The Chat Panel is used to exchange text messages with others in the session. The following components are available in this window.

<table>
<thead>
<tr>
<th>Tools</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expand/Collapse Button</td>
<td>This button is used to expand or collapse the Chat window. When the button is selected, just the Message Text Box will display.</td>
</tr>
<tr>
<td>Message Text Box</td>
<td>Type a message into this box and then press Enter to display the message for others in the session. The message will display in the Conversation Pane.</td>
</tr>
<tr>
<td>Conversation Tabs</td>
<td>When participating in a Chat, it is possible to take part in more than one conversation at a time. These conversations take place in Conversation Tabs. When Chat is activated two tabs will appear; one for messages sent to everyone (Room) and one for private conversation between Moderators. Tabs are added as more private Chat sessions are added.</td>
</tr>
<tr>
<td>Options Menu</td>
<td>This menu allows the Moderator to send an announcement to everyone in the session. It can also be used to change the font size, to show Private conversation tabs, plus other options.</td>
</tr>
<tr>
<td>Conversation Pane</td>
<td>This pane is the area where the conversations with the session participants will display. The time the message was posted will display next to the response.</td>
</tr>
<tr>
<td>Emoticon Menu</td>
<td>To display an emoticon into the message, select this option. A gallery of different emoticons will display.</td>
</tr>
</tbody>
</table>
When a participant starts to enter a message, a blue Chat activity indicator will appear next to that person’s name in the Participants list.

Moderators are able to use all the Chat features. Participants can use a subset of those features. The table below indicates which functions Moderators can perform and which functions Participants can perform. Chat permission has to be enabled in order for Participants to access the Chat feature.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Moderators</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send messages to everyone in the current room</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Send messages to selected Moderators and Participants in the current room</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Send messages in the form of announcements</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Monitor private messages sent to other users</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>(This feature must be enabled when the session is created.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grant or remove Participant’s Chat permission</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

**Activity and Permission Indicators**
The state of Chat activity and permissions can be monitored through indicators displayed in the Participants list on the Participants panel. These indicators are described in the table below.

<table>
<thead>
<tr>
<th>Activity Indicator</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Chat Indicator" /></td>
<td>This indicator will appear when a Participant is entering a Chat message.</td>
</tr>
<tr>
<td><img src="image2.png" alt="Chat Indicator" /></td>
<td>When the Chat permission is set globally to “on” and the Moderator has revoked Chat permission for this user this indicator will appear.</td>
</tr>
<tr>
<td><img src="image3.png" alt="Chat Indicator" /></td>
<td>This indicator will appear when the Chat permission is set globally to “off” and the Moderator has granted Chat permission to this user.</td>
</tr>
</tbody>
</table>

**View Chat Messages**
- When new messages are submitted for Chat, they will appear at the bottom of the Chat Conversation Panel.
- To read messages scroll back and forth within the Conversation Pane.
- If the scroll thumb is at the bottom of the scroll bar (the last message is visible), the Conversation Pane will scroll as new messages are received.
- If you have scrolled back to review earlier messages, the Conversation Pane will not scroll to display a new message. You must scroll to the bottom of the Conversation Pane to display the new message.
- When you are not in a conversation when a new message arrives, a New Message Indicator will appear in the tab of that conversation. To read the message, click on the tab.

**Turn Off Event Messages**
By default, the Chat Conversation Pane provides event information about who has entered or left the Main Room and Breakout Rooms. To turn this feature off, complete the steps below.
- Click the Chat Options Menu button in the top left corner of the Chat Panel.
- Unselect (remove checkmark) for the Show Event Messages option (see illustration on next page).
Conversation Tabs

- It is possible for a Participant or Moderator to participate in More than one Chat conversation at a time.
- Each Conversation takes place in a separate Conversation tab.
- Two Conversation tabs will appear at the bottom of the Chat Panel when a Conversation Session begins.

- When Private Conversations are initiated, a new Conversation tab will be added to the bottom of the Chat Panel for each Conversation.
- When there isn’t any room for more Private Conversation Tabs, new Conversation tabs will be added to a list on the right side of the Chat Panel. To open the list, click on the double arrow.

NOTE:

- When a new Chat Message is posted within a Conversation in which you are not currently participating a New Message Indicator will display in the tab.
- The sending and receiving of Private Chat Messages is not supported on Mobile Devices.

Move Between Conversations

With Chat it is possible to move between conversations by clicking on the Conversation Tabs or double-clicking on the name of the person with whom you are conversing. This will allow you to view all the messages that were posted while you were away.

Send Chat Messages

The following types of messages can be sent using Chat. Chat messages can be either typed or material may be copied and pasted from other programs, links to Web sites may be entered, and emoticons can be added.

Send Messages to Everyone in Room or Existing Group Conversation

- Click the Room Tab to which the message is to be added.
- Place the mouse pointer/cursor into the Message Text Field by doing one of the following:
  - Click anywhere in the Message Text Field.
Press the key combination **Ctrl + M** (Command-M on Mac).

- Input your text into the **Message Text Field**. The Message may be typed or copied and pasted from an external source.
- Press the **Enter** key to send the Message.
- The **Message** will appear in the **Conversation Pane**.

### Send Private Messages to Other Moderators

Moderators have access to a default, private group conversation for Moderators only. The Conversation is persistent which means the tab cannot be closed.

