Table of contents (click to go directly to the page)

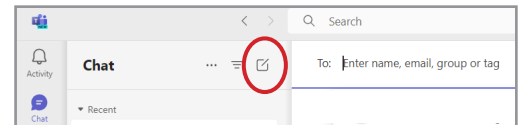## How to chat

- One-on-one chat (with one other person)
- Group chat (with a few people at once, but outside of a channel)
- Channel chat (with everyone on the team who follows that channel)

One-on-one chat

1. Click **New chat** at the top of the chat section.
2. Enter the person's name in the **To** field and select it.

3. Compose your message (include files, links, etc).
4. Click **Send** (or press Enter).

(!) **Messages are deleted after 60 days.**

**5.** To continue on with a chat, select it from the chat list.

Note: You can also start a chat with yourself to draft messages, send files from one device to another, or learn about different features. It works the same as a regular chat, but to yourself. It will be pinned to the top of your chat list by default.

Group chat

It's a good idea to name your group chat, so it's clear what the subject of the conversation is.

1. Click **New chat** to start and name a new group chat.
2. Click the down arrow in the **To** field.

3. Enter the chosen name in the **Group name** field.
4. Type the names of the people you'd like to add in the **To** field.
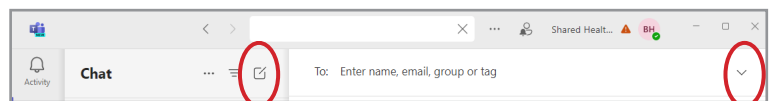
5. The group name will appear at the top of the chat. Click **Name group chat** to rename it at any time.
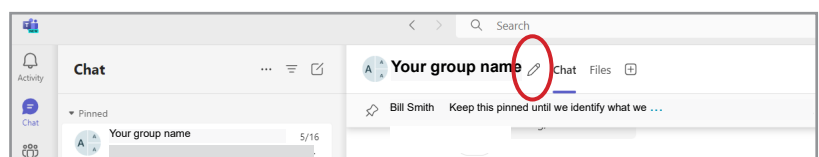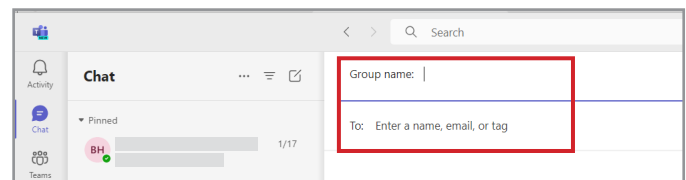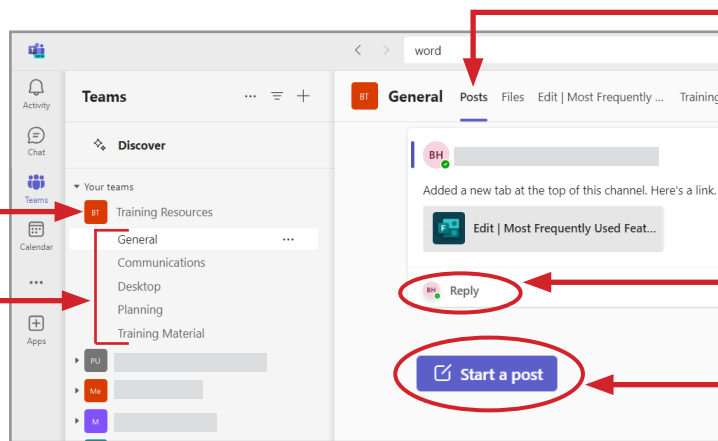
(!) **Messages are deleted after 60 days.**

Channel chat (on the Posts tab)

Team - a group of people, conversations, files and tools.

Channel - Teams are made up of channels (topic, department, project, etc). This is where the work gets done; you can have team-based conversations and work on files together.

The first tab in a channel is **Posts**.
Think of this as one big group chat. Everyone who has access to this channel can see messages in Posts.

To reply to a channel message, be sure to **Reply** underneath the message.

To start a new post/ conversation, click **Start a post**.

Note: Replies to a channel message stay attached to the original message so the whole thread can be easily followed.

