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.

Do one of the following:

- Click 📞Chat under the Communications dropdown.

Using chat

Add a chat message

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

Refresh your chat window

If you think new messages are not appearing on your screen fast enough, click 🔄Refresh 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.

Manage your chat settings

1. Do one of the following:
- On the Chat List page, click **Settings** at the top of the page.
- Inside a chat, click **Settings** along the top of the chat window.

2. Enter a new alias in the **Alias** field. Depending on your permissions, 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.

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

4. Set an **Alias Color**, if desired.

5. Modify the appearance of chat messages. If you want to change the message order, select **New to Old** or **Old to New**. 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.

   **NOTE** You can change back to see all messages, which restores all messages for that session, even if they were not visible while **New Messages** was checked.

6. You can change your sound settings so you can hear a sound when someone enters the chat, leaves the chat, or when there is an incoming message. Select a sound from the following drop-down lists:

   - Incoming Message Sound
   - Person Enters Chat Sound
   - Person Leaves Chat Sound

7. Click **Save**.

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