# Zoom Chat User Guide

To utilize the Zoom client **Chat** feature to communicate with other NCAT employees, one must have the Zoom client downloaded on the device being used and be logged into their NCAT Zoom account. Recipients must have an activated NCAT Zoom account and also be logged into the Zoom client on their device to see chat messages in real time. If they are not logged in, they will see the message upon their next login into the Zoom client. Note: To download the Zoom client, visit https://ncat.zoom.us, sign in via SSO, scroll to the bottom of the web page to the banner, and click **Meetings Client** under **Download**. For an extensive guide to using Zoom chat, visit https://support.zoom.us/hc/en-us/articles/360056768612-How-to-use-Zoom-Chat.

1. **Sign into the Zoom client via SSO** (the Zoom client default screen is below). Notice **Chat** in the top tool bar between Home and Meetings. Also notice the Profile image on the far right in the tool bar. Click on the Profile image as shown to Check for Updates.
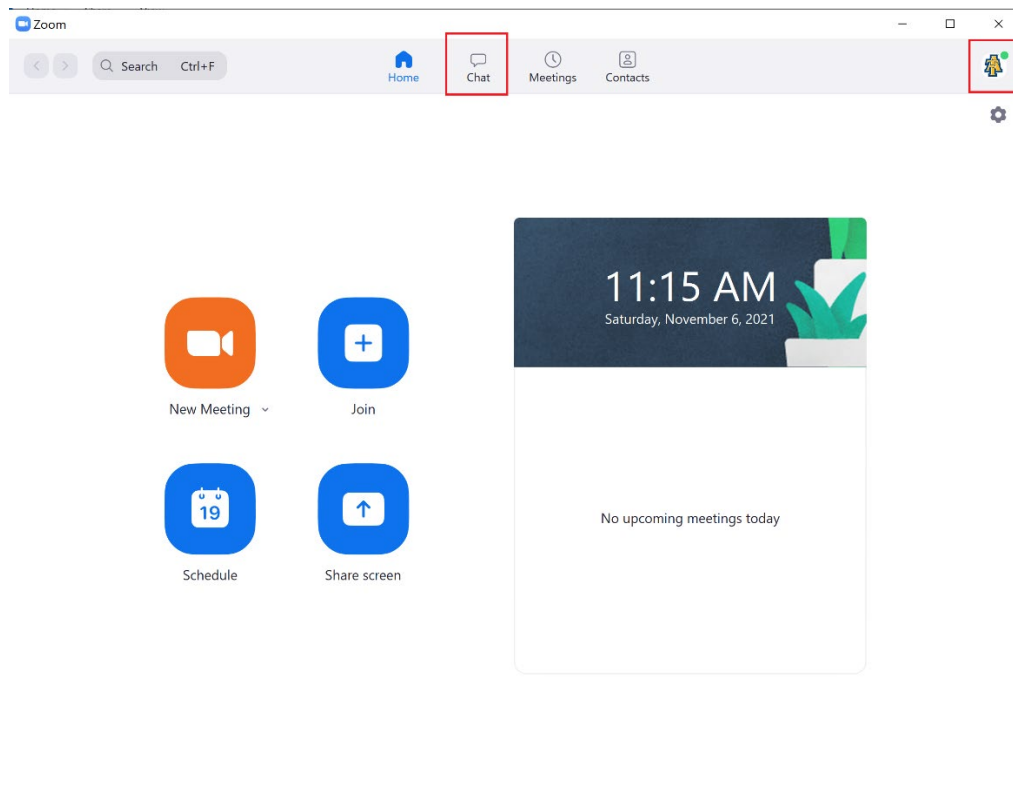
2. **Click on Chat.** Click on **your name** under **Starred** to enter your **Personal Space**. This is where you can make notes, collect your ideas, or draft messages. Click on **Search** (Ctrl + F) to look for a person to begin a chat message. Under **Chats**, you can review individuals with whom you have recently sent a message. Note the specific icons beside each name under Chats:
    - **Solid green dot** means the person is logged into Zoom on a computer and active
    - **Green cell phone** means the person is logged into Zoom via their cell phone
    - **Red camera** means the person is an active participant in a Zoom call
    - **Clock** means the person is logged into Zoom, but has not actively used Zoom in a specified period of time
    - **Hollow circle** means the person is not logged into Zoom

