

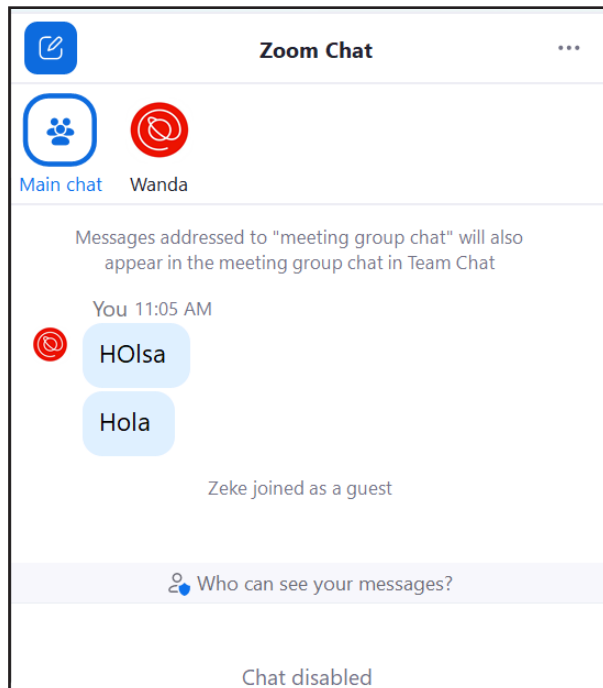


# Using Zoom's New Chat

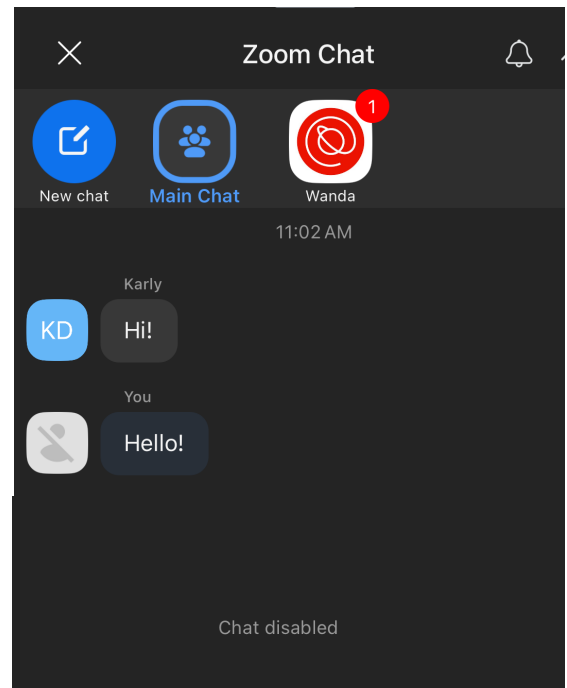
Zoom's recent updates have affected how meeting participants and hosts use the chat. We've created this handout outlining the changes so that you can interact fully in Senior Planet programs!

## What changed?

- Zoom's chat window now features separate tabs for the main meeting chat and private chats.
- In meetings when the main chat is disabled, participants can no longer send private messages from the main chat.
- Instead, participants must start a new chat with the host or co-host. This new chat appears as a new tab within the chat window.
- **Turn the page to learn how to use the new chat on various devices!**



