

CHAT



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Chat - Description

LiveWebinar's chat feature lets your attendees communicate with you and each other, at any time during your event.

Frequently Asked Questions

When can I use the chat feature?

You can use the chat feature whenever! For example, when leading a lecture or a meeting, encourage your attendees to use it as a place to ask question and communicate with one another.

Is it possible to hide the chat box from attendees?

Yes, to do so open the chat menu, and toggle off the **"Show to participants"** option. You and other presenters will be able to see the chat and use it, but participants will not. You can also entirely disable the chat for participants so they cannot use it all by toggling off the **"Enable for Participants"** option.

I'm participating in a webinar but cannot see the chat box – why?

The host may have hidden or disabled the chat. If the webinar is being held in Q&A mode, and you need to get someone's attention, the **"Raise hands"** feature can be used. It will alert the host and presenters that you are trying to get their attention.

Can the chat be moderated?

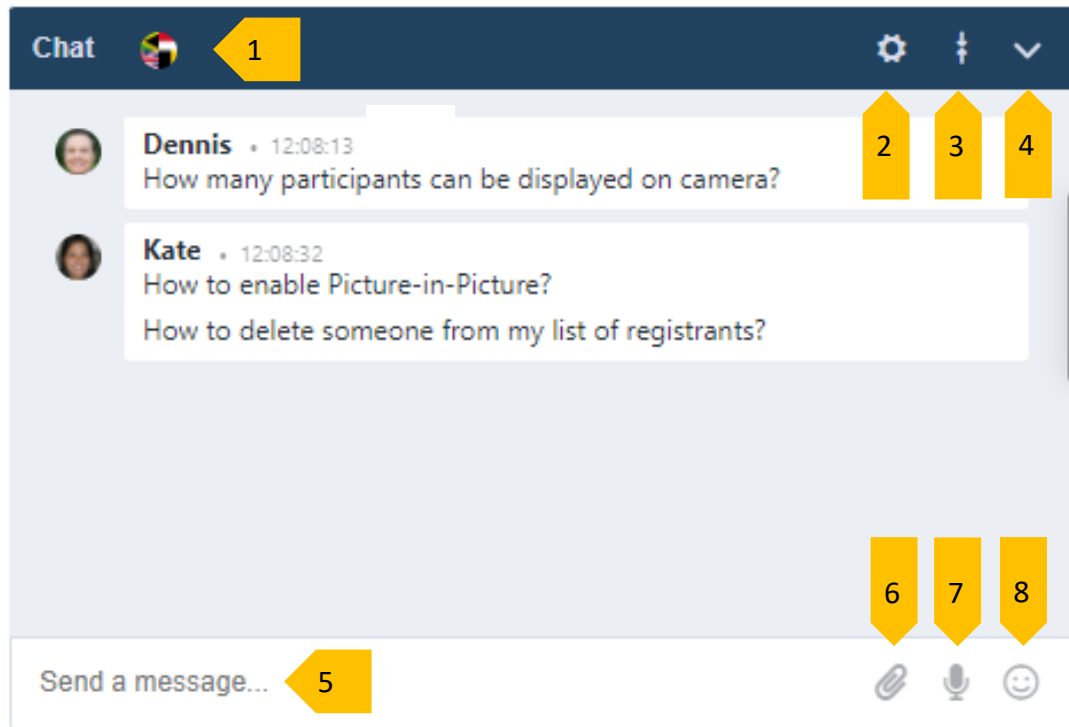
Yes, simply give someone the role of Moderator before or during the event. More than one person can have the moderator role, and they will be in control of what participants add to the chat. Presenters or hosts cannot be moderated.

I accidentally sent a message with a typo – can I fix it?

Yes, simply hover your mouse over the message until you see a pencil icon appear. Click it and edit your message as you need. You can also delete your message.