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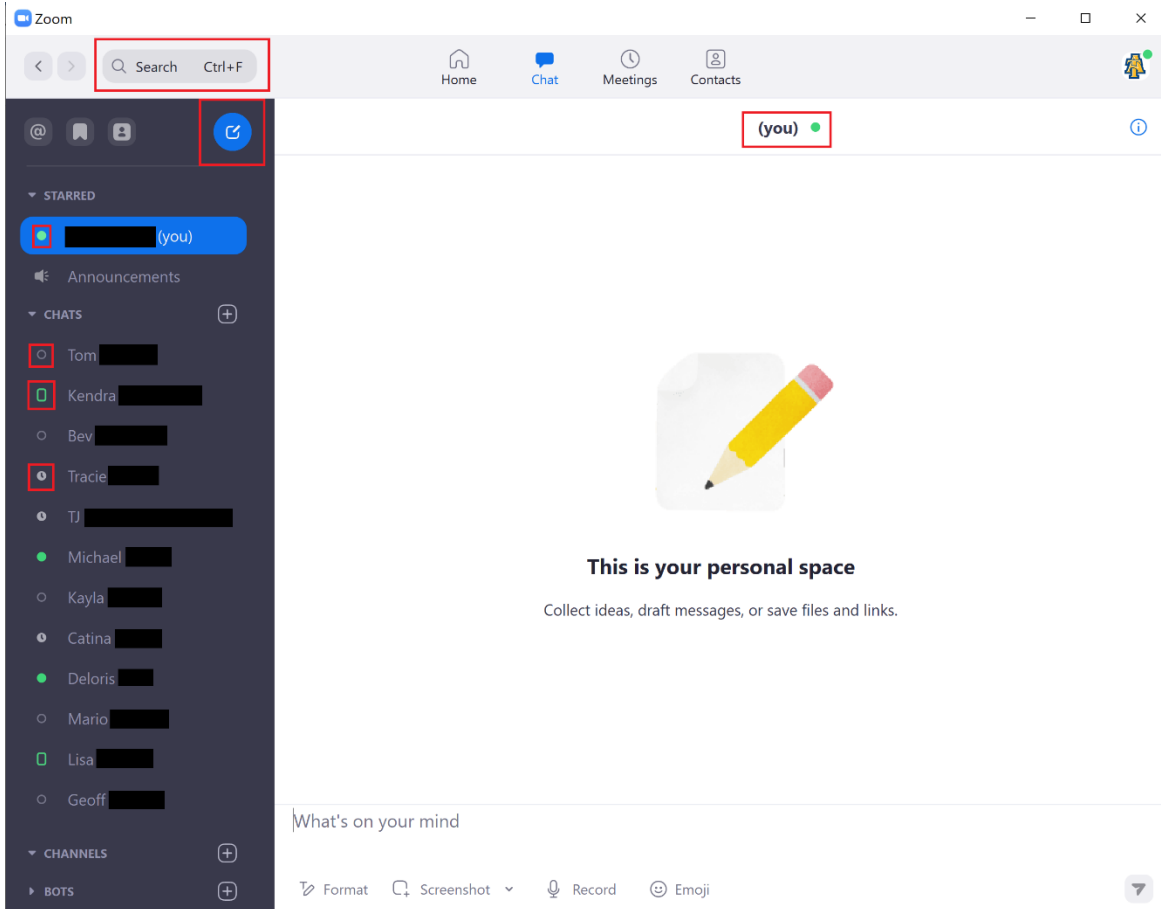
3. **Start a Chat.** Search for someone by entering their name in the **Search** text box. After you have used Chat to message individuals, their names will under Chats most recent to oldest. In the screenshot below, we have a number of individuals for whom we have sent chat messages. Michael was selected for this example…. Notice:

   - You can **Say Hi** where indicated, or you can begin a message by clicking on **Message Michael** and begin typing your message.
   - Michael has a clock beside his name, so he will not see the message until he revisits the Zoom client, unlike those who have a green icon beside their name. Those individuals will see the message in real time pop up on their device screen.
   - Below the message textbox, there are options to
     - **Format** your message
     - Take and send a **Screenshot**
     - **Record** a message
     - Insert an **Emoji**

   To send your message, either press **Enter** or click on the **Arrow** as highlighted.

