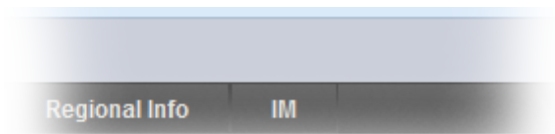


About Instant Messaging

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Your region may have chosen to enable the instant messaging (IM) feature in EMResource. If so, the **IM** option appears in the main navigation bar.



Helpful Links

- [Juvare.com](#)
- [Juvare Training Center](#)
- [Announcements](#)
- [Community Resources](#)

IM allows users to communicate with other users in real-time using EMResource. When this feature is enabled, [any EMResource user can participate in an instant message \(IM\) session](#) when invited to do so. Only authorized individuals can initiate an IM session (private or conference).

If you are authorized to do so, you can initiate a private IM session; you can also start an IM conference with multiple participants interacting at the same time. Users can receive instant messages as long as the user and the IM initiator are logged into the system. If an IM is sent to a user who is not logged in, that user will receive the message immediately upon signing into the application (if the IM session is still active).

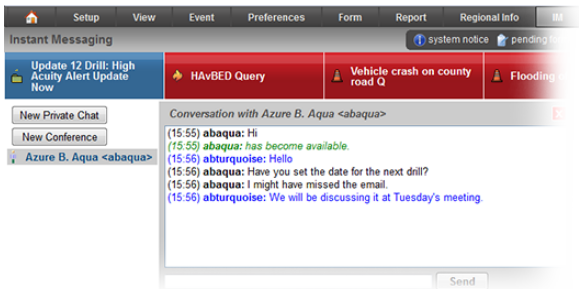
Banner

If an IM is sent to you while you are logged in, a banner appears at the bottom of the page you are currently viewing. The banner is accompanied by a doorbell audible alert. The alert includes the time (in 24-hour format) the message was received.



Page Elements

Use the following example and table to learn about the *Instant Messaging* page and the tools for initiating and responding to messages:



Element	Description
Options	Private chat (one-on-one) or an IM conference (one-to-multiple participants).

Message bar	Initiator and recipient(s) type their messages or responses; click Send to post the IM.
Message pane	All participants' messages are recorded for the session. In front of each message is the time stamp (in 24-hour format) indicating when it was sent /received. The time stamp reflects each participant's time zone. Each participant's username appears after the time stamp and before the message.
Close	Click the red "x" to close/end the IM session.
Help	Click the help link to open a document describing the IM process.

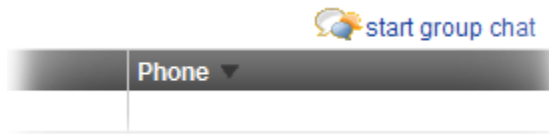
Resource Details

If you are authorized to initiate IM chat sessions, you can also start a session from a [resource's detail page](#). In the *Users* section, the names of users who are currently online appear in green.

Contacts

Name ▲	Organization ▼
Green Blue	IMX EMS

To start a [private IM session](#), click the user's name to start the session. From this page you can also initiate a conference IM session. Click the **start group chat** link on the far right side of the *Users* section.



The [conference wizard](#) opens, allowing you to select and invite participants.