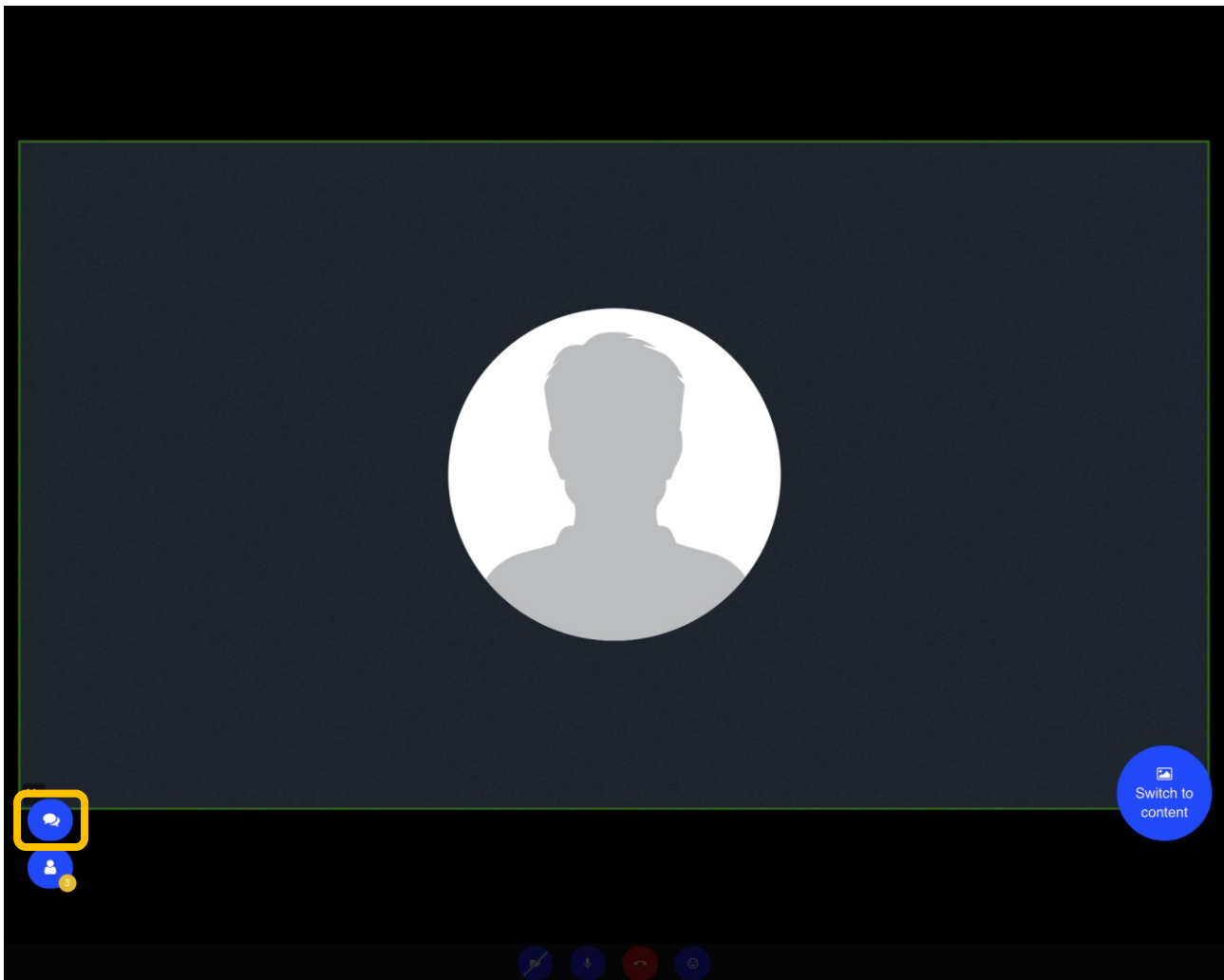
Chat Box Anatomy

The screenshot below shows you what your LiveWebinar chat looks like in the webinar meeting interface.



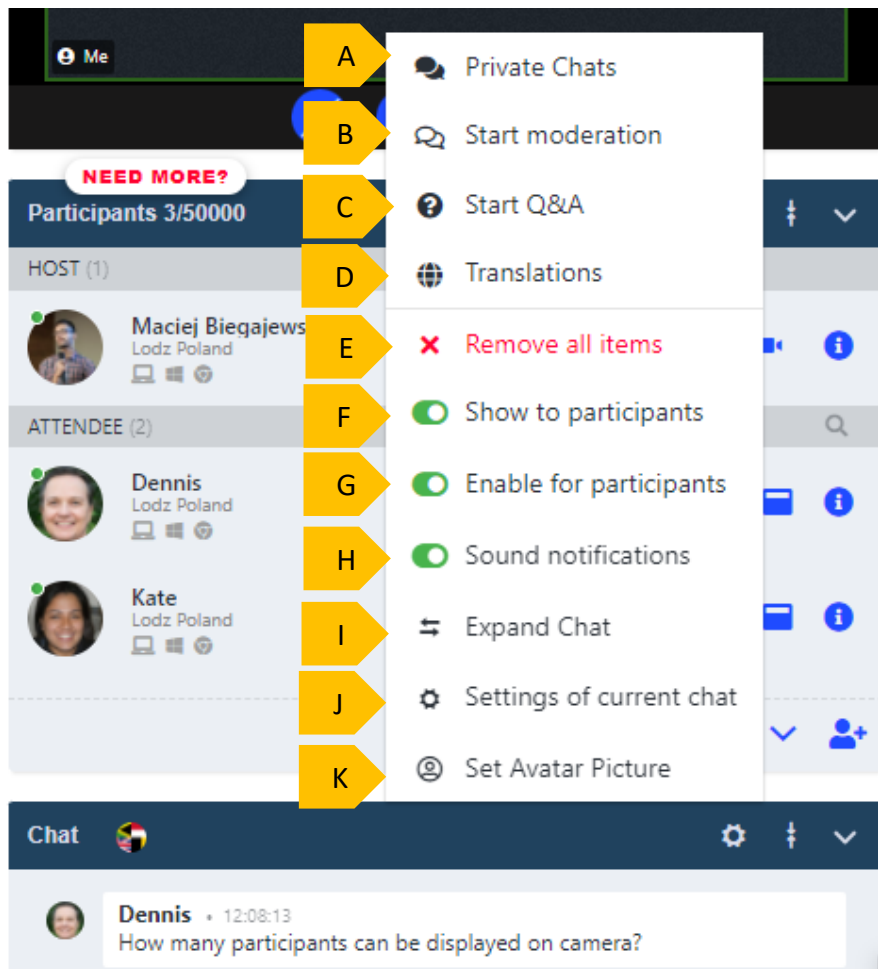
1. **Chat translations** – click here to start translating the chat see the “**Chat Translations**” section below.
2. **Chat menu** – here you can modify your chat settings. To see the explanation of all the options, go to the “**Chat Menu**” section below.
3. **Expand/collapse view** – increase or decrease the size of the chat window.
4. **Hide/show chat window** – if you don’t want to see the chat window, you can hide it or show it.
5. **Send a message** – type your message here.
6. **Send attachment** – you can send attachments such as documents, pictures, presentations or any other files.
7. **Send a voice recording** – allows you to record a voice message and send it in the chat.
8. **Emoticons** – the list of the most popular emoticons. You can have them turned on or off (meaning that when somebody types smiling face it can appear as an emoticon or as :)