Computer

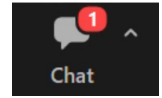


Mobile device



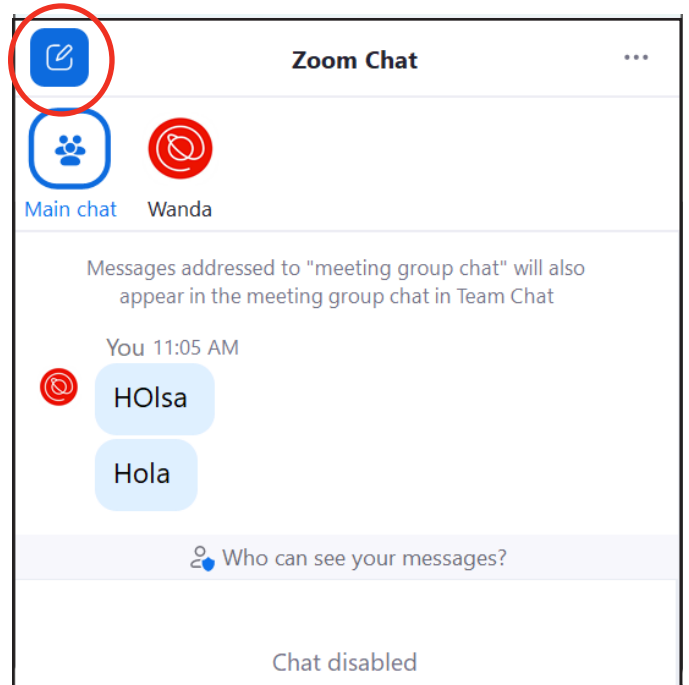
# Using the New Chat on a Computer

- 1 Select the **Chat** icon. If you don't see it on your screen, select the **More** icon and then select **Chat** from the options.



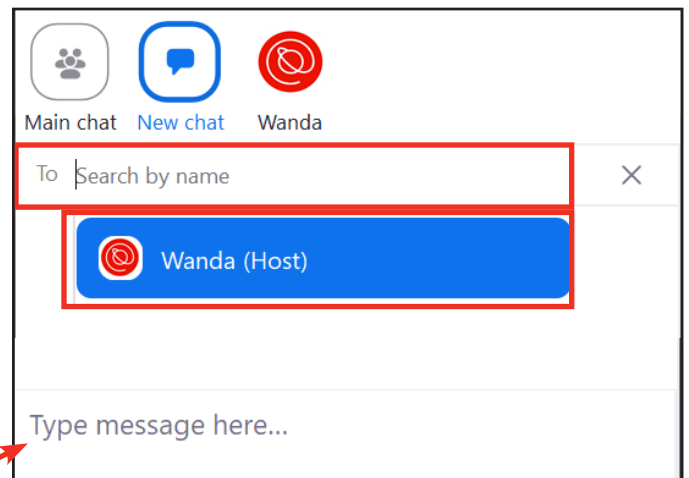
The chat window will either open as a pop-up window, or appear on the right side of your Zoom screen.

- 2 You'll see the main meeting chat. When the main chat's been disabled, you won't be able to type in this chat.



- 3 To send a private message, click the **New Chat** icon in the top, left corner.

- 4 In the new chat tab that appears, click in the **To: field** to choose from the drop-down menu. In this example, we'll click on **Wanda**, the host.



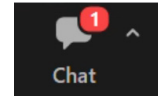
- 5 After you select your recipient, you can type in the area at the bottom of the window. You can still add emojis and attachments! Click the **blue arrow** to send your chat.



