

Sending an instant message

Sending and receiving instant messages

When you send an instant message to someone using Skype for Business, your message will appear on their screen immediately and you can hold a conversation in real-time



Warning: Confirming receipt of information and sending sensitive information

When using Skype for Business to transmit critical information to another contact, you should always confirm receipt with the contact either by instant message or other communication methods. If you have not received confirmation, do not assume that the message has been received by your contact

Sending messages to people in your organisation

To send a message to a specific contact within your organisation:

1

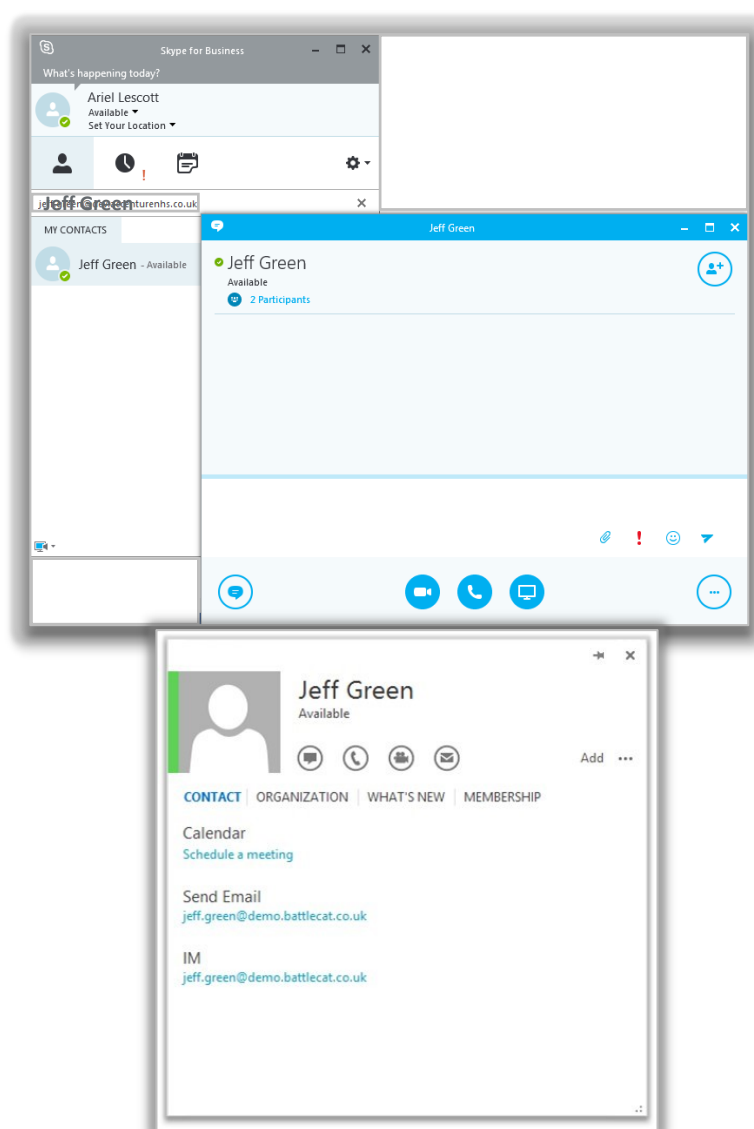
Type the **person's name** in to the **search bar** at the top of the screen

2

Double click on the correct contact and a **message window will appear**

Where there are multiple contacts with the same name, you should always ensure you have selected the correct contact by right clicking on their name and selecting See Contact Card at the bottom of the drop down list

To send a message to someone already in your contacts list, double click their name in the list of contacts. More information on managing contacts can be found in the Managing contacts section of the Skype for Business Learning Series



All messages sent using Skype for Business are saved for 180 days for auditing purposes. These messages will be archived in your mailbox and can be accessed by yourself and your organisation. Ensure all messages sent are appropriate