   The lock icon above the Chat text box shows that message content is **Advanced Chat Encrypted**. Note that messages are removed from the Chat feature after 10 days.
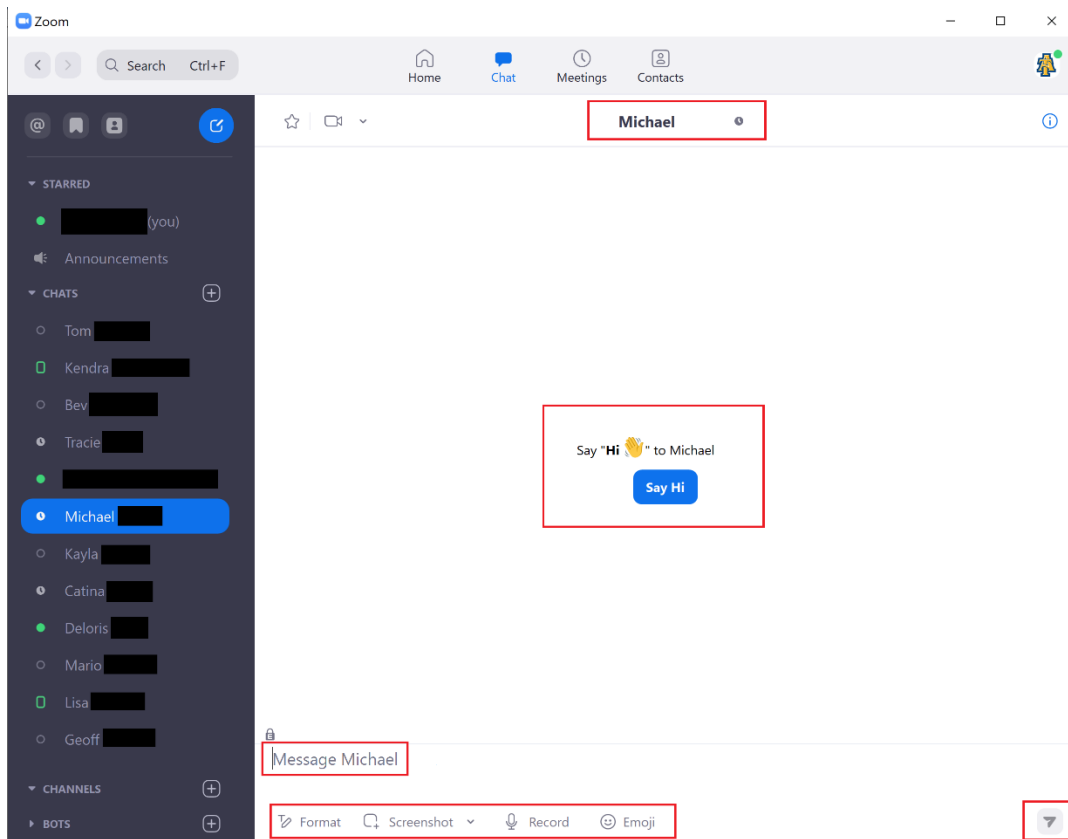
4. **Create a Channel for group chats**. Click on the + to the right of **Channels** to create a private or public channel for group chats. Individuals must be invited to private channels; anyone can join a public channel.

Note: At this time, **BOTS are not enabled** for use.

For assistance with the use of Zoom Chat, please **submit a help ticket** to **http://aggiehelp.ncat.edu.**