⚠ **Channel chats should never be used for Personal Health Information.**

ⓘ **Chat history in Channels is maintained.**
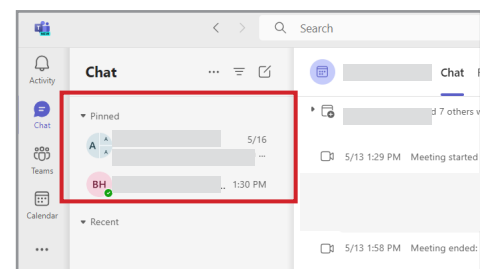
Pin chats and messages

Pin a chat

Pinning is a great way to keep track of a chat even if you only need it temporarily (limit of 15 pins).

1. To pin a chat, highlight the chat, then select **More options>Pin** (unpin at any time by selecting **Unpin**).
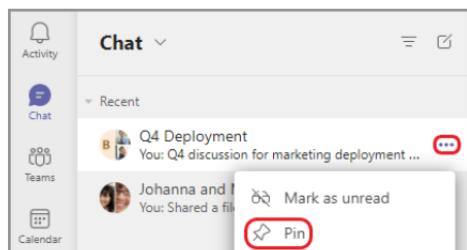
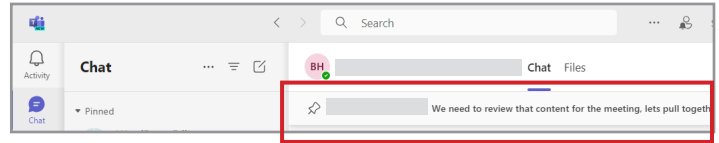**2.** Pins will appear at the top of the chat window above recent chats.

3. Click and drag to change the order of your pinned chats.

Pin a message within a chat

Sometimes you might want to pin a particular chat message for reference in a one-on-one or a group chat.

A pinned message appears at the top of the chat and remains there until removed or replaced.

Things to know about pinned messages

- everyone in that chat can see it
- only one message can be pinned at a time
- it doesn't affect an ongoing chat
- anyone in a chat, except guests, can unpin any pinned message or replace it with a different message

- if someone selects a pinned message, they'll go to the original message in the chat
- a pinned chat message may be any length, but only a single line of text that fits within the width of the chat window will be visible
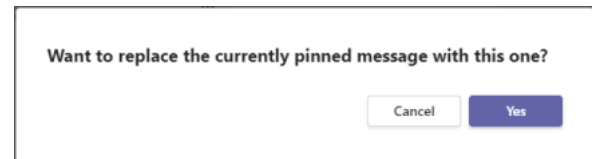- it includes author and date of pin

1. In a chat conversation, hover over the specific message that you want to pin and click **More options>Pin.**
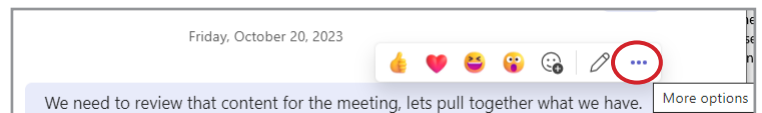
2. To unpin, go to the pinned message at top of the chat, click **More options** and **Unpin**.
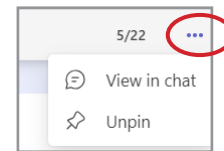
3. To replace a pinned chat message, just pin a new message and click **Yes**.

Hide and mute chats

You can hide a chat from the chat list and it will stay hidden until someone posts a new message to it.

1. To hide a chat, select it and click **More options>Hide**.
2. To unhide a chat, search for the person's name and select 👁 **Show hidden chat history**.

You can mute a chat and you'll still be included in the chat but you won't get notifications.

1. To mute a chat, select it and click **More options>Mute**. A bell icon 🔕 shows to the left of the chat to remind you it's muted.
2. To unmute a chat, click **More options>Unmute**.
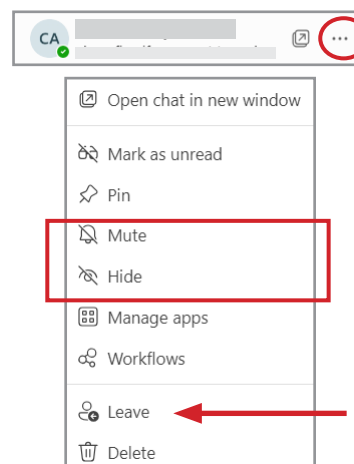
You can leave a group chat if you no longer need to be part of the group; if you change your mind someone will need to re-invite you. You can also just mute the chat instead of leaving.