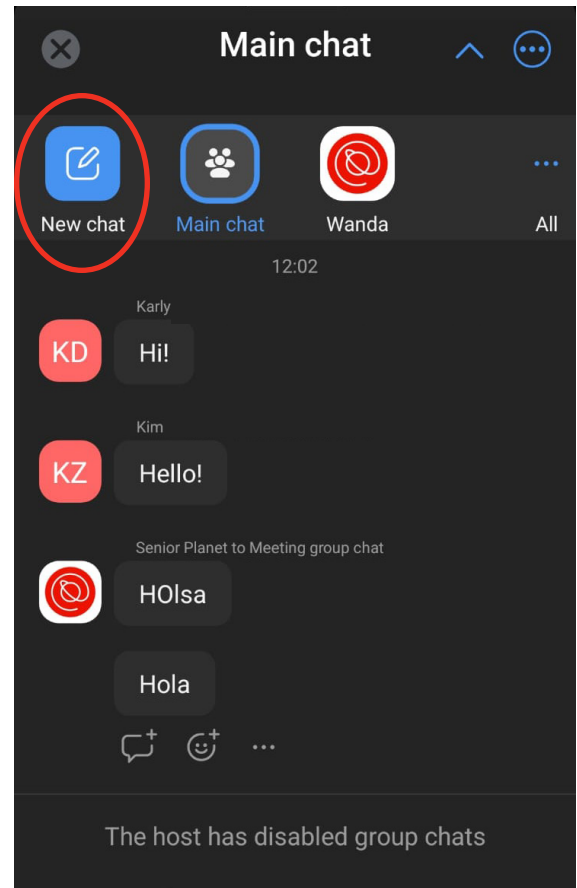


# Using the New Chat on an Android

- 1 Select the **Chat** icon. If you don't see it on your screen, tap the **More** icon and then select **Chat** from the options.



- 2 The main meeting chat will open. When the main chat's been disabled, you won't be able to type in this chat.

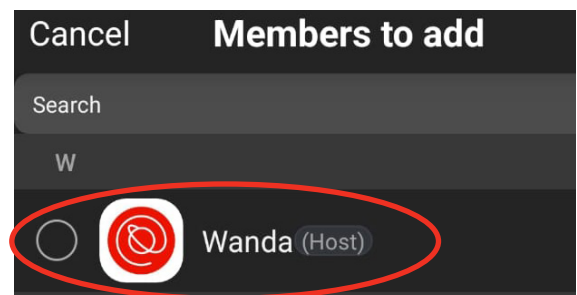


- 3 To send a private message, tap **New Chat** in the menu at the top.

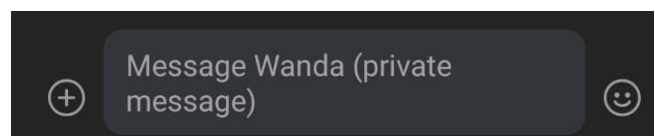
If you do not see New Chat, tap the **down arrow** in the top, right corner to see the chat icons. Then, tap **New Chat**.



- 4 When the main chat's been disabled, you'll only be able to chat with the host or co-host. Tap the **name** you want to message.



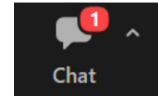
- 5 In the new window, tap in the **text box** to compose your message. Tap the **smiley face** to add emojis. Tap the **arrow** to send your chat.



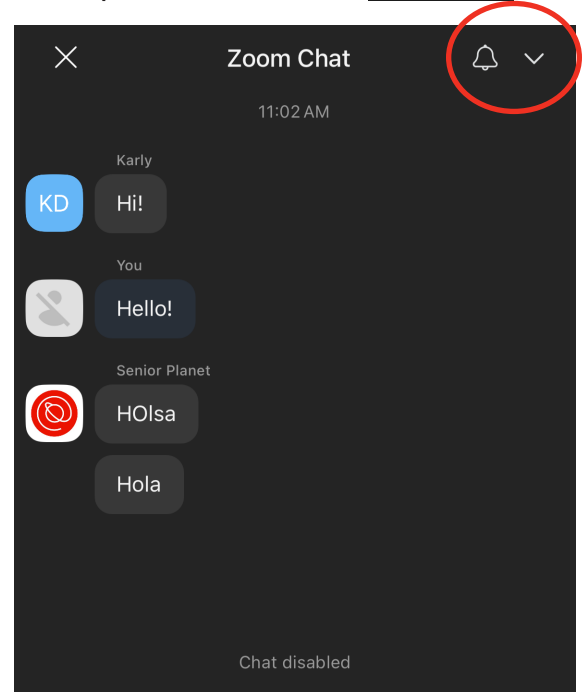


# Using the New Chat on an iPhone/iPad

- 1 Select the **Chat** icon. If you don't see it on your screen, tap the **More** icon and then select **Chat** from the options.