When in the meeting room interface, the chat will appear slightly different. It will not be immediately visible, but when you click on the **chat bubbles** in the lower left corner, it will appear.



Chat Menu

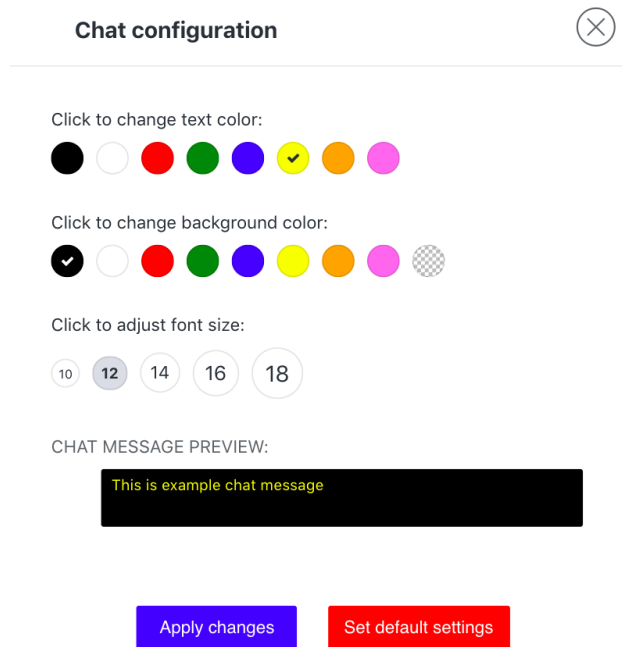
The screenshot below can provide you with a reference as to what the chat menu looks like.



- A. **Private Chats** – it allows you to chat with a chosen person or group of participants,
- B. **Start moderation** – by clicking this button, the chat starts to be moderated. if you are a moderator you can moderate the chat and show only the messages you see fit or appropriate. See the “**Chat Moderation**” section for more information.
- C. **Start Q&A** - The Q&A feature allows you to simply tag questions from event attendees and then display them on screen during the Q&A session.
- D. **Translations** – click here to translating the chat into one of the many languages available.
- E. **Remove all items** – you can delete all of the messages that appear in the chat.
- F. **Show to participants** – you can show or hide the chat window so the attendees cannot see it.
- G. **Enable for participants** – you can enable or disable the chat for the participants.
- H. **Sound notifications** – you can turn on/turn off the sound notifications for chat.
- I. **Expand Chat** – you can expand the chat so that it will be shown in a bigger window.

- J. **Settings** – here you can choose the color of the chat background, chat text and font size. Once you have made your changes, click “**Apply Changes**”, if you want to revert the chat back to its original settings, click “**Set Default Settings**”.
- K. **Set avatar picture** -

The screenshot on the below shows you what the chat settings window looks like.



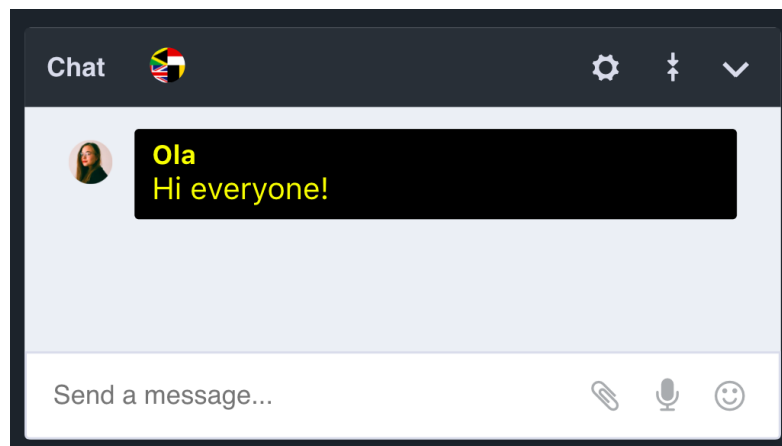
The screenshot shows a 'Chat configuration' window with a close button (X) in the top right corner. It contains three sections for customization:

- Click to change text color:** A row of nine colored circles (black, white, red, green, blue, yellow, orange, pink, and grey). The yellow circle is selected with a checkmark.
- Click to change background color:** A row of nine colored circles (black, white, red, green, blue, yellow, orange, pink, and grey). The black circle is selected with a checkmark.
- Click to adjust font size:** A row of five circular buttons with the numbers 10, 12, 14, 16, and 18. The 12 button is selected.

