



## Direct Messaging

### Quick Reference Guide for Moderators

Elluminate *Live!* provides a text-based communication feature called Direct Messaging. The Direct Messaging window can be used to send a text message to everyone, to selected participants, or to a single participant in the session. Depending on your session configuration, the moderator may be able to monitor all messages sent between participants, including private messages.

Direct messages are color-coded for your benefit.

- **Black** means that a message was sent to everyone in the session.
- **Blue** means that you sent or received a private message.
- **Red** means that a participant has sent a private message to another participant.

### Direct Messaging Permission

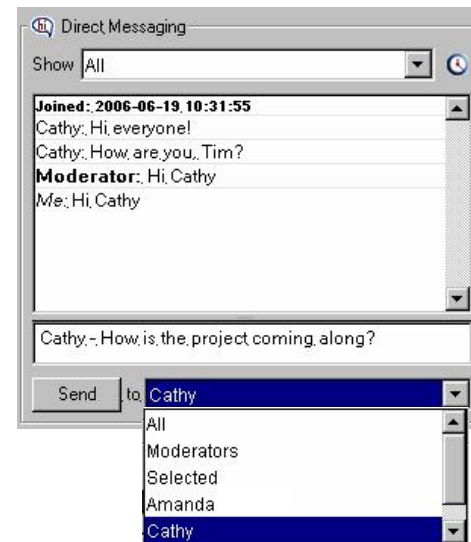
- If a participant has the Direct Messaging privilege (  ) he or she will be able to send a text message to everyone, to selected participants, or to one participant in the session.
- Participants can always send a text message to the moderator even if they do not have the Direct Messaging privilege. The message will appear in the discussion region as a private message (in blue) to all moderators.
- The moderator can grant and remove the Direct Message privilege by clicking on the icon or space in the Direct Messaging permission column of the participant window next to the participant name.

### Sending Direct Messages

You can send direct messages to everyone (All), to moderators only, to a single participant, or to a group of participants.

#### To All, Moderators, or a Single Participant

1. Click in the textbox area and type your message.
2. Click the to: drop-down menu and select All, Moderators, or the participant to whom you would like to send your message
3. Click Send, or press Enter.
4. The message appears in the discussion region.



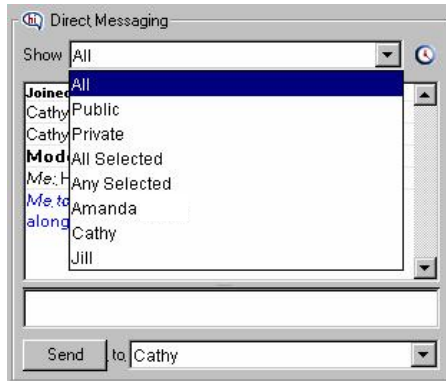
#### To a Selected Group of Participants

To select specific participants to receive your message:

1. Hold down the Shift or Ctrl key and click on the names of the participants in the Participants window. The participants' names are highlighted when selected.
2. Click in the textbox area and type your message.
3. Click the to: drop-down menu and select the option Selected.
4. Click Send or press Enter.

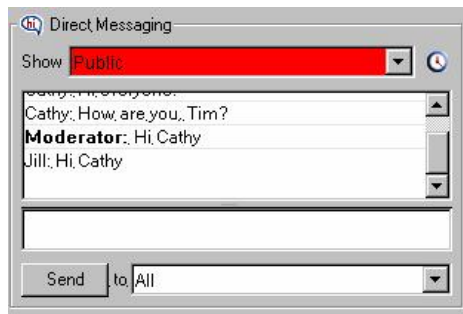
## Filtering Direct Messages

During the session, you may wish to view only certain text messages. Use the Show: drop-down menu and select an option. Now only those messages matching your filter will appear in the discussion region. You may change your selection at any time.



## New Message Indicator

When you are filtering messages, you will be notified when there is a new message. The Show: drop-down menu will be highlighted in red if there is a new message you have not seen. To view the new message, revert to All in the filter.



## Resizing Direct Messages


You can resize the text messages in the discussion region. Right-click anywhere in the discussion region to access the menu options or from the Tools menu select Direct Messaging.

## Saving Direct Messages to a File

You can save the Direct Messaging discussion region to a text file to review later.

1. From the File menu select Save and then choose Direct Message Conversation.
2. In the Save Direct Messaging Conversation dialog box, choose a file name and location. Then click Save.

## Best Practices

- To track when direct messages were sent, select the Display date and time button  in the Direct Messaging window.
- Manage conversations using the Direct Messaging filter. For example, if you have a group of participants collaborating through private text messages, you can view only their conversation using the Direct Messaging filter. Select the names of the participants working together in the Participants window (click each name while holding the CTRL key on your keyboard) and then choose All Selected from the Show drop-down menu. Only the messages between the selected participants will appear in the discussion area.
- Filter your Direct Messaging if you are distracted by the conversations.
- Use Direct Messages for introductions (for a large group) or for brainstorming activities.
- Save Direct Messages to review the text questions or comments from your session.
- Use the scroll bar in the Direct Messaging window to scroll up to review old messages. To see the last message, scroll back down.
- To save time when typing the same message to send to participants, prepare a separate text file that contains standard greetings and messages for participants. Open the text file during the session and use the standard keyboard shortcuts to paste your message in the text box. On Windows: copy (CTRL+C) and paste (CTRL+V). On a Mac: copy (CMD+C) and paste (CTRL+V).