Sending an instant message

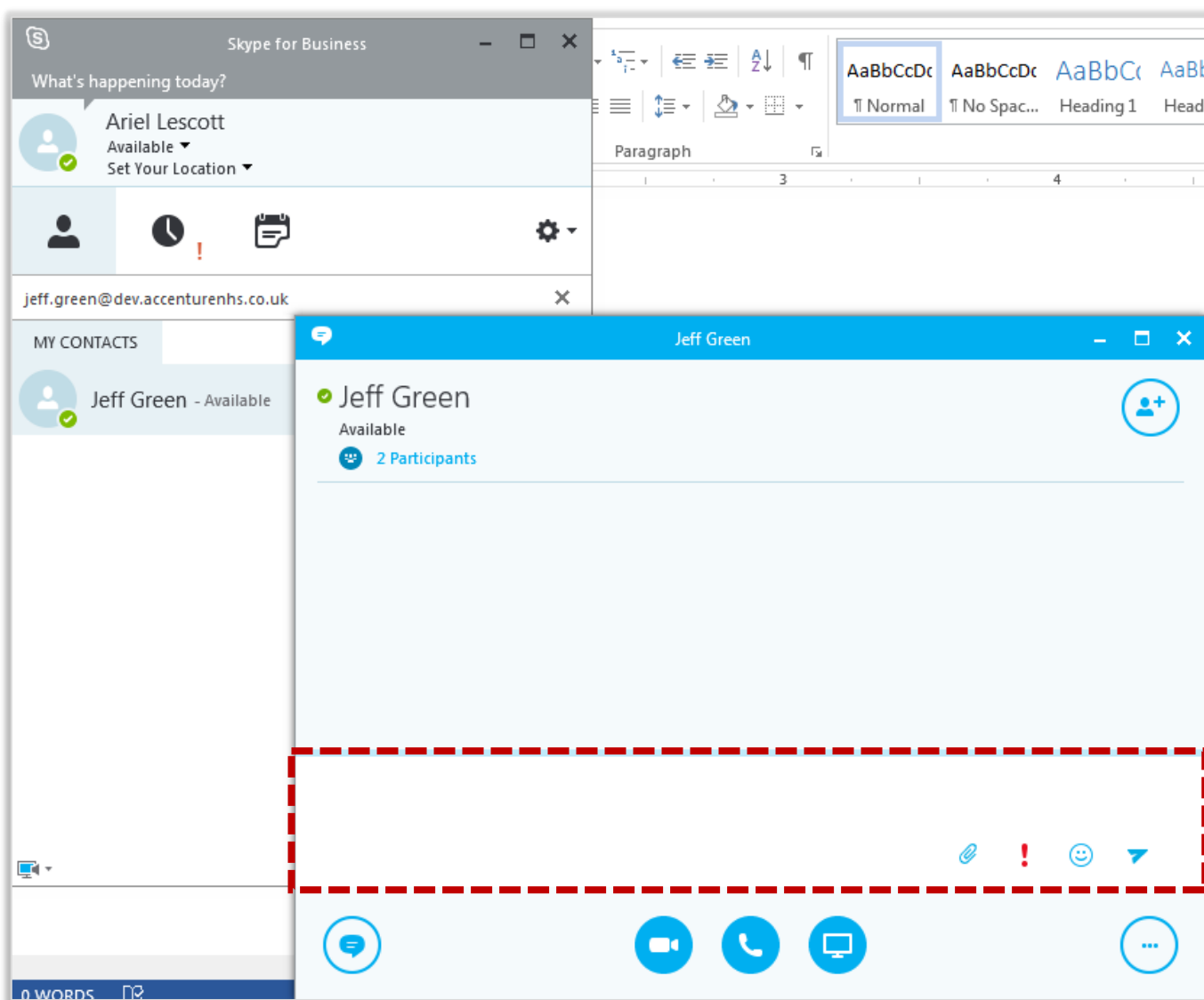
Sending and receiving instant messages

Sending messages to people outside of your organisation

To send a message to a specific contact outside of your organisation who is using the NHSmail service:


1 Type the person's email address into the search bar at the top of the screen

2 Double click on the correct contact and a **message window will appear**



3 Click on the text box area at the bottom of the window and **type your message**

You should avoid writing long messages in Skype for Business, but if it is necessary you can insert a paragraph by pressing shift and enter on your keyboard

4 When you have finished typing your message, press **enter on your keyboard** or click the **send icon**  at the bottom right of the text box

The message will be sent to the recipient instantly


Sending an instant message

Adding multiple people to a conversation

Adding multiple people to a conversation can be useful when you need to have a quick conversation with multiple members of your team