Below these options is a 'CHAT MESSAGE PREVIEW:' section showing a black rectangular box with the text 'This is example chat message' in yellow.

At the bottom are two buttons: 'Apply changes' (blue) and 'Set default settings' (red).

Here’s an example of what a configured chat window looks like.




Private Chat

It's possible to have a one-on-one chat created – the host and presenters have the option of opening up a private chat. All that's needed is to click the **(i)** icon to the right of the person's name in the participant's list. When their details window appears, select the **"Private Chat"** option.

Participant Details

Sam





Change Role

Moderator

Location >

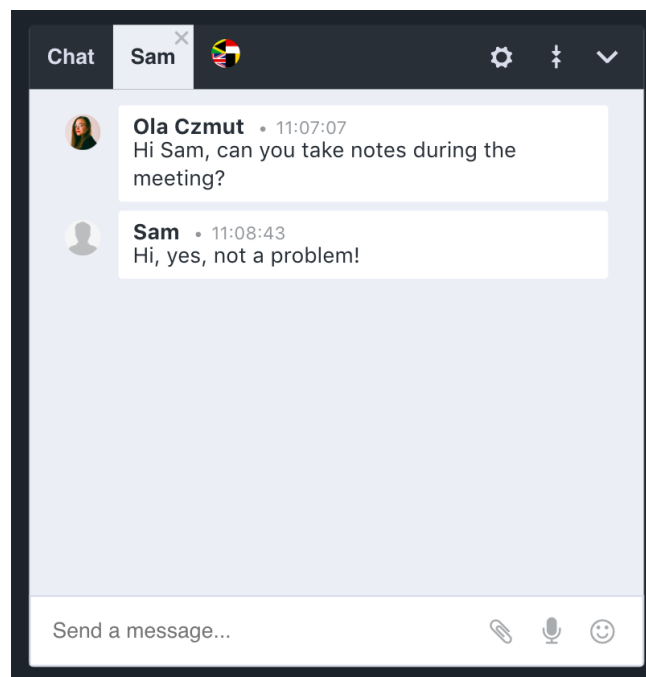
Browser >

Media control:  

Private chat

Disconnect Participant

Private chats will appear as extra tabs in the chat window.



Chat Moderation

Before or during an event, as the host, you can select a chat moderator. This person will control the participants' messages that appear in the chat. To set a moderator, you can send the person a Moderator invitation before the event.

Invitation Browser
Addresses:

Presenter: <https://app.livewebinar.com/415-163-545/4cd057fda959df57b3904a2b56ce5f83> [COPY](#)
This role gives participant rights to control session and manage other attendees but doesn't have access to your account.


Moderator: <https://app.livewebinar.com/415-163-545/1fab747951823b2a8494352230002b11> [COPY](#)
Used as a support person for presenters with limited rights. For example can control Moderated Chat.

Attendee: <https://app.livewebinar.com/415-163-545/41c400be054953fa5360a870d6b2bf02> [COPY](#)
This participant has limited rights within a room.

Alternatively, you can change someone's role to moderator during the event. To do so, find the person in the Participant's List, and click the **(i)** button next to their name. Then, change their role accordingly.

