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About Chat
The Chat tool is a real-time, text-based collaboration tool. You can use the Chat tool to brainstorm ideas, hold a question and answer period, have a debate or discussion, or organize a remote study group. As opposed to other collaboration tools, such as Discussions, Chat conversations occur in real-time. You can set up course specific chat rooms or chat rooms that involve individuals from all over the organization. There are two types of chat:

- **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.

Access the Chat Tool
Chat rooms are grouped as **General (course) chats** or Personal chats. **You can only access General chats from the appropriate course.** You can access Personal chats from anywhere in Learning Environment.

1. Access the Chat tool by clicking the Chat link on your course navigation bar.
2. Select the chat you want to join from your list of chats.

Creating a General (Course) Chat Room
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 homepage. For example, if you want to add a chat to a course offering, click the Chat link from that course's navigation bar.

All users in the org unit have access to the general chat. You can create multiple chats for the same org unit, such as "Midterm Review" and "Final Review."
Create a General Chat Room

1. Click Chat in the navbar within the org unit in which you want to create the chat.
2. Click New Chat on the top tool bar.
3. Enter a Title for the chat.
4. Click the General Chat radio button.
5. Enter a Description of the chat.
6. Click Create.

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.

Creating a Personal Chat Room

You can create personal chats to talk with peers or other friends at your organization. You can create personal chats from any org unit, and you can access them within any other org unit.

Personal chat rooms can only be accessed by users who have been added to the personal chat’s Participant List. When users are added, the chat room displays under Personal Chats in their list of chats.

Note: Depending on your permissions you may not be able to create personal chats.

Create a Personal Chat Room

1. 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. Enter a Description of the chat.
5. Click Create.
6. Return to the Chat List page and add users to the chat.

Tip: Give your chat a unique, descriptive name and provide a description for it using the Description field to help users distinguish the chat from other chats they are enrolled in.
Add Users to a Personal Chat
1. On the Chat list page, click the View members icon beside a personal chat.
2. Do one of the following:
   - Click Add Members. You can select users from different course offerings using the Select Different Course link.
   - If you want to add a personal contact, click Add Personal Contact.
3. Select the check box beside the name of users you want to add.
4. Click Add.

Remove Users from a Personal Chat
1. On the Chat List page, click the View members icon beside a personal chat.
2. On the Chat Members page, select the check box beside the users you want to remove.
3. Click the Delete icon at the top or bottom of the list.

Edit/Delete Chat Rooms

Edit a Chat Room
You can edit the title and description of chats you create.

1. On the Chat List page, click the Edit icon beside the chat you want to modify.
2. Change the title and/or description.
3. Click Save.

Delete a Chat Room
1. Click the Chat link in the navbar.
2. Click the Delete icon to the right of the chat.
3. Click Delete in the confirmation message.
Using the Chat Tool

Add a chat message
Type a message in the text box at the bottom of the chat room, and press Enter or click Send.

Refresh your chat window
If you think new messages are not appearing on your screen fast enough, click the Refresh icon at the top of the chat. This icon is visible when you have New Messages checked in your Chat Settings.

See who else is chatting
The Participants pane displays a list of users currently signed in to a chat room.

Change your chat alias
You can change your alias, or chat name, if you want to appear as a different name, such as a nickname, to other chat participants.

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. Select the check boxes for Bold or Italics, if desired.

4. Set an Alias Color, if desired.

5. Click Save.

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

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.
Managing 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 once all chat members leave the room or after more than 20 minutes of inactivity. Chats appear in the Chat Sessions list.

Access a Chat Session Archive
1. On the Chat List page, click the **View 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**.

Delete a Chat Session
1. Access the chat’s sessions.
2. Select the check boxes 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.

Print a Chat Session
1. Click **Print Chat** in one of two locations:
   - Within an archived Chat Session, click **Print Chat** on the action bar.
   - Inside a chat, click **Print Chat** along the top of the chat window.
2. Print using your browser’s print functionality.
3. Click **Close** when you are done.