Email rate limiting and delays

Does D2L delay email?

Sometimes, yes.

Normally, email sent from within D2L is dispatched immediately. Small delays may be introduced by firewalls, spam filters, and intermediate servers, but in general, D2L email should reach recipients quickly.

However, should you ever send more than 150 email messages from D2L in a 30 minute period, some of those email messages will be delayed. **D2L will send all your email messages eventually**, but those messages beyond the first 150 in a 30 minute period will be delayed until the next 30 minute period.

Further details:

- D2L keeps count per user, not per course. Quickly sending 75 email messages in each of three courses would cause some of the messages to be delayed.
- All mail will be sent eventually, but overflow from one 30 minute period counts toward the 150 messages allowed in the next, potentially building up to a large delay.
- An email message with multiple recipients on the To and CC lines counts as only one message.
- An email message with multiple recipients on the BCC line counts as one message per BCC recipient. This is because D2L must send the message to each BCC'ed person separately to keep their identities hidden from other recipients of the mail message.

For privacy reasons, D2L defaults to sending messages via BCC. To reduce the likelihood of being rate limited, you may manually move addresses from the BCC line to the TO or CC lines if that suits the content of your message.