Participant Details ⓧ

Peter





Change Role

- ✓ Attendee
- Presenter
- Moderator

Location >

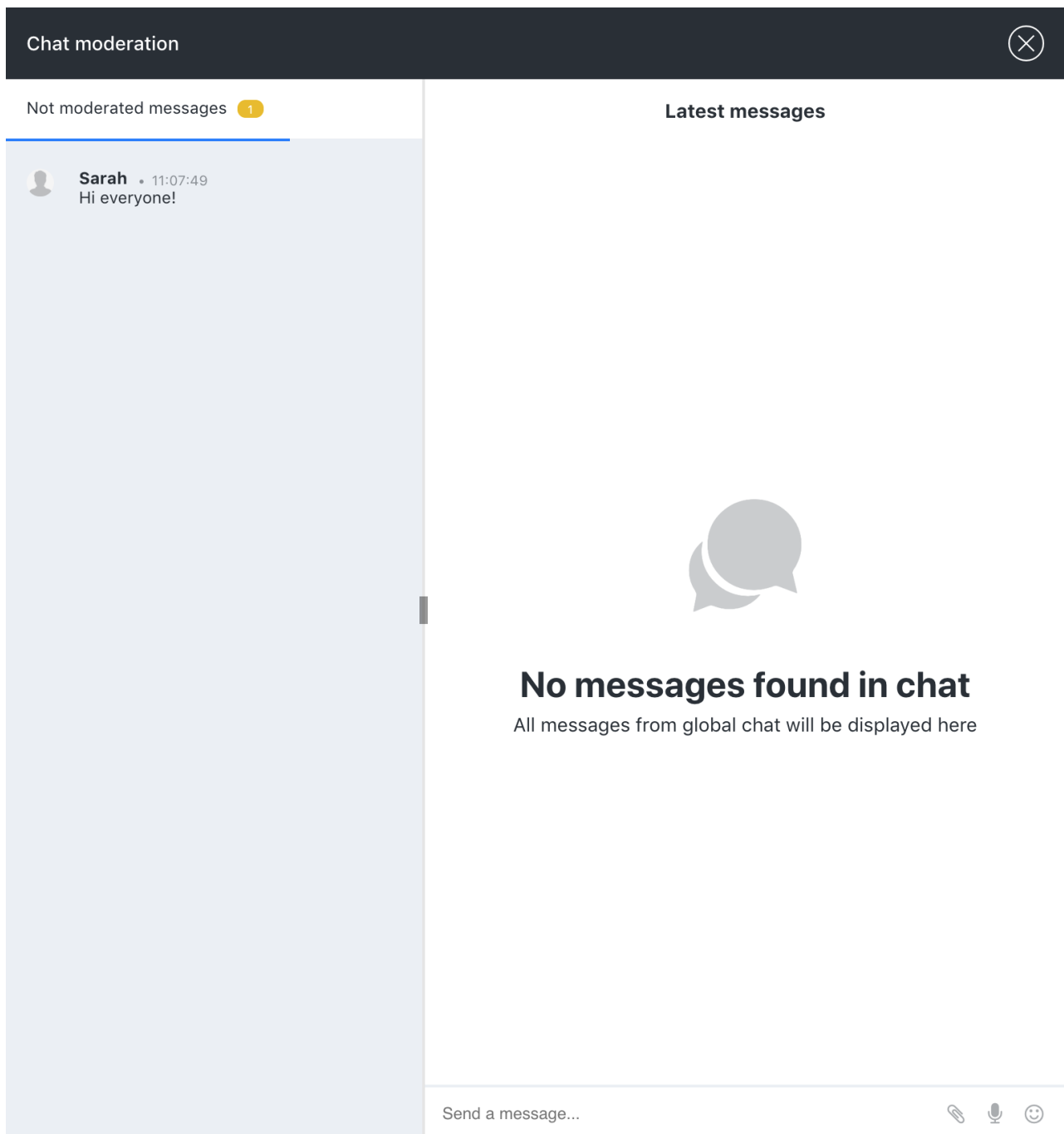
Browser >

Media control:  

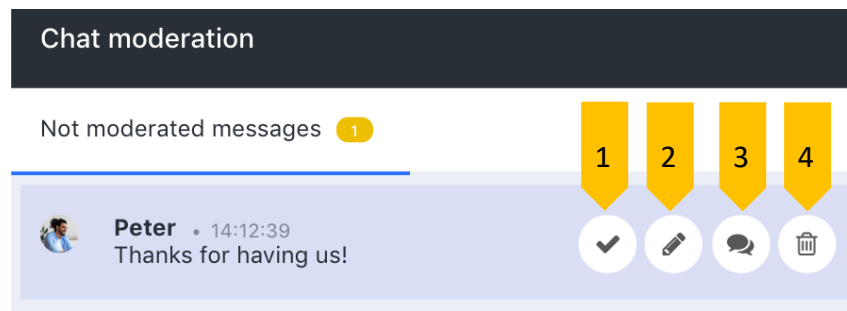
[Private chat](#) [Disconnect Participant](#)

To begin moderating, go to the chat settings and select the **“Start Moderation”** option. Once it is enabled, the chat moderator will see the chat moderation window. All incoming messages from participants will be approved or removed by the moderator – messages from the host or presenters cannot be moderated.

When the moderator opens the chat window to begin moderating, they will see the window below. On the left will appear messages that are waiting for the moderator, and on the right will appear the chat with the latest approved messages.



To begin checking the messages that come in, the moderator only needs to hover their mouse of the message and they will see four options appear.



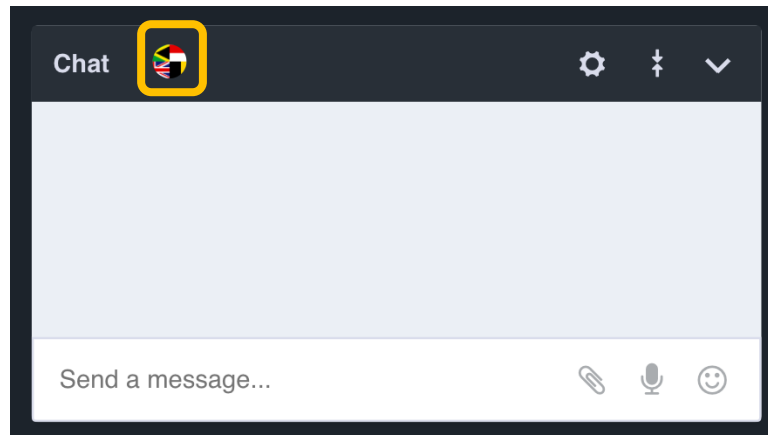
Here are the four options the moderator has:

1. Approve the message.
2. Edit the message.
3. Start a private chat with the participant sending the message.
4. Delete the message entirely.

