D2L QuickGuide: Chat

Overview
Chat sessions enable students and instructors to interact with each other in real time. You can use chat sessions for virtual office hours, create chat sessions for the entire class, or only for specific or individual students. All chat sessions are archived, so you and your students can review them later.

How to Access Chat
1. From any page in your course, click Edit Course on the Navbar.
2. Click Chat under Communication.

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Creating Chat Sessions
You can create either a General Chat or a Personal Chat. A General Chat is available to all students and instructors in the class. For a Personal Chat, you must manually add participants to the chat.

Create a Chat
1. Click New Chat (Figure 1).
2. Give your chat a title (required) and a description (optional) (Figure 2).
3. Select General Chat or Personal Chat under Type (Figure 2).
4. Click Create (Figure 2).

Add Participants to a Personal Chat
A Personal Chat can be set up for just one student, or for several. Only those students who have been added as Participants will be able to access a Personal Chat.
1. On the Chat List page, click the dropdown
arrow for the Personal Chat to which you want to add participants and click View Members (Figure 3).

2. On the Chat Members page, click the Add Members button (Figure 4).

3. On the Add Members page, select the student(s) you wish to include by clicking on the checkbox by their name (Figure 5).

4. Click Add (Figure 5).

5. On the next page, click Done if you are finished making changes to your Chat (Figure 6).

**Note:** To delete members from a Personal Chat, select the students you wish to delete by clicking on the checkbox by their name and clicking the Delete icon (Figure 7).

### Participating in a Chat Session

1. On the Chat List page, click the name of a chat to enter it (Figure 8).

2. The Participants panel on the left of the screen will show who is logged in to the Chat session. Student and instructor usernames are what will appear in this column (Figure 9).

**Note:** If a response in a Chat session is targeted at anyone in particular, refer to that person by name to avoid confusion.

3. Enter your message to the other participants in the bottom text box and click Send (Figure 10) or press enter/return on your keyboard. Your messages, as well as those of the other participants, will appear in the box above the message/text box.

4. When you are finished with the chat sessions, click Exit Chat at the bottom of the chat page (Figure 11).

**Note:** All participants in a chat session must click the Exit Chat button to exit the session or it will remain open. Only when all participants have clicked the Exit Chat button will the session be saved in the archives.
Viewing Chat Archives

D2L automatically archives chat sessions when all participants have exited. Archived chat sessions are viewable by the instructor and the students who are enrolled in the chat sessions. Once all members leave a chat, the session is considered completed and the chat is saved.

1. On the Chat List page, click the dropdown box beside the chat you wish to view.
2. Select View Sessions (Figure 12).
3. Click the date and time of the chat session you want to view (Figure 13).
4. The complete chat session will be displayed (Figure 14).

**Note:** If no one has participated in a chat session, you will see a message indicating there have been no sessions for the chat (Figure 15). Click Done to return to the list of sessions.

Deleting Sessions and Chats

In the event that a chat or archived session within a chat becomes obsolete, you have the ability to delete it. This option is only available to the instructor, students cannot delete a chat or chat session.

**Delete a Chat Session**

1. On the Chat List page, click the checkbox next to the chat to view the archived sessions (Figure 12).
2. Check the boxes of the archived sessions you wish to delete (Figure 16).
3. Click the Delete icon. (Figure 16).
4. A confirmation dialog box will appear. Click Delete (Figure 17).
5. The selected sessions will be deleted. Click Done to return to the Chat List page.

**Delete a Chat**

**Note:** Deleting a chat also removes any archives associated with it.

1. On the Chat List page, click the checkbox next to the chat you wish to delete (Figure 18).
2. Click the Delete icon. (Figure 18).
3. A confirmation dialog box will appear.
Click **Delete** (Figure 19).

4. The selected chat and all archived sessions of the chat will be deleted.