



## Overview of Lotus Instant Messaging

Lotus Instant Messaging allows Campus Lotus Notes users to "chat" with each other in a safe, secure environment. It is currently available for campus users who have the Lotus Notes client installed.

- This feature is not available with Notes Webmail
- This feature is available to Apple MAC OS users with the Notes 7.0.2 client

### ***To request this feature:***

Instant Messaging must be "turned on" for each user. It is recommended that the Department Director/Chair/Manager send an email authorizing specific staff to have this feature turned on.

***On West Campus:*** Send the email to "SupportTeam".

***On E. Campus:*** Send the email to "SBUH-HSC Help Desk"

### ***Advantages***

- Chats are interactive, real time text conversations
- Give you instant access to people and information; avoid telephone tag and waiting for answers via email (i.e., ask a coworker a question and get immediate answers while on the phone with a student or client)
- Bring together geographically dispersed teams (an "instant meeting")
- Send a pressing announcement to a group of people (i.e., join us for a surprise party in the lunchroom in 15 minutes)

### ***Log on***

You must log on to be available to chat. There is no inactivity timeout.

You can select single sign on so that when you sign on to Lotus Notes you are automatically signed on to Instant Messaging.

- Go to **File > Instant Messaging > Preferences** and select **Log onto instant messaging using single sign-on (SSO)**

If you do not use the single sign-on option then you must log on to IM each time as follows:

- **File > Instant Messaging > Log on Instant Messaging**
- Use your Lotus Notes password

## The IM Toolbar

Make sure you display the IM toolbar:

- Right click in the toolbar area and choose **Instant Messaging**

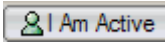
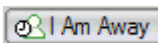
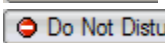


## Online Status

Once you are logged on others can see your online status. Your online status tells people whether you are available for online chats or instant meetings.

**You cannot hide or limit who can see your online status or who can instant message you.** Once you're on, anyone can instant message you. The only option is to log off of IM.

To change your online status, customize your online status message or to log off click **File > Instant Messaging** and select one of the following:

-  **I Am Active** (you will receive messages)
-  **I Am Away** (you will receive messages and will see them when you return)
-  **Do Not Distur...** (you cannot receive messages)

Each online status displays a different icon next to the person's name in the *Inbox* (or other mail views), an opened email, the *Contact List*, the *Calendar*, the *To Do List*, the *Personal Address Book* and other Lotus Notes databases.

- If you don't want to see the online status of other people displayed when you are in Notes you can "hide" them (click **File>Instant Messaging>Preferences**)

## Create a Contact List

You can create a *Contact List* of people who you chat with on a regular basis.



To open the Contact List: Click the **Show/Hide Instant Contact List** button on the IM Toolbar.


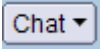



To add individuals or groups: Click the **Add to Instant Contact List** button

- Add existing public groups from the SUNYSB Address Book
- Add individuals from the SUNYSB Address Book
- Create your own "private" group of individuals from the SUNYSB Address Book

## ***Begin a chat***

A chat is with one person. When you chat with a group it is an instant meeting. You can turn a chat into an instant meeting by clicking **Invite Others**.

- Click **File > Instant Messaging > Chat** (or click the  **Chat button** on the Instant Messaging toolbar)
- From your *Inbox*, select or open a message and click the  **Chat button** on the action bar to chat with the sender or addressees (This can also be done from a meeting on your Calendar or a group in your Personal Address Book)
- Open your Instant Messaging Contact List, click the person or group and click the  **Chat button**

## ***Save your chat transcripts***

Chats can be saved and viewed in your mail.

To turn on this option go to **File > Instant Messaging > Preferences**.

You'll find the saved chat transcripts in mail under **Views > Chat Transcripts**.

## ***End your chat***

To end your chat, click **Close**.

To make yourself unavailable you must log off:

- **File >> Instant Messaging > Log Off Instant Messaging**