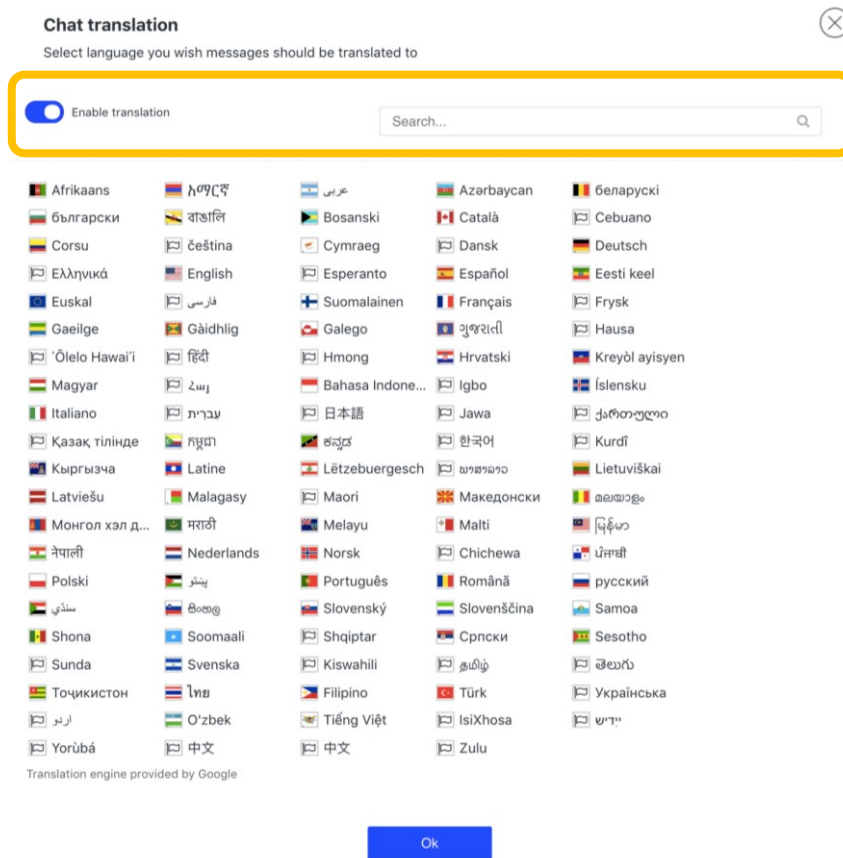
Chat Translation

LiveWebinar lets you translate the chat into one of many languages. No matter where you attendees are from, they will all be able to communicate with one another. All participants and presenters can choose to have the chat translated to language they require.

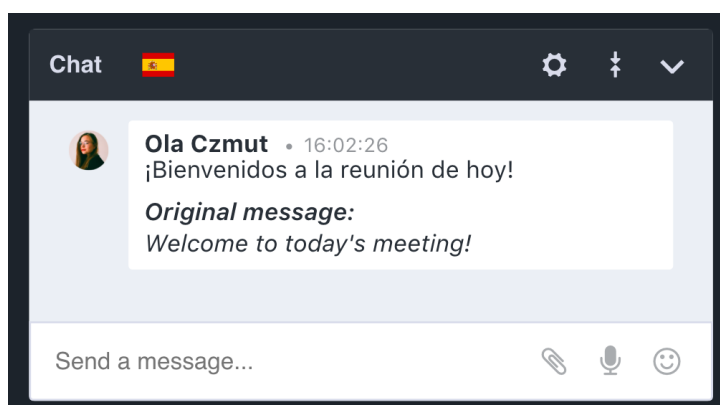
Begin chat translations, click the flag icon in the chat box.



The chat translation window will appear. Be sure to toggle the translation option on, and then select the language to which you'd like the chat to be translated.



The translated messages will appear in the chat window, along with the text of the original message.

