click **[Send an email when the criteria are satisfied]**. With both this and the previous option selected, an email will be sent to the user every time they meet the criteria when the agent is run.

Actions

Repetition

Take action only the first time the agent's criteria are satisfied for a user

Take action every time the agent is evaluated and the agent's criteria are satisfied for a user

What Action Repetition setting should I use?

Send an Email

Send an email when the criteria are satisfied

Name that the emails come from: **John.Doe@LoneStar.edu**

Reply-To address for responses: **John.Doe@LoneStar.edu**

[How can I change the default From and Reply settings?](#)

To:

Cc:

Bcc:

What special email addresses can I use?

Subject: *

What replace strings can I use in the subject and message?

14. Enter the email address of those who need to be notified (e.g. the Instructor, an Online Student Advisor, the assigned Advisor for a specific HUMD/Developmental Education course, and/or the student).

- To maintain privacy, **{InitiatingUser}** can be used in the **Bcc** field to send the email to the student(s) meeting the agent criteria.
- You can add your email address to the **To** field to receive a copy of every Intelligent Agent notification sent out.

To:

Cc:

Bcc:

What special email addresses can I use?

Subject: *

What replace strings can I use in the subject and message? 

NOTE: The "initiating user" is any student who performs the actions necessary to satisfy the agent's criteria.

15. To personalize a standard email for each recipient, enter the appropriate string. Click on **[What replace strings can I use in the subject and message ?]** below the **Subject** textbox to see a list of possible strings or see functional strings below. (In these strings, the Org Unit is the course and the OrgDefinedID is the student ID.)

The following are replace strings you can use in the subject line and the email message:

- {OrgName} - The name of the organization.
- {OrgUnitCode} - The code for the org unit.
- {OrgUnitName} - The name of the org unit.
- {OrgUnitStartDate} - The start date specified for the org unit.
- {OrgUnitEndDate} - The end date specified for the org unit.
- {OrgUnitId} - The id for the org unit.
- {InitiatingUserFirstName} - The first name of the initiating user.
- {InitiatingUserLastName} - The last name of the initiating user.
- {InitiatingUserUserName} - The username of the initiating user.
- {InitiatingUserOrgDefinedId} - The Org Defined ID of the initiating user.
- {LoginPath} - The address of the login path for the site.
- {LastCourseAccessDate} - The date the initiating user last accessed the course.
- {LastLoginDate} - The date the initiating user last logged in.

16. Type the body of the email message. Click **Save and Close** when completed.