

Instant Messenger



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About the Instant Messenger

The Taskstream Instant Messenger allows you to exchange messages with other Taskstream subscribers. You can instantly communicate with others who are logged in at the same time as you are.

Access the Instant Messenger by clicking the  icon in the Taskstream's top navigation bar.

The Instant Messenger pop-up window opens, and you can perform any of the following actions:

- [Compose a message](#)

If you do not have a unopened message in your Inbox, the Taskstream Instant Messenger opens to the [Compose tab](#).

- [Organize your messaging Groups](#)
- [Check your IM Inbox](#)



You cannot use the Message Center or Instant Messenger in multiple windows or tabs.

For example, if you log into your account with Internet Explorer and you open a new Internet Explorer window or tab and log into Taskstream a second time, your Message Center and Instant Messenger will not be available in this second window.

If you need to use the Message Center or Instant Messenger in two separate windows, open Taskstream in two different brands of web browsers (e.g., *Internet Explorer and Mozilla Firefox*). The system does not prohibit the use of multiple browsers.

If you are receiving this notice and you ARE NOT using Taskstream in a second window, click the link to remove this warning. Be sure this is your only Taskstream window. If not, using this link while you have unsaved information in another window could cause your data to be lost.

If you believe you have received this page in error, please contact Mentoring Services at 800.311.5656 or email help@taskstream.com.

Compose a Taskstream Message

There are two (2) different ways to locate other Taskstream subscribers to message.

*If a member is currently available for chat, their name is followed by a red **online** tag.*

Search by member name

1. In the *Search* field, type a person's name.
2. Click **Search**. The results of your search are listed underneath the search area.
3. Select your user. The user's name propagates to the Compose Message area, under Selected Recipients.
4. Write your message (*maximum of 4000 characters*).

- Click **Send Message**.

View members by associated groups

When you initially open the TS Instant Messenger, your Local Area displays by default. The names listed are the subscribers who share your local area.

To change the group in view:

- From the *Display* pull-down menu, select from either *Online Users - All* or *Online Users - Local Area*.
- Select your user(s). The user name(s) appear(s) in the *Compose Message* area, under *Selected Recipients*.

You can select multiple people from the list.

- Write your message (*maximum of 4000 characters*).
- Click **Send Message**.

Control the Incoming Message Sound

To have a sound notification each time a new Taskstream message has been sent to you, located in the lower left-hand corner of the *Select Recipients* area of the *Instant Messenger*, perform one of the following:

If...	Then...
you select <i>Sound for incoming messages</i> to turn the sound feature on,	the ON icon appears.
you deselect <i>Sound for incoming messages</i> to turn the sound feature off,	The OFF icon appears.

Clear Instant Messenger History

All of your instant message communications are recorded in a Taskstream message history. The history log displays the sender name, the recipient name, the date-/time-stamp (*descending order*), and the message sent.

To clear your history while in the Instant Messenger window

- Go to the *Compose* tab.
- Locate the recipient with whom you have previously communicated with. You can [search for members](#).
- To the right of the member name, click **History**. The User History window loads.
- Select the message history you want to delete.

5. (Optional) To delete all messages for the member, click **Select All**.
6. Click **Delete Messages**. The message is deleted from the history log. The User History window remains open. The main Instant Messenger window refreshes to show all default values.
7. To exit the window, click **Close Window**.

Receive a Taskstream Message



When you receive a new instant message, a gold callout balloon with the word "New" appears above the Instant Messenger (IM) icon at the top of your Taskstream page.

If enabled, an [incoming messages chime](#) is triggered.

To check your Inbox

1. To open the Taskstream Messenger to the Inbox tab, click the IM icon at the top of your Taskstream's page.
2. The name of each sender appears in the left frame. Click the person's name to display the message. The message loads on the right-hand side of the window.

If the sender sends multiple messages, the messages appear as individual line items in your Inbox. To reply to the messages, you must go into each message individually.

3. To reply to the message, enter your text in the appropriate field.
4. (Optional) To discard the message, click **Delete**.
5. Click **Send Message**. The system advises that your message was sent successfully. The message is then removed from the Inbox but can still be [found in the User History](#).

The User History displays ALL messages sent by a member.

Organize Instant Message Groups

The Organize tab provides the ability to create a group of your own with subscribers of your choice.

1. At the top of the Taskstream Messenger window, click the *Organize* tab.
2. In the *Create New Group* field, type a title for the group (*maximum of 35 characters*).
3. Click **Create**. The Available Members area loads.
4. You can either [search by member name or members by associated groups](#).
5. Select to add subscribers to the new group.
6. Click **Add**. The member name propagates to the Current Members list.
7. (Optional) To remove names from the current members list, select the name and click **Remove**.

Manage Groups


1. At the top of the Taskstream Messenger window, click the *Organize* tab.
2. From the *Manage Existing Group* pull-down menu, select your group.
3. Click **Manage**. On the right-side of the window, your selected group displays.

To change the name of the group:

1. Click **Rename**.
2. In the *Rename Group* pop-up window, type the new name for your selected group.
3. *(Optional)* To quit your action, click **Cancel**.
4. Click **Apply Changes**.

To delete the group:

1. Click **Delete**. You are prompted to confirm the deletion.
2. *(Optional)* To quit your action, click **Cancel**.
3. To proceed, click **OK**.

 Once a group is deleted, you are not able to restore it.