




## Chat

Text-based communication is available in CCC Confer using the Chat tool. Use the Chat window to send text messages to everyone, to selected participants, or to a single participant in the session.

Chat messages are color-coded to identify the type of message.

- **Black** indicates a message was sent to everyone in the room.
- **Blue** indicates you sent or received a private message.

### Chat Permission

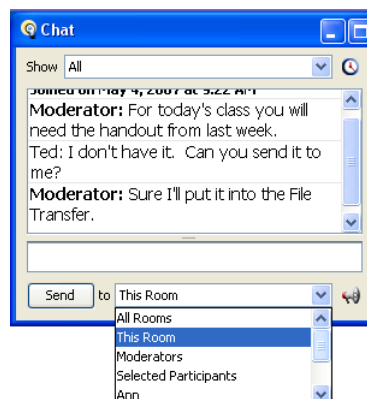
- A participant can send a text message to everyone in the room, to the Moderator, or, to one or several selected participants.
- Participants can always send a private text message to the moderator even if they do not have the Chat permission.
- The moderator can grant and remove Chat permission. Click the Chat icon  in the column header to affect all participants, or next to a participant name to affect just that person.

### Send Chat Messages

Send a message to everyone in **This Room**, to **Moderators** only, to a specific participant, or to **Selected Participants**.

*Moderators only:* Choose **All Rooms** to send a message to everyone including those in your Breakout Rooms.

- To **This Room**, **All Rooms**, to **Moderators**, or to a **Single Participant**:
  - Click in the textbox area and type your message.
  - Click the **Send** drop-down menu and select **This Room**, **All Rooms**, **Moderators**, or the individual participant.
  - Click **Send**, or press **Enter** or your keyboard.
- The message appears in the Chat window.



## To Selected Participants

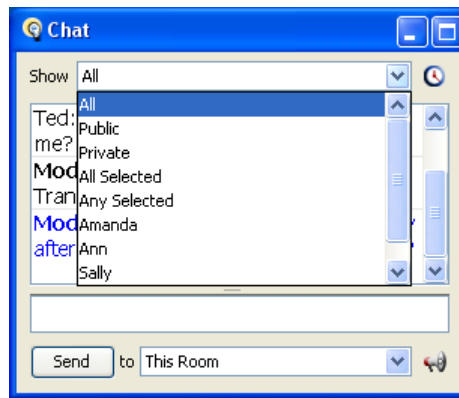
In the **Send** to drop down menu click **Selected Participants**. To choose the participants names:

- Hold down the Shift key and click on the name/s of the participant in the Participants window. The participants' names are highlighted when selected.
- Click in the textbox area and type your message.
- Click the **Send** drop-down menu and select the option **Selected Participants**.
- Click **Send** or press **Enter**.

## Filtering Chat Messages

During the session, you may view only certain Chat messages – Public, Private, or an individual person.

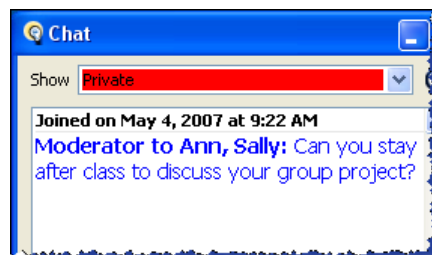
Use the **Show** drop-down menu and select an option. Only those messages matching your filter will appear in the Chat window. You may change your selection at any time.



## New Message Indicator

When viewing filtered messages, you are notified when a new message is sent outside of the filtered view.

The **Show** drop-down menu turns in red to indicate there is a new message. To view the new message, change your filter to **All**.




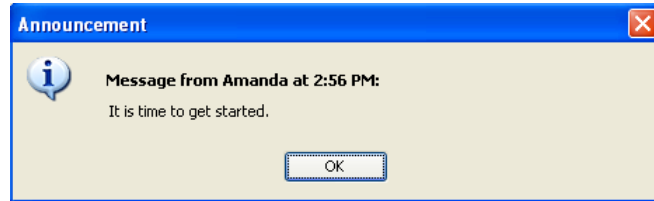
## Resize Chat Text

You can resize text messages for easier reading in the Chat window and in the message text field. Right click in either field to access to the menu options.

## Chat Announcements

Send a message as an Announcement when you want to get everyone's attention. This is a useful tool when meeting with large groups of people.

1. Click on the  Announcement button located to the right of the **Send to** field.
2. From the **Send to** option menu, select to who to send the message to, or send it to the entire room.
3. Enter your message and click **Send**.
4. The message appears to the recipient in both their conversation area and in a pop-up message dialog.



## Add External Links to Chat Messages

You can include links in your Chat messages. Recipients of your messages will be able to click links to access an Internet site or send an email. Example formats:

Link Type	Syntax	Example
HTTP web site	http://	<a href="http://www.cccconfer.org">http://www.cccconfer.org</a>
Email message	mailto:	<a href="mailto:clientservices@cccconfer.org">mailto:clientservices@cccconfer.org</a>

## Save Chat Messages to a File

You can save the Chat window to a text file to review later.

1. From the **File** menu select **Save** and then choose **Chat Conversation**.
2. Choose a file name and location, then click **Save**.

## Trouble typing into the Chat window? – MAC Users

MAC users may lose the ability to enter chat messages during a session.

### For a current workaround:

*If you are a participant in the session:*

- Your moderator can promote you to moderator status and then deote you back to a participant. This will enable your chat messaging window.

*If you are a moderator in the session:*

- You will need to log out of the session and re-enter.