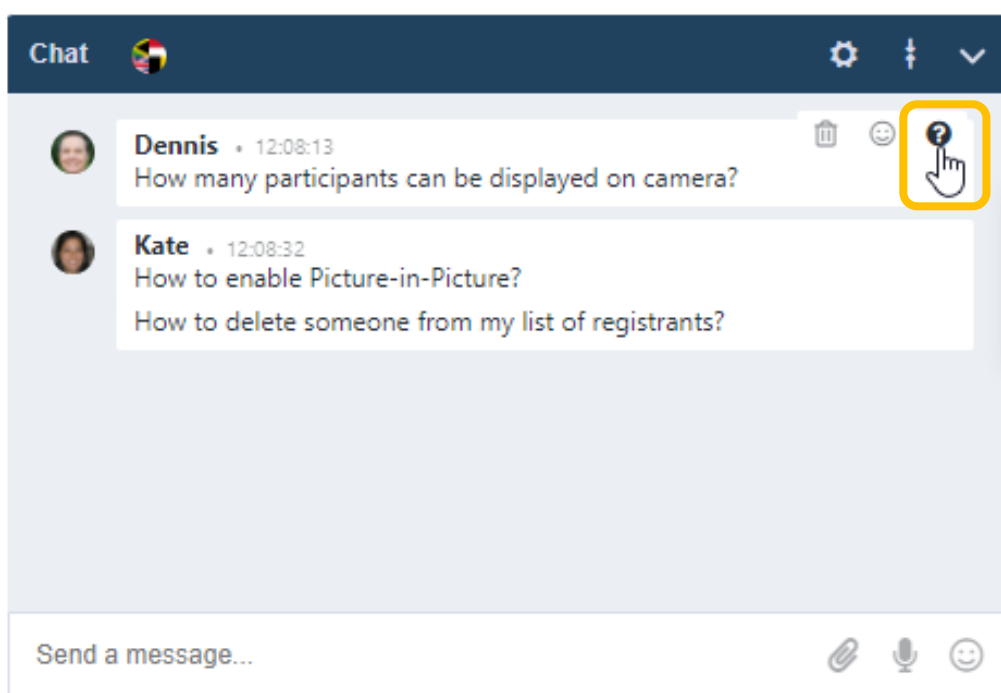


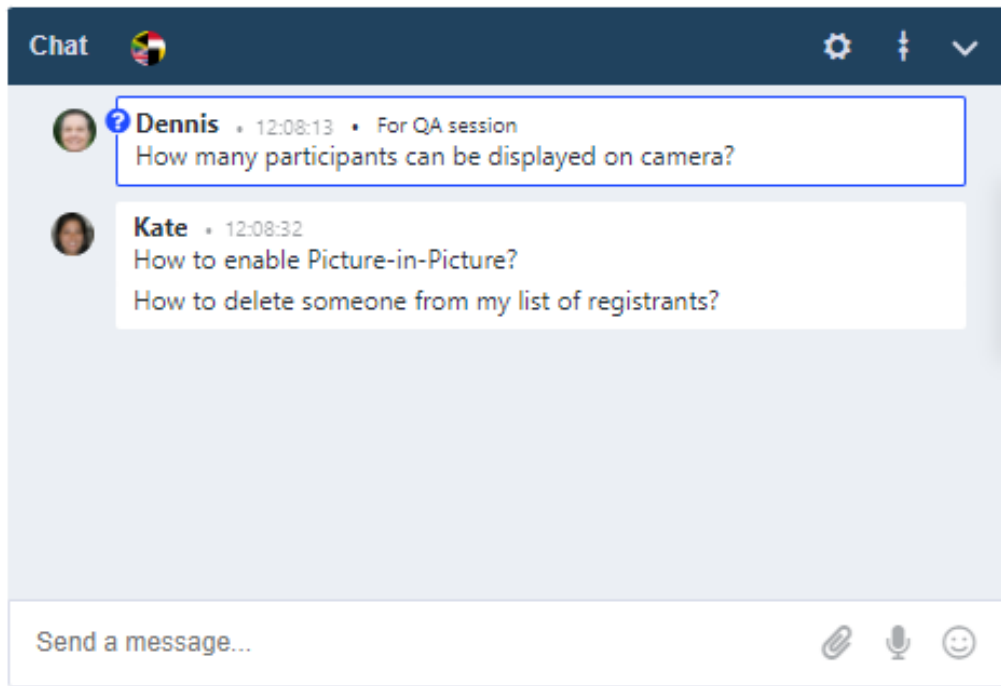
Chat Q&A

The Q&A feature allows you to simply tag questions from event attendees and then display them on screen during the Q&A session.

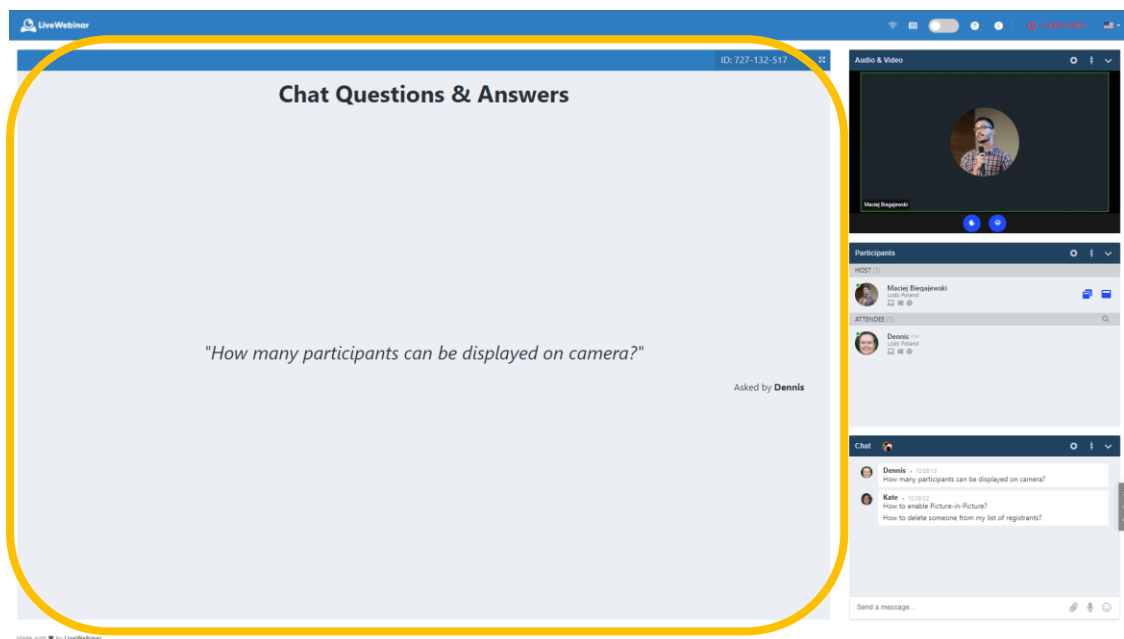
This option allows hosts and presenters to manage questions and engage participants in the event. It is also a treasure trove of knowledge for webinar organisers to use to improve their product or service.

1. To have a successful Q&A session, you must tag a question in the chat by clicking the question mark icon button. By relicking the icon you can deselect the question. The chat message selected as the Question will be marked with a blue frame and a question mark icon.

