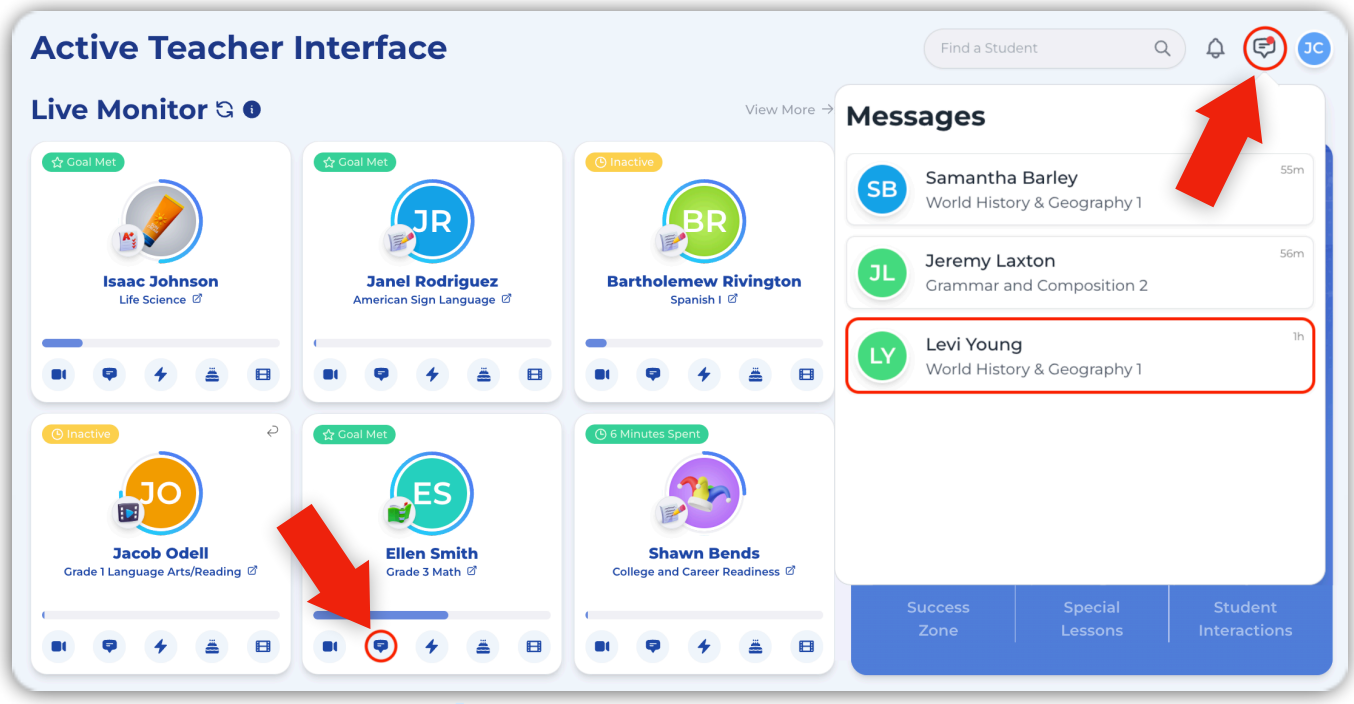# Live Messaging System

The Acellus Live Messaging System lets you communicate through Acellus with your students. It also gives you real-time data to know where and why a student may be struggling.

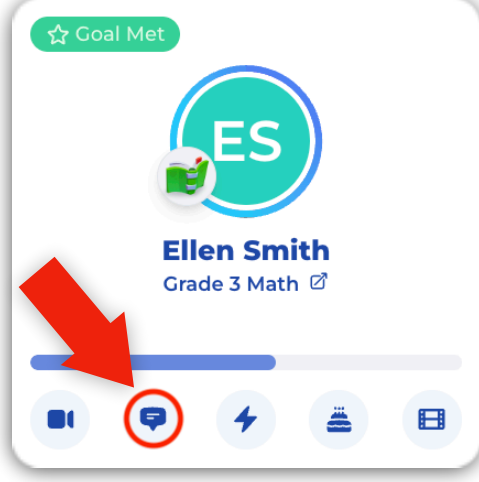There are **three** ways to access the **Live Messaging System**.

