

eCourseware Collaboration Tools

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Purpose

This documentation highlights how to use the Chat option in eCourseware.

Audience

The documentation is intended for University Faculty and Staff.

Chat

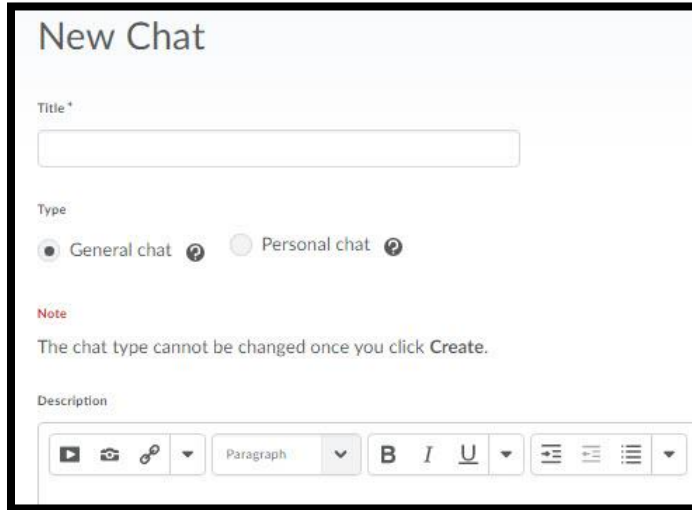
The chat tool within eCourseware is a real-time, text-based communication and collaboration tool. You can use the Chat tool to brainstorm ideas, hold a question and answer period, have a debate or discussion, or organize a remote study group. As opposed to other collaboration tools, such as Discussions, Chat conversations occur in real-time.

eCourseware offers two types of chats:

- **A Personal Chat** - A private chat room that is visible only to users who you have added to the chat's participants list. Personal chats are ideal for keeping in touch with friends and colleagues or for clubs and other groups whose members do not share a single org unit.
- **General (course) chats** - A public chats visible to everyone enrolled in the course. Instructors can create general chat rooms to incorporate chat discussions into the teaching of a course since they are automatically open to all users enrolled in the course.

Using Chat

To begin a chat click the Chat tool located on the course navigation bar.



The screenshot shows a 'New Chat' form. At the top is the title 'New Chat'. Below it is a 'Title *' label followed by a text input field. Underneath is a 'Type' section with two radio buttons: 'General chat' (selected) and 'Personal chat'. Below the radio buttons is a red 'Note' that says 'The chat type cannot be changed once you click Create.' At the bottom is a 'Description' label followed by a rich text editor. The rich text editor includes icons for video, image, link, and a dropdown menu. It also has a paragraph style dropdown, and buttons for bold (B), italic (I), underline (U), bulleted list, numbered list, and a final dropdown menu.

Add a chat message

Type a message in the text box at the bottom of the chat room, and press **Enter** on your keyboard or click **Send**.

Refresh your chat window

If you think new messages are not appearing on your screen fast enough, click **Refresh** at the top of the chat. This option appears when you select **New Messages** in **Settings**.

See who else is chatting

The **Participants** pane displays a list of users currently signed in to a chat room.

Locating Help Resources

Upon completing the training covered in this course, faculty, staff, and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
 - [Here is a link to our service desk ticketing system](#)
 - After logging in, choose the link **Request Help or Services**.
 - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
 - Monday - Friday 8:00 am - 8:00 pm
 - Saturday 10:00 am - 2:00 pm
 - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- [Explore the umTech Website](#)
- [Center for Teaching and Learning \(CTL\) Website](#)
- [Search our Training and Documentation](#)