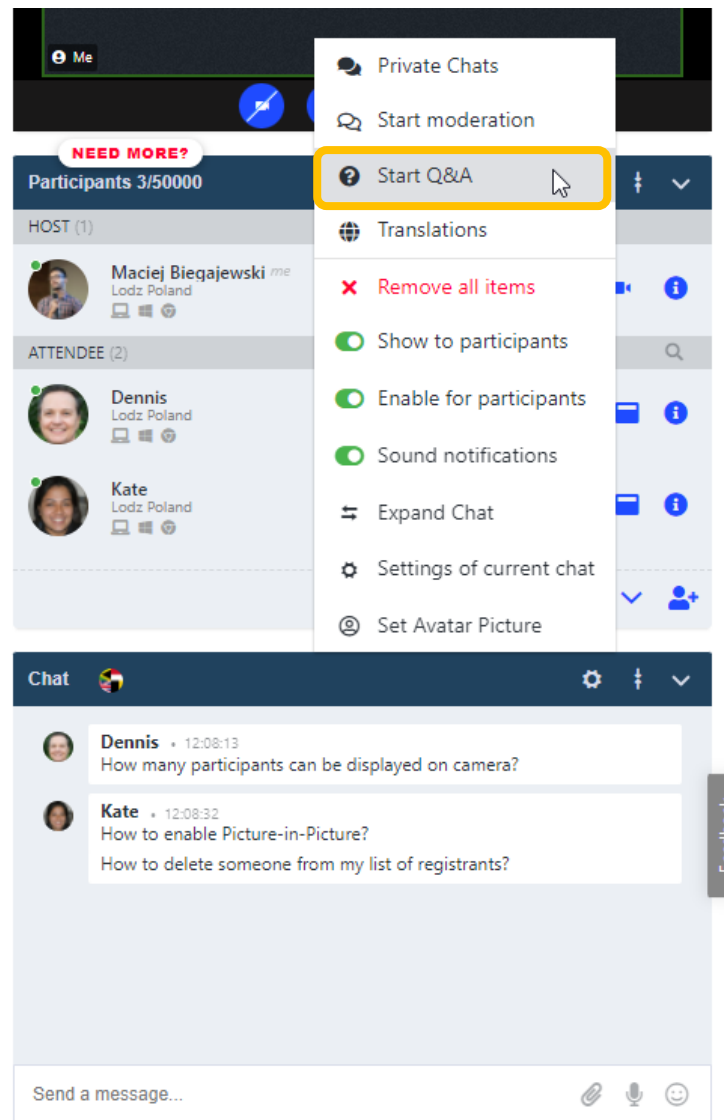




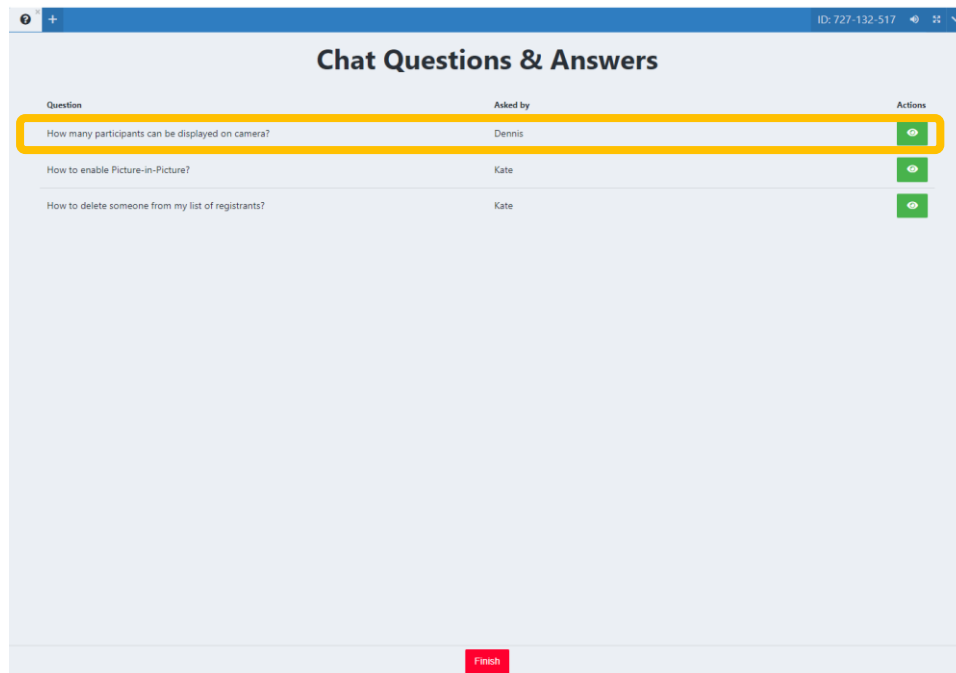
- The marked questions will be displayed to the participants in the content window after the host/presenter starts the Q&A session.



- To start displaying the marked questions, the host or giftee must select Start Q&A from the chat settings menu.



4. After selecting this option, the host or presenter will see a list of questions and will be able to decide which questions to display. This is done using the green button on the side of the question.



5. To end the Q&A session press the Finish button.