

Description: The Chat Room tool allows real-time, unstructured conversations among site participants who are signed on to the site at the same time. Instructors can create an Online Office Hours chat room to answer student questions. Student groups can use Chat as a space to have conversations across distances, or to catch up with conversations they may have missed.

Chat messages are saved and visible to all users so that all site participants can benefit from conversations and questions and answers. By default, all Chat messages are shown for at least three days.

The Chat Room tool alerts users to the other participants who are also logged into the site and the chat room, so that users know who is available to talk.

The Chat Room tool does not provide a way to chat privately. By default, all messages are visible to all participants. However, you can remove read access for a particular role, and thereby for all participants with that role, by modifying the Chat Room permissions.

Key concepts

Add the Chat Room Tool

Read Chat Room Messages

Post a message in Chat

Delete a Chat Room Message

Create a New Chat Room

Choose a Chat Room to Display

Change Permissions in a Chat Room

Change Chat Rooms

Add the Chat Room Tool:

Step 1: Click [\[Site Info\]](#) in the site you would like to add the Chat Room tool to.

Step 2: Click [\[Edit Tools\]](#).

Step 3: Place a check box next to the Chat Room tool.

Step 4: Scroll down to the bottom of the screen and click [\[Continue\]](#) and then [\[Finish\]](#).

Read Chat Room Messages:

Step 1: In the site menu bar, click [\[Chat Room\]](#).

Posted messages appear in chronological order, with the most recent at the bottom. Messages always identify the

sender.

To see who is presently in the Chat Room, look under Users in Chat on the right side of the screen.

Step 2: To see the date or time messages were posted, select the appropriate option from the “View” drop-down list. Choices are Time Only, Date and Time, Date Only, or Neither Date or Time.

Step 3: To limit the list to messages to those from the past three days, select [\[Past 3 Days\]](#) from the drop-down list. To see all messages, select [\[All Messages\]](#).

Post a Message in Chat:

Step 1: In the site menu bar, click [\[Chat Room\]](#).

Step 2: In the text box at the bottom of the window, type your message. Then click [\[Add message\]](#). Once you add your message, you cannot change or delete it. Only an instructor or someone with maintain access can delete the message.

Step 3: To discard a message that you haven't sent yet, click [\[Clear\]](#).

Delete a Chat Room Message:

Step 1: Click the trash can icon next to the posting. A warning will ask whether you are sure you would like to permanently delete the message.

Step 2: If you would like to delete the message, click [\[Delete\]](#). Click [\[Cancel\]](#) to return to the previous page without making a change.

NOTE: The absence of the trash can icon means that you don't have permission to delete the message.

Create a New Chat Room:

You can create multiple chat rooms within a course or project site. You can also have multiple chat rooms going on at the same time and allow users to switch back and forth to the room they choose.

Step 1: In the site menu bar, click [\[Chat Room\]](#).

Step 2: Click [\[Options\]](#).

Step 3: Click [\[Add Room\]](#).

Step 4: Enter the chat room title and description in the appropriate text boxes.

Step 5: Use the radio buttons to select how many previous messages to display.

Step 6: Click [\[Update Options\]](#). Your new room will now appear under Manage Rooms in the list of available chat rooms. To make your new room appear by default when participants click [\[Chat Room\]](#), and then click [\[Set as Default\]](#).

Edit a Room:

To edit a room's title, description, or number of messages displayed:

Step 1: In the site menu bar, click [\[Chat Room\]](#).

Step 2: Click [\[Options\]](#).

Step 3: Under the name of the room you would like to edit, click [\[Edit\]](#).

Step 4: Change the chat room title or description, or use the radio buttons to select how many previous messages to display.

Step 5: When you are finished, click [\[Update Options\]](#).

NOTE: To change the room that loads by default when participants click [\[Chat Room\]](#), in [Options](#), under [Manage Rooms](#), find the room and click [\[Set as Default\]](#).

Delete a Room:

Step 1: In the menubar, click [\[Chat Room\]](#).

Step 2: Click [\[Options\]](#).

Step 3: Under the name of the room you would like to delete, click [\[Delete\]](#).

Step 4: Under "Deleting chat room," to confirm the deletion, click [\[Delete\]](#) or, click [\[Cancel\]](#) to keep the room.

Choose a Chat Room to Display:

Step 1: Click [\[Options\]](#) to see a list of your chat rooms.

Step 2: Select one to display, by clicking the appropriate room.

Change Permissions in a Chat Room:

You can change permissions for students who access a chat room. To change permissions:

Step 1: Click [\[Permissions\]](#) at the top of the window.

Step 2: Select the appropriate checkboxes for the permissions you would like to grant.

Step 3: Click [\[Save\]](#) to make the change, or click [\[Cancel\]](#) to return to the previous page without making a change.

Change Chat Rooms:

You can change which chat room to view if there are multiple chat rooms in the site.

Step 1: Click [[Change Room](#)] at the top of the window.

Step 2: Select the chat room you would like to view.

For questions, contact ETC Support at 245.5566. You can also email us at tracs@txstate.edu.

For the TRACS website home page, go to: <http://tracs.txstate.edu/portal/login>

If your login fails and you need help with your Net ID or password, contact ITAC at 245.4822.