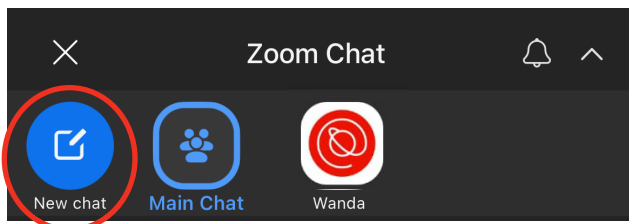


- 2 The main meeting chat will open. When the main chat's been disabled, you won't be able to type in this chat.



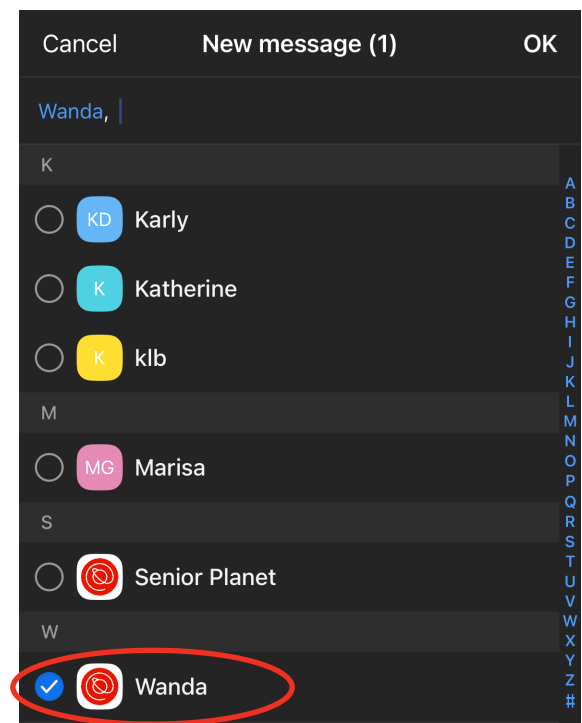
- 3 Tap the **bell** or **down arrow** in the top, right corner to open the chat tabs.

Next, tap **New Chat**.



- 4 Even though the chat's been disabled and you can only chat with the host or co-host, you'll still see a list of all meeting participants.

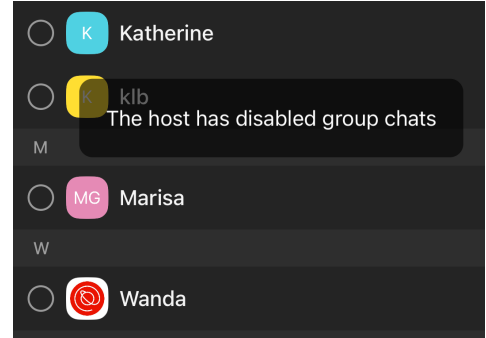
Type the host or co-host's name in the search bar at the top or scroll down to tap their **name**.



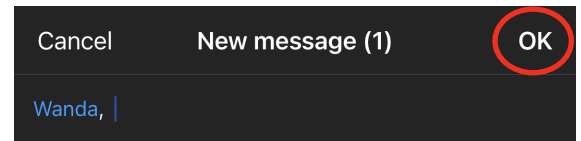


# Using the New Chat on an iPhone/iPad, Cont'd

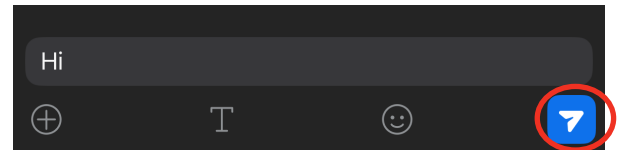
- 5 If you tap on another participant's name, you'll see a message reminding you that group chats have been disabled. Simply continue scrolling to find the host's or co-host's name.



- 6 Once you've selected your recipient, tap **OK** in the top, right corner of the window.



- 7 In the new window, tap in the **text box** to compose your message. Tap the **smiley face** to add emojis. Tap the **blue arrow** to send your chat.



This update has also changed how hosts and co-hosts respond to private chats! They now have to open new chat tabs with each participant (as seen in the image below).

This may mean that trainers are able to answer fewer questions during class. We appreciate your patience as Senior Planet trainers get used to the update as well.

