**church**insight

# Chatter

## Introduction

**Chatter** is a way of holding real-time conversations with other members of your church. This document explains how to use **chatter** and create chatter zones for groups in your church.

## Creating a Chatter Zone

Every chatter "zone" belongs in one of the groups of your church (in much the same way as a forum); whilst you will probably have a general "church chat" zone in which anyone can participate, you may also have some chatter zones dedicated to specific groups such as youth, students or the football team. Access to these zones may be restricted to members of the group to provide a private area for discussion.

In order to create a chatter zone you will need the **forums and chatter** permission for your group.

> **Note:** If you previously had the **forums** permission for your group you will automatically have the new **forums and chatter** permission.

To create a new chatter zone:

- If you haven't logged into the web site already, do so now. Click the **Login** link at the top of the home page and enter the login name and password as supplied.

- Once you have successfully logged in click the **web office** link at the time of the home page. The Web Office will be displayed shortly afterwards.

- Click on the 📁 group folder where you would like to create your chatter zone.

- Open the **chatter** view by clicking on the **chatter** tab in the work pane.

- Click on the 📑 **Add a chatter zone to the** *groupname* **group** task link.

- Enter the following information about your chatter zone:

| | |
|---|---|
| Title: | Youth Chat |
| Welcome Message: | Welcome to the Youth Zone! This area is for 13-16's only. |
| Allow private conversations: | ☑ |
| Access permissions: | Visible to members of the 'Youth' group only |

- Click the **create chatter zone** button once the information is complete. The new chatter zone will appear in a list shortly afterwards:

| Title | Welcome Message | Members | Reported Users | Banned Users |
|---|---|---|---|---|
| Youth Chat | Welcome to the Youth Zone! | 1 | 0 | 0 |

The number of people currently participating in this zone is displayed in the **members** column. If any member of the group has been reported for anti-social behaviour (for

more information see "using chatter" below) this will be displayed in the **reported users** column.  The number of members who have already been banned from this chatter zone will be displayed in the **banned users** column.

## Reported Users

When a member of a group has been reported for anti-social behaviour they can be excluded from future participation in that chatter zone.  When the **reported users** column indicates that a user has been reported for antisocial behaviour you can review the incident as follows:

- ➲ Click on the chatter zone **title** in the **chatter** view; the details of this chatter zone will be displayed shortly afterwards.

  At the top of the screen any messages posted in the last 15 minutes will be displayed.  Underneath any user who has been reported for anti-social behaviour will be listed:

  

- ➲ Click on the  icon to display a transcript of the conversation taking place when this member was reported.  If necessary adjust the time period and click the **update page** button to see more of the conversation before and after the incident.

- ➲ Once you have reviewed the transcript take one of the following actions:

  - ○ To ban this person from future participation in this chatter zone click the  **Ban** *name* **from this zone** task link and select **yes** to confirm your choice.  The **chatter** view will be updated shortly afterwards with this person listed as a member banned for antisocial behaviour.

  - ○ To ignore this report click the  **Ignore the reports about** *name***'s behaviour** and select **yes** to confirm your choice.  The **chatter** view will be updated shortly afterwards with this report removed.

  - ○ Close the window to delay a decision for now.  If no decision is made within 14 days the report will be automatically discarded.

> **Tip:** You can also use the **show more** link underneath **recent messages** to display transcripts for any period in the last two weeks.

## Using Chatter

To display the **chatter** window hover over the **home** option on your toolbar and select **chatter**.  The **chatter** window will be displayed in a new window shortly afterwards.

**Entering a zone**

- ➲ Begin by selecting a chatter zone you would like to participate in from the **available zones** list.

- ➲ Any messages posted in this zone in the last 10 minutes will be displayed in the main **chatter** window

- ➲ The people currently participating are displayed on the right-hand side of the screen; each person is represented using a **chatter nickname** which can be changed in **my profile**.  Hover over any name to see the full name of this person and to see further options.

- ➲ Enter more zones if required by clicking on the appropriate name in the **available zones** list.

### Switching between zones
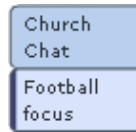
The zones you are currently participating in will be displayed on the left hand side of the **chatter** window.

The currently selected zone is highlighted; to move to another zone simply click on the zone name.  If you are participating in several zones you may need to use the ⌃ and ⌄ buttons to scroll up and down the list of zones.

A flashing tab indicates that new messages have been added.  Click on the tab name to display the latest additions.

### Adding a message

Enter your message in the box provided.  The strip down the left-hand side shows the colour of the text as it will be displayed when you have sent the message.  You can change the colour by selecting a new colour from the palette.

Once your message is complete click the **send** button (or press the **return** key on your keyboard) to add it to the conversation.

### Leaving a zone

When you have finished participating in a chatter zone click the ⊠ link to leave it.  Any members currently in that zone will automatically be informed that you have left.

### Private conversations
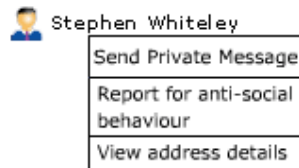
Some chatter zones allow you to hold private conversations directly with another member.  Click on the person in the list of participants and select **send private message** to begin a conversation with this person.  A new zone will be added to your list, named after the person you are talking to.

### Reporting anti-social behaviour

If a member of your group is behaving in a way which could be considered offensive or inappropriate you can report them to a moderator for anti-social behaviour:

➲  Click on the person in the list of pariticpants and select **report for anti-social behaviour**.

➲  Click the **yes** button to confirm your action.

➲  A moderator will review the conversation that has taken place and if necessary ban this person from this zone.