

How to use Zoom for chats / instant messaging

The University of Basel has a license for the Zoom video-conferencing software. This tool can also be used for synchronous written exchanges (chat / instant messaging) between teachers and students, or between colleagues.

Chats during video-conferences

- When you take part in a Zoom meeting, either from within the Zoom application or in the Internet browser, the Chat function is available. To activate it, click on the Chat icon at the bottom of your screen.
- In this configuration, the Chat tool is designed to support the video exchange between participants: with the Chat tool, it is easy to send links or images. You can also write down names instead of spelling them.
- By clicking on the three dots in the lower right corner of the Chat window, you will find options to send files and, if you are the host of the meeting, to manage the access of the participants.
- For more information with pictures, see <https://support.zoom.us/hc/en-us/articles/203650445-In-Meeting-Chat>.

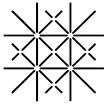
Chats as a written exchange without video

1. Opening the chat tool

- If you want your exchange to occur only in writing, it is advisable to use the dedicated chat function in the Zoom application. This is much more economical in terms of computing resources.
- Open the Zoom application and log in to your Zoom account. When the Zoom window appears, click on the bubble symbol to open the chat tool. **Note:** The bubble can be either at the bottom or at the top of the Zoom window.
- The chat window appears. On the left-hand side, click on your name. At the bottom of the window, you now have a small area where you can enter text.

2. Inviting participants

- Invite participants to your chat by clicking on the blue information icon on the upper right corner of the window and choosing "Invite others".
- A window appears when you can select contacts from the University of Basel.
- To chat with people not listed here, you need to add them to your contacts: in the main Zoom window, click on "Contacts", then click on the "Plus" icon and select "Add contact". Enter the email address of the person.
- The person will receive an email and will have to sign up to a Zoom account. **Note:** Alternatively, you can click on "Copy the invitation" in the lower left corner of the window and copy the invitation into your mail program.



- The person you invite must accept your request from within the Zoom application under “Contact Requests”.

3. Chatting in groups

- In your contacts, click on the “Plus” icon and select “Create a channel”.
- A window appears where you can add participants to your chat. If you can’t find the person you’re looking for, add them to your contacts by following the procedure above.
- Upon clicking on “Create a group”, the group is created and the chat window opens.
- To add further participants when the chat has already started, right-click on the name of the channel and select “Invite others”.
- For more information with pictures, see <https://support.zoom.us/hc/en-us/articles/200912909-Getting-Started-With-Channels-Group-Messaging->

Options

Further options that are available from within the Chat tool include:

- By clicking on the camera icon, you can start a video exchange with the participants.
- By clicking on “File”, you can send files to the participants.
- By hovering with your mouse over a message, you can click to send feedback to specific messages (add a comment, star the message, or add an emoji).
- For more information with pictures, see <https://support.zoom.us/hc/en-us/articles/115004789183-Replying-and-managing-chat-messages>.