

Start and Manage Chats

Send messages to individuals and groups in the organisation.

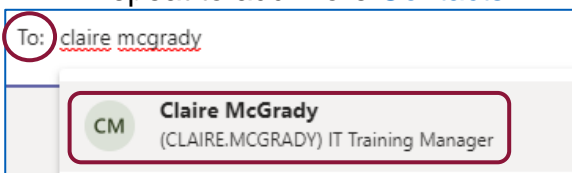
Quick Reference Guide

Start a New Chat

- At the top, left corner of the screen, click the **New Chat** icon.

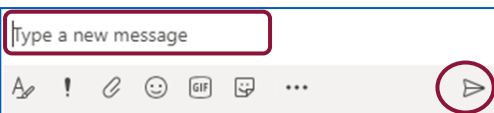


- In the **To** box, start to type the recipient name → select the **Contact** from the list → repeat to add more **Contacts**.



If this is an existing contact, previous chats will load. If it is a new contact, a new conversation will start.

- Type your message then click the **aeroplane** icon to send.



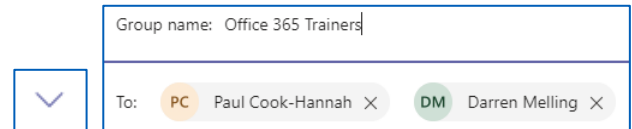
There are additional options available in the conversation box that can be used in chat.



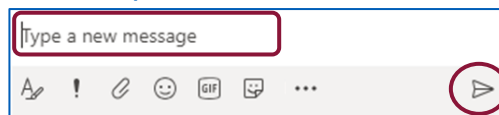
- Format** – change the style, size and colour of the font, add a subject, insert a hyperlink, insert a table and add bullets.
- Delivery Options** – standard, important or urgent.
- Attach** – upload files from your pc or link to existing files within Teams.
- Emoji** – add a suitable emoji.
- GIF** – add an animated GIF.
- Sticker** – add a sticker or meme.
- 3 dots** – find and add apps.

Send a Group Chat

- Start a **New Chat** → click the **arrow** at the right of the **To** box → enter a **Group Name** → add **Contacts**.

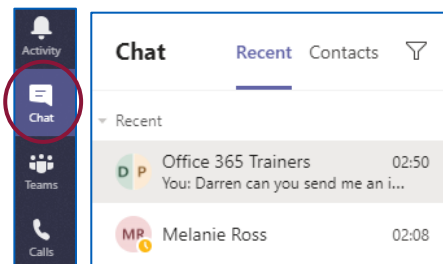


- Type your message then click the **aeroplane** icon to send.



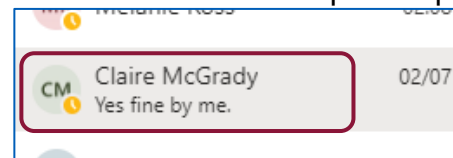
Access and Reply to Recent Chats

- Click the **Chat** icon on the menu bar on the left.

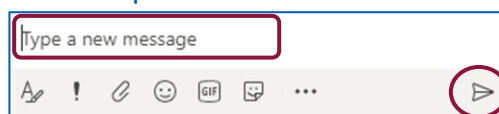


The **Chat** pane will open and display previous chats. If a new chat has been received, it will show in bold at the top of the list.

- Click the **Chat** to open it up.



- Type your message then click the **aeroplane** to send.



To book training or speak to a trainer, please get in touch via:
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