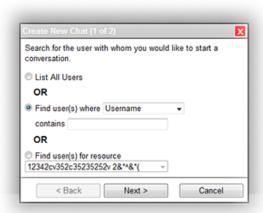
Initiate a Private IM Session

Home > EMResource > Guide - Instant Messaging > Initiate a Private IM Session



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



Helpful Links Juvare.com Juvare Training Center Announcements Community Resources

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.
- 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.