- Click the **Moderators Conversation Tab**.
- The mouse pointer/cursor should be placed in the **Message Text Field**.
- Enter text into the **Message Text Field**. The Message may be typed or copied and pasted from an external source.
- Press the **Enter** key to send the **Message**.
- The **Message** will appear in the **Conversation Pane**.

### Send Messages to Selected Individuals

Private Chat Messages can be sent to specific individuals or to a group of people. These messages will appear to you and those who were selected in the Participants List. The one exception is when a session is supervised. In these sessions, Moderators will see the private messages of all participants.

- To initiate the Message, do one of the following:
  - **Send to One Person-Method 1** – Double-click on the name of the person in the **Participants List**.
  - **Send to One Person-Method 2** – Select the name of the person in the **Participants List** and then select **Send a Private Chat** from their **Participant Option Menu**.
  - **Send to Multiple People** – Select the name of the people in the Participants List and right-click on the highlighted names. The **Participants Option Menu** will display. Click the **Send a Private Chat** option.
- Enter the text in the **Message Text Field**. The text can be entered into the textbox or copied and pasted from an external source.
- Press **Enter** to send the **Message**.
  - When the **Message** is sent, a new **Conversation Tab** will open in the **Chat Panel**.
  - The recipient of the **Message** will see a new **Message Indicator**.
  - To send another **Message**, click on the new tab.

**TIP:**

- Don’t click on the **Participant Option Menu** for an individual participant.
- If the **Menu** for an individual participant is selected, all other participants will be unselected.

### Send Message as Announcement

A message can be sent as an Announcement when you need assurance that the Message will be sent to all Message Recipients. Announcements can be sent to just the room you are in, to all rooms, or to Moderators only.

- To send an Announcement do one of the following:
  - **Moderators Only** – Click on the Moderators Conversation Only Tab.
  - **Single Room** – Move to the room where the Announcement is to be sent.
- **All Rooms** – This option appears in the Send Announcement window.

- To open the Announcement dialog, do one of the following:
  - Click the **Tools Menu** and select **Chat** and then select **Send Announcement** (see illustration below left).
  - Click the **Chat Options Menu** and then select **Send Announcement** (see illustration below right).

- The **Send Announcement** window will display (see illustration below).

- Input the message into the **Message** area.

- To send the **Announcement** to all rooms, select the **Send to all rooms** option.

- Click **Send** or press **Enter** to send the **Announcement** to the participants.

- The **Announcement** will appear to the recipients in the following ways:
  - In the **Conversation Pane**.
  - In a pop-up window similar to the one shown in the illustration below right.

---

**Add Emoticons to Chat Message**

Emoticons are special graphical icons that can be inserted into any text-based Chat. This will make conversations more expressive and fun.

- Click the **Emoticon** button on the right side of the **Message Text** area (see illustration below).

- A gallery of **Emoticons** will display (see illustration on next page).

- Click on an **Emoticon**.

- The text string for the Emoticon will appear in the message (see illustration on next page).
The table below lists a few of the most popular Emoticons and their text strings.

<table>
<thead>
<tr>
<th>Emoticons</th>
<th>Icons</th>
<th>Text Strings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smiley</td>
<td>:) or :-)</td>
<td></td>
</tr>
<tr>
<td>Wink</td>
<td>;) or ;-)</td>
<td></td>
</tr>
<tr>
<td>Sad</td>
<td>:( or :-(</td>
<td></td>
</tr>
<tr>
<td>Surprised</td>
<td>:-o or :-O</td>
<td></td>
</tr>
<tr>
<td>Confused</td>
<td>:/ or :-/</td>
<td></td>
</tr>
<tr>
<td>Grin</td>
<td>:D or :-D</td>
<td></td>
</tr>
<tr>
<td>Angry</td>
<td>:@ or :-@</td>
<td></td>
</tr>
<tr>
<td>Thumbs Up</td>
<td>(y)</td>
<td></td>
</tr>
<tr>
<td>Thumbs Down</td>
<td>(n)</td>
<td></td>
</tr>
</tbody>
</table>

NOTE:
- If the Chat Emoticons Menu does not appear, this means the Moderator has disabled this feature.
- The text string equivalents of Emoticons can be input into the message, however, they will not be converted to icons when the Message is viewed.
- Emoticon text strings are not case sensitive. This means they can be input in either upper or lower case letters.

Disabling Emoticons
- Do one of the following:
  - Click the Tools Menu, select Chat, and then select Enable Emoticons.
  - Click the Chat Options Menu and then select Enable Emoticons.
Disabling Emoticons is not persistent between sessions.
Chat Emoticons will be enabled every time a session is entered.
Emoticons will have to be disabled for every session.

Add External Links to Chat Message
HTTP links can be included in Chat Messages. This can be done by typing the link directly into the Chat Message. They can also be copied and pasted or dragged and dropped from a browser or email message. Message recipients will be able to click on the links to open the Web sites in their default browsers. The table below shows the types of links with examples of what can be used in a Chat Message.

<table>
<thead>
<tr>
<th>Link Type</th>
<th>Syntax</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>HTTP Web Site</td>
<td>http://</td>
<td><a href="http://www.sienaheights.edu">http://www.sienaheights.edu</a></td>
</tr>
<tr>
<td>Secure HTTP Web Site</td>
<td>https://</td>
<td><a href="https://www.sienaheights.edu">https://www.sienaheights.edu</a></td>
</tr>
</tbody>
</table>