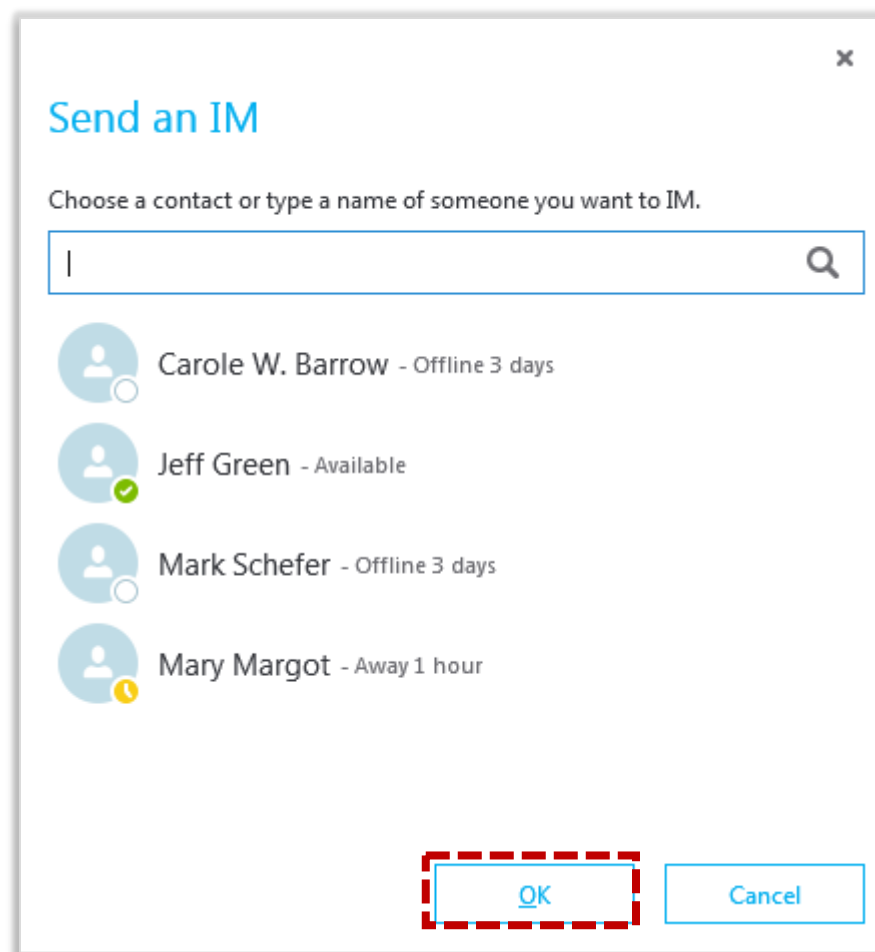
To add someone else to an ongoing conversation:

1

Click the **plus icon**  at the top right of the message window and a new window will appear

2

Select the name of the person from your **contact list** or type their name or email address in the **search bar** at the top of the screen if they are not in your contact list



3

Click **OK** when you have selected a contact and they will be added to the conversation

You should always ensure you know who is part of a conversation when you are sharing sensitive information on a group conversation

Sending an instant message

Setting the priority of your message

You can change the priority of a message you are sending to let someone know if it is important or not

To set a message as important:

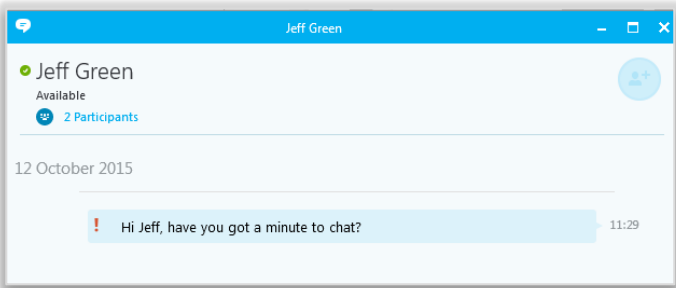
- 1

Click the **red exclamation mark** at the bottom right of the text box



The recipient will see a red exclamation mark to the left of the message you have sent, notifying them of its priority

Sending a high priority message does not mean that the response will also automatically be high priority



Adding emoticons to a message

To add emoticons to your message:

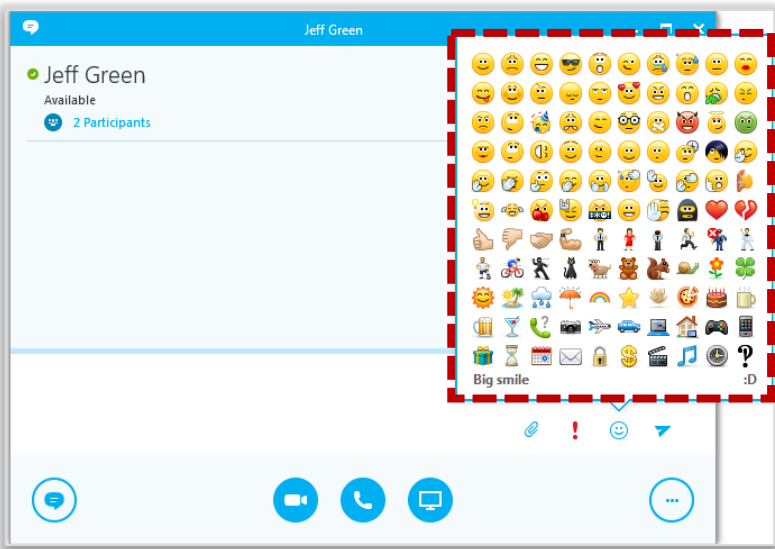
- 1

Click the **emoticon icon** at the bottom right of the text box



- 2

Select an image from the options and it will be **added to the text box**



You can choose to insert text before and after the image by clicking either side of it and typing

Sending an instant message

Changing the font and colour of a message

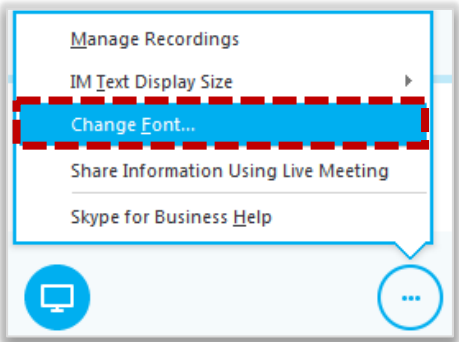
To change the font and colour of the message text:

1

Click the **three dots**  at the bottom right of the message window

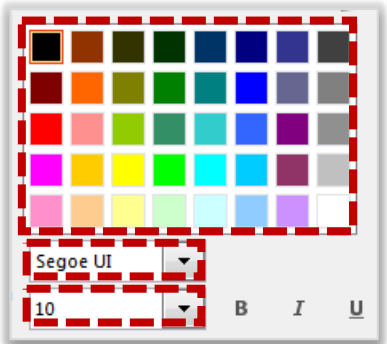
2

Select **Change Font** from the drop down list



3

In the window that appears on screen you can choose to change the **colour**, **font** and **font size** of your message



Changing the conversation display size

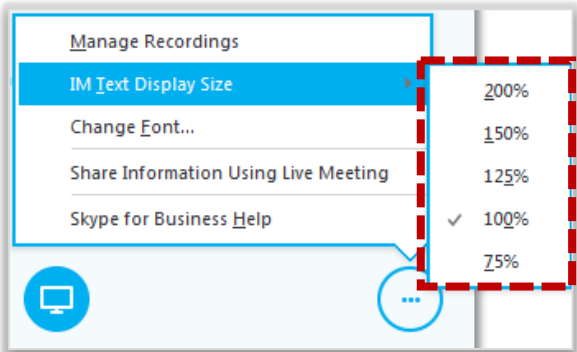
To change the display size of text in a conversation:

1

Click the **three dots**  at the bottom right of the message window

2

Click **IM Text Display Size** from the drop down list and select an option from the drop down list



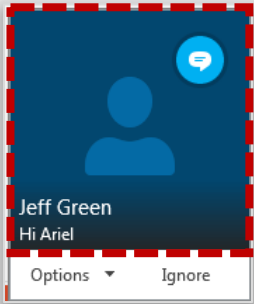
Receiving an instant message

Receiving messages

When someone starts a new conversation with you, a notification will appear at the bottom right of the screen

To accept a message and reply to it:

- 1
- Click anywhere on the notification that appears on screen

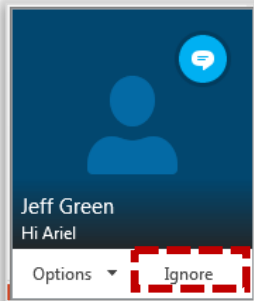


You will then be taken to the Skype for Business message window where you can respond to the sender. For more information on sending messages, refer to the Sending an instant message section of this module

