

Chat v8.3.0

User Guide
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What the Chat tool does

The **Chat** tool enables you to engage in real-time text discussions with users and colleagues.

Types of chats

General (or Course) chats

General chats are public chats visible to everyone enrolled in the org unit where they are created. General chats allow you to incorporate chat discussions into the teaching of a course since they are automatically open to all users enrolled in the course.

Personal chats

Personal chats are private and visible only to users who you have added to the chat's participants list. Personal chats are ideal for keeping in touch with friends and colleagues or for clubs and other groups whose members do not share a single org unit.

Accessing the chat tool

To access the **Chat** tool, click the **Chat** link on the navbar.

The Chat List page lists all general chats you can access from within the current org unit and all personal chats you have access to. For example, if you click the **Chat** link from a course home page, you see all the general chats created inside that course offering.

You always see all personal chats you have access to regardless of which org unit you accessed the page from. (Whether you click the **Chat** link from My Home or from a course home page, you see the same list of personal chats.)

Participating in a chat

Entering a chat

To enter a chat, click its name on the Chat List page. All user aliases appear on the left.

Chatting

- 1 Type in the text entry field at the bottom.
- 2 Press the Enter key, or click the **Send** button.

Creating a new chat

You can create new personal chats from any org unit, and you can access it from all other org units, but general chats exist within specific org units and are only accessible from the org unit in which they are created.

Before creating a general chat, make sure to access the Chat tool from the appropriate org unit home page. For example, if you want to add a chat to a course offering, click the **Chat** link from the course home page to create the chat.

► **To create a general or personal chat**

- 1 Do one of the following:
 - For a general chat, click **Chat** in the navbar in the org unit in which you want to create the chat.
 - For a personal chat, click **Chat** in the navbar in any org unit.
- 2 Click **New Chat** on the top tool bar.
- 3 Enter a **Title** for the chat.
- 4 Click the **Personal Chat** or **General Chat** radio button.
- 5 Enter a **Description** of the chat.

Tip It is a good idea to enter a description to help other users identify the chat, since they might have access to other chats with similar names.

- 6 Click **Create**.


After you create the chat you return to the Chat List page. For personal chats you need to add members to the chat. For general chats users in the org unit in which you created the chat can access it without you having to add them.

Managing chats


Managing personal chats

Personal chats are invisible to anyone who is not on the chat's participant list. Only the creator of a personal chat can manage the users for that chat.

► **To add participant**

- 1 On the Chat list page, click the  **View Members** icon.
- 2 Click **Add Members** and select people from the list in the pop-up. You can also select users from different course offerings using the **Select Different Course** link.
- 3 Select the checkbox beside the name of users you want to add.
- 4 Click **Add**.
- 5 If you want to add a personal contact, click **Add Personal Contact**.

► **To remove participants**


- 1 On the **Chat Member** page, select the checkbox beside the users you want to remove.
- 2 Click the  **Delete** icon at the top or bottom of the list.

Editing an existing chat

The Chat Properties page enables you to change a chat's title and description.

For general chats, you must be in the org unit in which you created the chat before you can edit its properties.

► **To edit a chat title or description**

- 1 On the Chat List page, click the  **Edit Chat** icon beside the chat you want to edit.
- 3 Make changes to the **Title** and/or **Description** fields.
- 4 Click the **Save** button.

Changing chat alias

You can change your alias, the name under which you are participating in a chat, and your alias' appearance outside of a chat, or during a chat.

► **To change your alias**

- 1 Click **Chat Settings** in one of two locations:

- On the Chat List page, click **Chat Settings** on the top tool bar.
 - Inside a chat, click **Chat Settings** along the top of the chat window.
- 2 Type a new alias in the **Alias** field.
 - 3 If you want to change your alias's appearance, you can select bold, italic and a color.
 - 4 Click **Save**.

Changing chat message order

You can set preferences to have messages in a chat order from new to old, or old to new, or show only new messages.

► To change message settings

- 1 Click **Chat Settings** in one of two locations:
 - On the Chat List page, click **Chat Settings** on the top tool bar.
 - Inside a chat, click **Chat Settings** along the top of the chat window.
- 2 If you want to change the message order, select **New to Old** or **Old to New**.
- 3 If you want to see new messages only, select **New Messages**. This requires you to manually refresh the screen, to see new messages and remove all old ones.


Note You can change back to see all messages, which restores all messages for that session, even if they were not visible while **New Messages** was checked.

Chat session archives

Each chat session is stored in the chat's archives, where you can view it at a later time.

The system archives a chat session after a period of more than 20 minutes of inactivity. Chats appear in the list of session after this period.

► To access a chat session


- 1 On the Chat List page, click the  **Sessions** icon next to a chat.

Note For a general chat you must be in the org unit in which you created the general chat to see the session archives.

- 2 Click the link in the **Start Date** column.
- 3 When you are done reviewing the session, click **Go Back**.

► To delete a session


- 1 Access the chat's sessions.

- 2 Select the checkboxes for the sessions you want to delete.
- 3 Click the  **Delete** icon.

Note For personal chats, only the chat's creator can delete sessions from the archives.

Deleting a chat

Note Personal chats can only be deleted by the chat's creator. When you delete a chat you also delete all the sessions for it.

- 1 In the org unit in which you created the chat (for General chats) or in any org unit (for Personal chats), click the **Chat** link in the navbar.
- 2 Click the  **Delete Chat** icon to the right of the chat.
- 3 Click **OK** in the confirmation message.

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