1. If a student sends you a message, you'll be notified at the top-right of your interface.

Clicking this notification will take you to your pending messages section. There, you can open the student's message, which will launch the Live Messaging System and allow you to view their message.
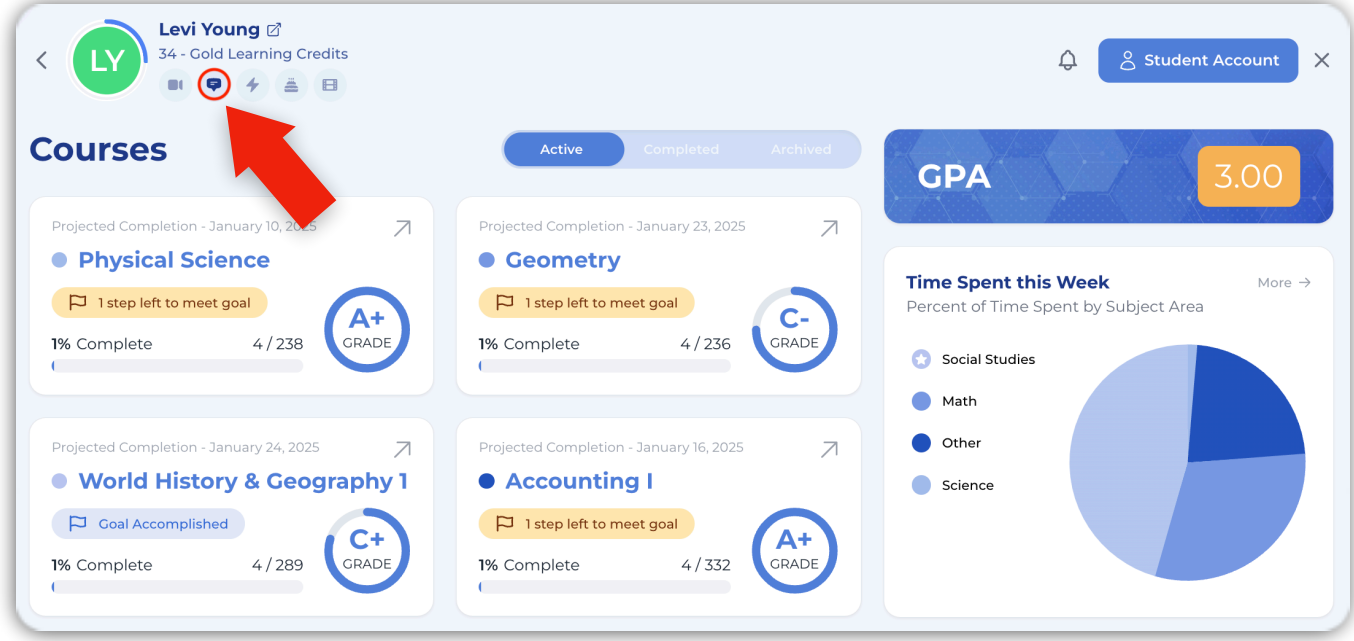

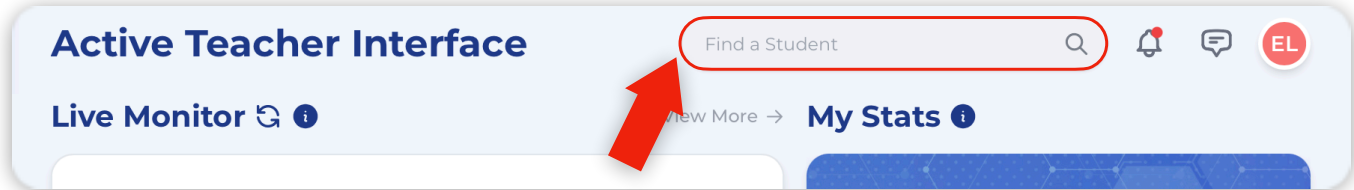**2. You can also click the messaging button on the Live Monitor student card.**

The student card will only show on the Live Monitor when the student is actively logged in.

3. Lastly, you can click the messaging button on the student's courses page.

*Note: You can get to a student's courses screen by entering the student's name in the '**Find a Student**' search bar at the top-right of the '**Active Teacher Interface**'.*

Once you open the live messaging system, you have access to several tools.

