

Using Chat 2.1

Overview

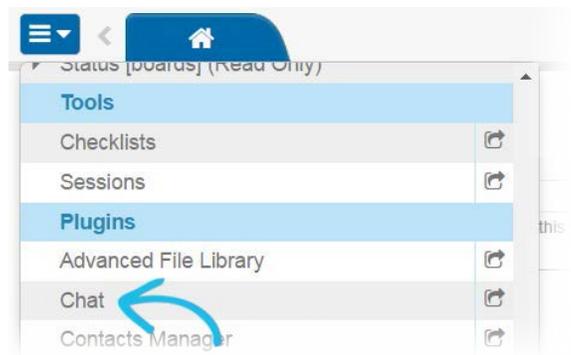
The free *Chat* add-on for WebEOC is an easy-to-use instant messaging tool.

Featuring one-on-one chat, group chat rooms, notifications, and historical logging of group chat conversations, the Chat add-on can significantly improve your communications with fellow WebEOC users.



To Chat with WebEOC Users

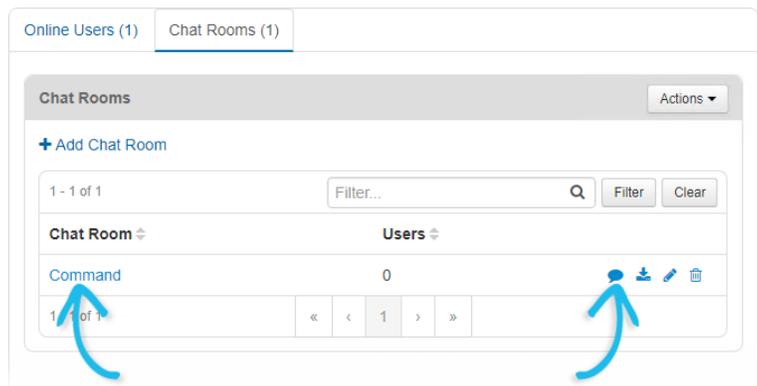
Initiating a chat with WebEOC users is quick and easy. To initiate a one-on-one chat, open the control panel and, in the *Plugins* section, click **Chat**. The *Chat* add-on opens in a new tab.



From the landing page, click the **Online Users** tab. Then, to chat with one of the users, click that user's name or click the dialogue icon  associated with the user. A new tab, labeled with the user's name, opens.

Note: The user's name is a link and the dialogue icon is available only when an administrator has enabled one-on-one chats.

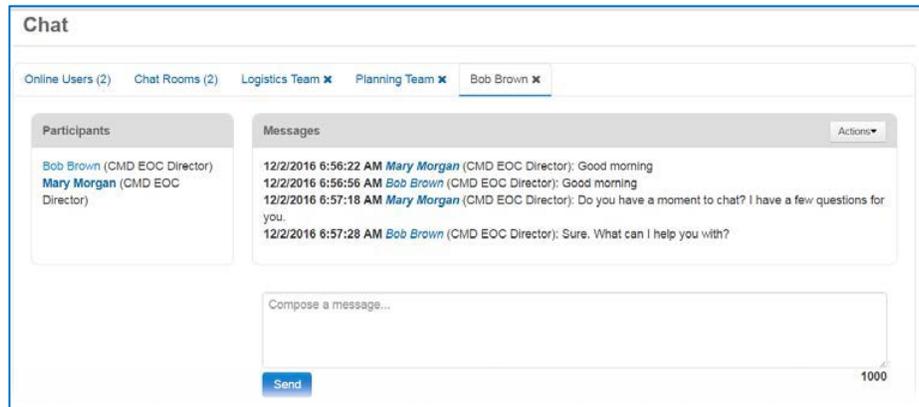
Similarly, to join a group chat, open the *Chat* add-on and, from the landing page, click the **Chat Rooms** tab. To join a group, either click the name of the chat room or the dialogue icon associated with the room. A new tab, labeled with the group name, opens.



To Chat with WebEOC Users (continued)

After initiating a chat session or enter a group session, you can enter a message in the **Compose a message** field.

To begin the online communication, either click **Send** or press **Enter**; either of these actions posts your message and starts the conversation.



To Add Attachments, Links, and Email Addresses

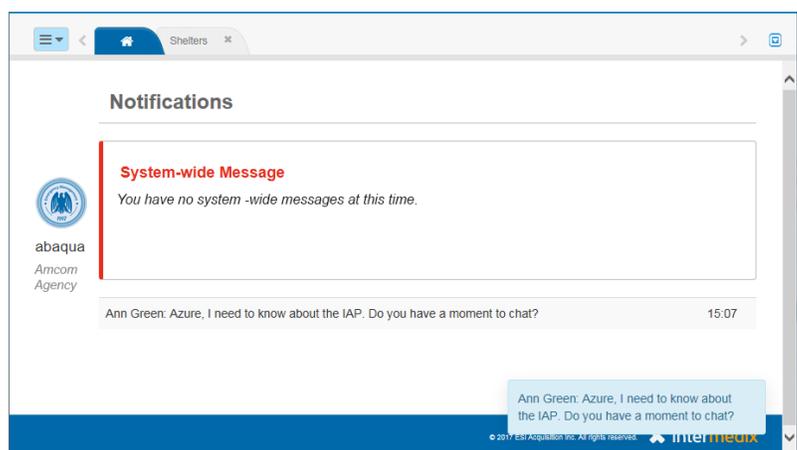
When chatting, your message can include attachments, links, and email addresses. To add an attachment, in the upper right corner of the *Messages* section, click the **Actions** button and select **Upload Attachment**. Follow the prompts to include the attachment in your message and make it accessible to users. As you type links and email addresses into the **Compose a message** field, the system automatically formats them as links that can be clicked.



Notifications

If you do not have the *Chat* add-on open, the system generates notification messages to indicate someone is attempting to communicate with you via *Chat*. These notifications are shown on the *Home* page, and they also appear as brief pop-up windows in the bottom right corner of the screen no matter where you are in WebEOC.

Shown exclusively for one-on-one chats and for chat rooms for which the administrator enabled notifications, these notices help keep you aware of new messages in an ongoing conversation.



Notifications (continued)

In addition, you have the option to configure your system to play a sound to notify you about an incoming chat message. The sound alert works only when you have the *Chat* add-on open and when the applicable conversation tab is not selected and in view.

To enable or disable this sound notification, open the **Actions** menu toward the top of the **Chat** tab and click **Settings**. Then, in the *Personal Settings* section, select the **Play sound on incoming messages** check box to enable sounds and clear it to disable them. Be sure to save your changes.



Similarly to how tabs are highlighted when a board receives new or updated data, if you have the *Chat* add-on open, the **Chat** tab and any chat conversation or room tabs are highlighted when new messages are received.

Chat History

When you join a chat room, there is complete transparency into who is in a room and about the history of communications in that room. The *Participants* section shows all users in the room at any given time. Bolded text indicates system messages not directly entered by a user, such as when users join and leave a chat room. As all chat data is treated as incident independent, the data found in the chat is the same regardless of what incident you are logged into.

Group chat room conversation history is maintained indefinitely or until the room is deleted by an administrator. For optimal performance, a limited number of the most recent entries are initially presented. To see more history, click **Show More**. Each time you click **Show More**, the window displays additional batches of entries.



For individual chats, all messages and attachments are deleted from WebEOC when both parties explicitly close the one-on-one chat discussion tab. Messages are preserved, however, when the *Chat* add-on tab itself is closed and when you switch between different WebEOC positions.

For more information, visit the WebEOC [Client Hub](#) or contact your Client Services Manager.