Initiate a Private IM Session

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

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If you are authorized to initiate an IM chat session, you can initiate a private session (refer to the following procedure) or start an IM conference with multiple participants interacting at the same time.

> *Tip*: In the chat or conference wizard, the fields in angle brackets (< and >) are placeholders for information you need to enter.

To initiate a session

1. Do one of the following:

   - From any page, click **IM** in the main navigation bar.
   - If you are viewing the detail of a resource, click the icon in front of the name of the person you want to chat with (*Users* section).
     Tip: The names of users who are currently online are in green in the *Users section.* These are the individuals you can chat with via IM.
2. Click **New Private Chat**. The *Create New Chat* wizard opens.
3. Search for the recipient by choosing one of the following, and select or enter the appropriate criteria:

   - List All Users
   - Find user(s) where <container> contains <character string>
   - Find user(s) for resource <selection>
4. Click **Next**. The next page of the wizard opens.
5. Select the individual or entity you want to send the IM to.
6. Click **Create Chat**. The wizard closes.
7. Type your message in the message bar.
8. Click **Send**. The message appears in the message pane. It is preceded by your user name.
9. To continue responding, enter your message(s) in the message bar and click **Send**.