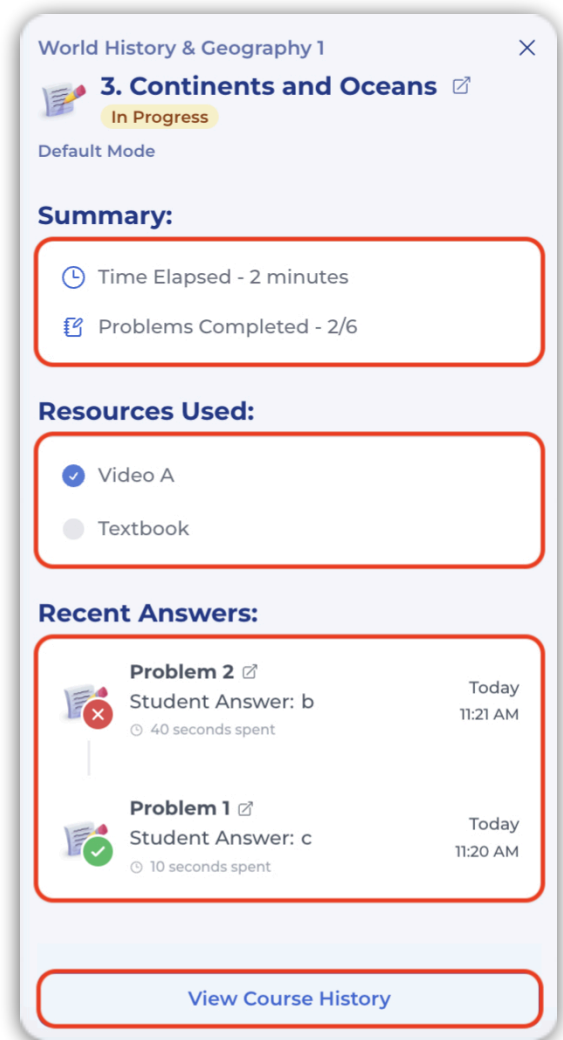On the right side, you'll have a menu of data including:

Step Summary
Shows metrics on the student's attempt at their current step. Will include elapsed time, problems completed, number of attempts and more.
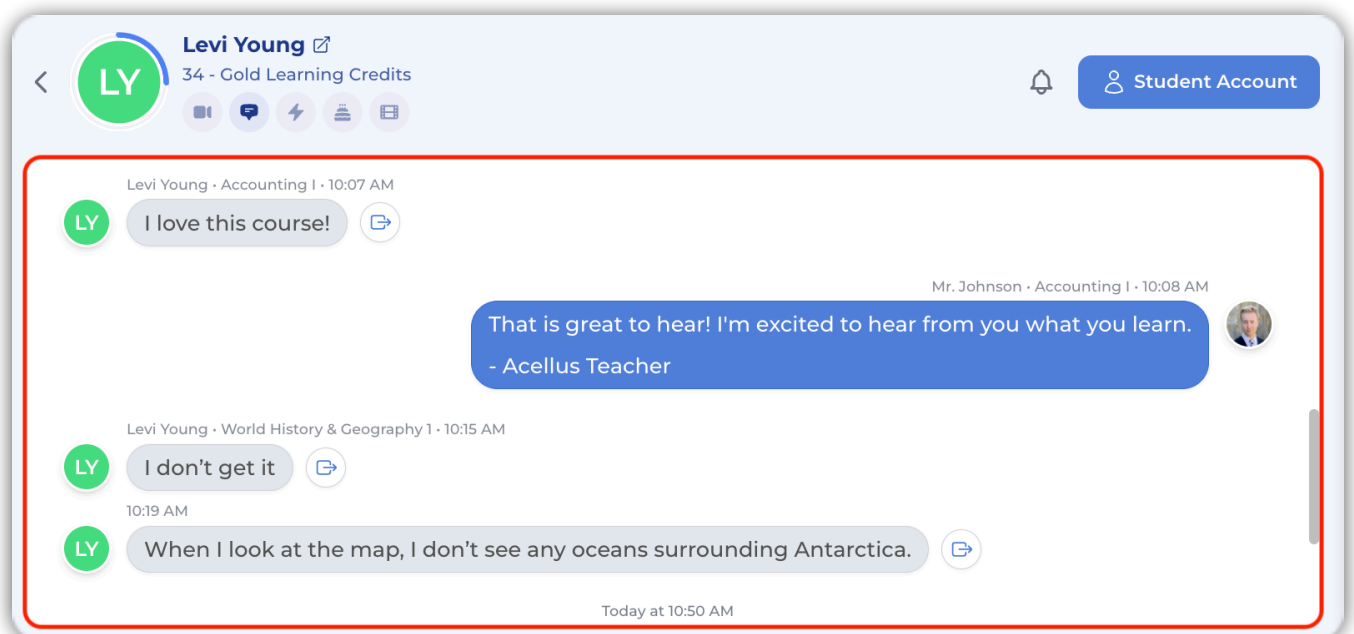
Resources Used
Shows which of the Acellus help resources the student has accessed. Resources can include the Textbook, Lesson Videos, Help Videos and more.

Recent Answers
Shows the recent answers the student has entered on their current step and how long they spent before submitting that answer.

On the left-side, you can see previous messages between the student and teachers**.**

Underneath the previous messages is where you enter a new message to send the student. You can select an appropriate pre-drafted response, or you can create your own custom message. Once you are ready, click '**Send Message**' to deliver your message to the student.