If you do not click on the notification, the message will be accepted and will appear in the conversation window after 10 seconds

To ignore a message that someone has sent you:

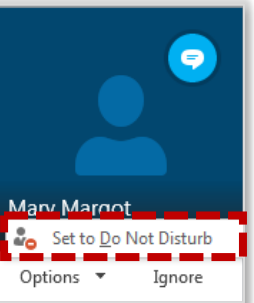
- 1
- Click **Ignore** on the message notification and the message will not appear in your list of conversations



Clicking Ignore will mean that the message is lost and you will not be able to access it at a later date. The receiver of the message will not know that you have chosen to Ignore the message

To ignore a message and set your status as Do not Disturb:

- 1
- Click on **options**, and set your status as Do Not Disturb. You will not receive the message and the sender will see you status change to Do Not Disturb



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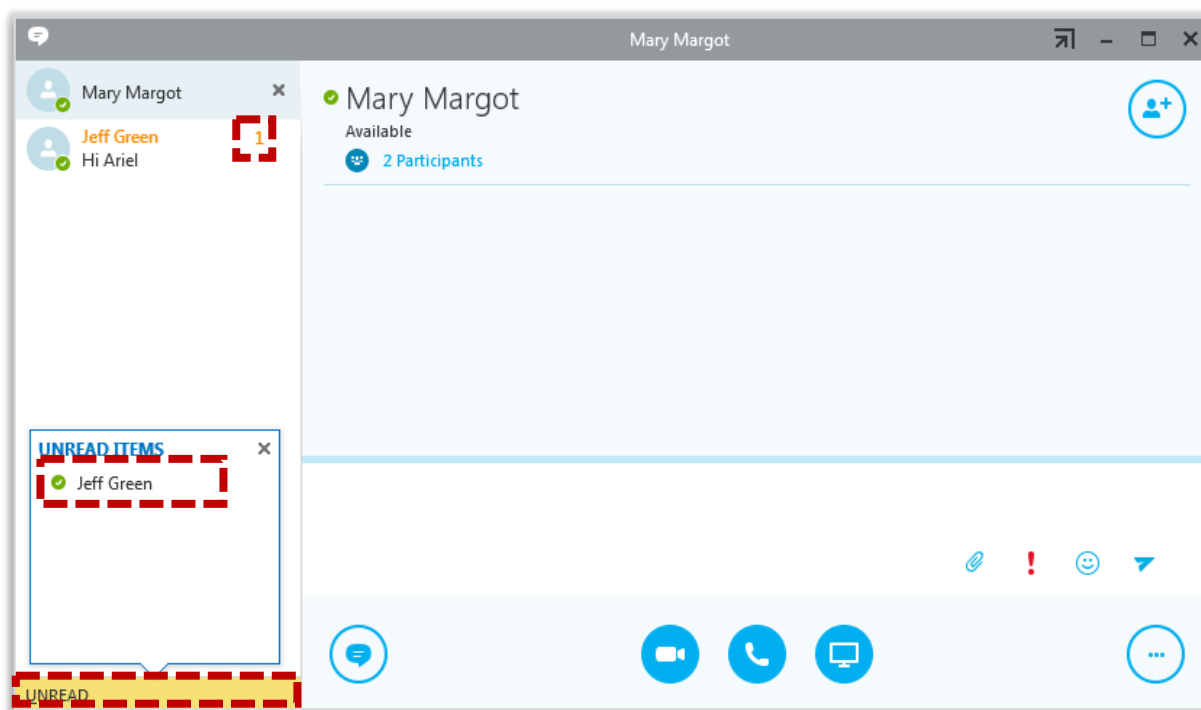
Viewing conversations

If you have multiple ongoing conversations you can view them all on the left side of the conversations window, allowing you to easily navigate between them

To view a conversation from the list:

1

To move between different conversation click on the contacts name whilst in the conversation window




If you have more than one conversation open and someone messages you whilst you are in a different conversation, the name of the sender will turn orange and show the number of unread messages you have



If you hover the cursor over unread at the bottom left of the screen, you can see further details about the unread message

To remove a conversation from the list:

1

Select the appropriate contact name and click the **cross**  that appears to the right of their name