Delete chat threads

Keep your chat list organized and focused by deleting entire chat threads in Teams.

Once deleted, the conversation history will be permanently removed and the chat will be deleted from your chat list. You won't be able to search for messages that were part of the deleted chat thread.

1. Find the chat you want to delete and select **More options>Delete**.
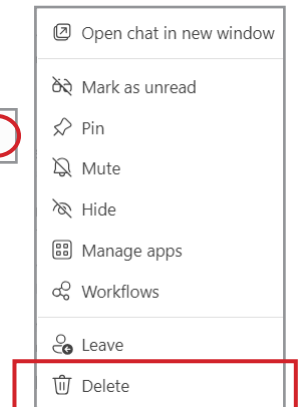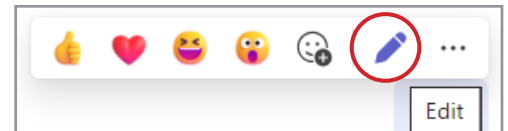
On a mobile device

1. From the Chat tab, go to the chat and long press on it.

2. Tap **Delete**, and confirm your choice by selecting **Delete**.

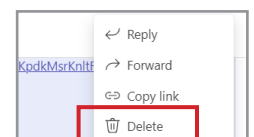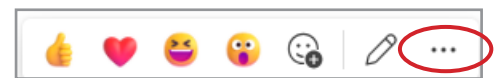# Edit or delete sent messages

Edit a sent message

You can edit any message that you have sent in a chat or channel. There's no limit to how many times you can make changes to a sent message.

1. Hover over the message and select **Edit**.
2. Make changes to your message, then select **Done.**

Delete a sent message

1. Hover over the message and select **More options> Delete** (the message will show as being deleted).
2. To Undo a deleted message, go to the deleted message and select **Undo**.

On a mobile device

1. Edit a sent message by pressing and holding your message to select the edit option and make your changes.
2. Delete a sent message by pressing and holding the message and selecting the delete option.
3. Edit your message in a channel by tapping **More options** and tapping edit.
4. Delete your message in a channel by tapping **More options and** tapping **Delete**.

## Mark a message as Important or Urgent

You can mark a message as either Important or Urgent:

• an important message shows up with the word **IMPORTANT!** in the chat
• an urgent message show up with the word **URGENT!** and notifies a person or group every 2 minutes for 20 minutes or until they read it.

Note: Marking a message as Urgent is not available in channels or in group chats with more than 20 participants.
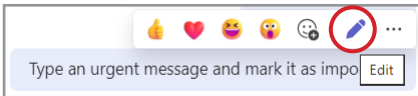
Before you send it

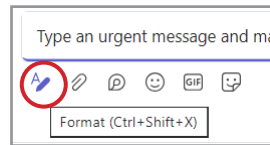Select **Set delivery options** and then either **Important** or **Urgent**.
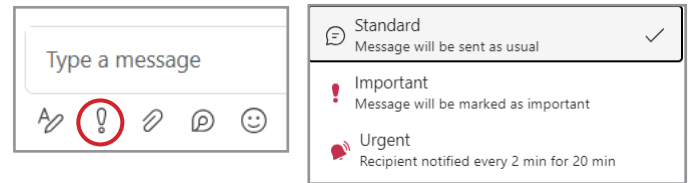
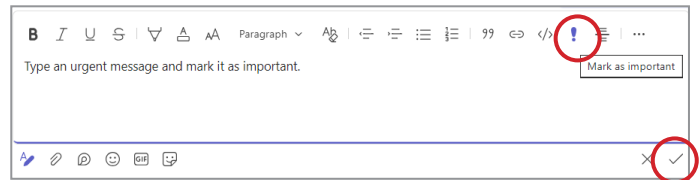### After you've sent it (only for Important, does not work for Urgent)

1 Tap **Edit**.

2 Tap **Format**.

3 Type your message, tap the exclamation point icon and then tap **Done**.

To undo an important message

Follow the steps above. By selecting the exclamation point icon, it will mark the message as standard.

On a mobile device

Before you send it:
1. Tap the plus sign next to the box where you type your message.
2. Tap the Priority icon .
3. Tap Important or Urgent.

After you've sent it:
1. Tap and hold the message and select Edit message.
2. Follow the steps above to assign a priority.

To undo a priority message:
1. Tap the plus sign next to the box where you type your message, then tap Priority which will undo it.