

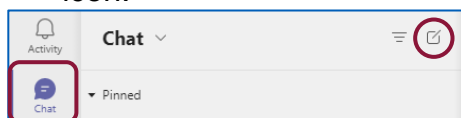
# Start and Manage Chats

Send messages to individuals and groups within the organisation.

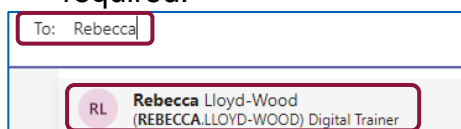
## Quick Reference Guide

### Start a New Chat

- Select the **Chat** icon from the **Navigation Bar** → click the **New Chat** icon.

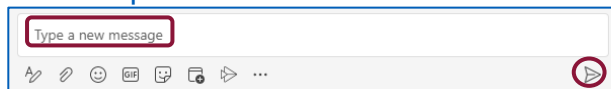


- In the **To:** box, search for the recipient by **Name**, **Email**, **Group** or **Tag**.
- Select the desired **Contact** to add them to the **Chat**.
- **Repeat** to add more **Contacts** as required.



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

- Type a message then click the **Aeroplane** icon to send.



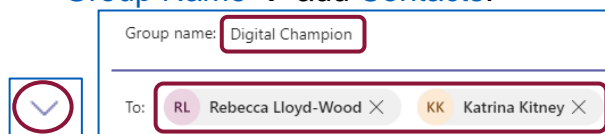
There are additional options available in the conversation box that can be used in chat.



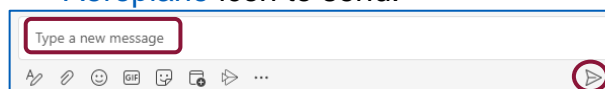
- **Format** – allows the user to apply advanced format options.
- **Attach Files** – upload files from the device or link to current files from within Teams.
- **Emoji** – add an emoji.
- **GIF** – add an animated GIF.
- **Sticker** – add a sticker or meme.
- **Schedule a meeting** – schedule Teams meeting.
- **Stream** – share a video from Steam.
- **3 dots** – add apps to the Chat.

### Send a Group Chat

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

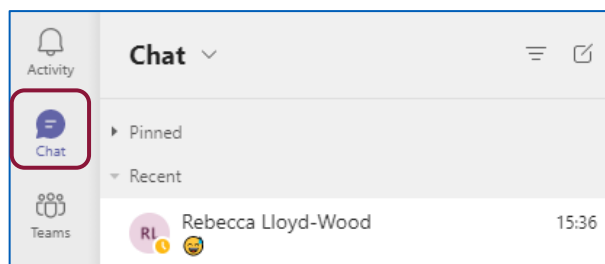


- Type your message then click the **Aeroplane** icon to send.



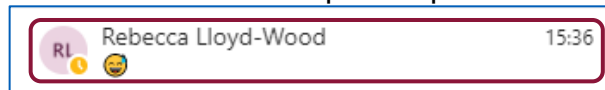
### Access and Reply to Recent Chats

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

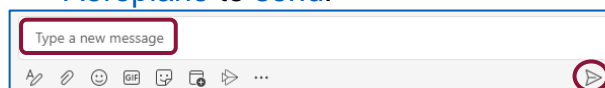


The **Chat** pane will open and display previous chats. If a new chat has been received, it will show in bold at the top of the list.

- 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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