# Send Chat Messages In Your Live Session

The Kaltura Live Room chat allows a public *Room chat*, private *Questions and Answer chat* between participants and room managers, a *1-on-1 chat*. and a private *Moderator chat* strictly between instructors/moderators.

Display/Hide Chat

- Chat is displayed by default when first entering a room.
- If chat was dismissed then you can display it by clicking **Chat** in the room upper bar.
- To hide chat from view, click **x** in the top right of the chat upper bar or click **Chat** in the upper bar again.
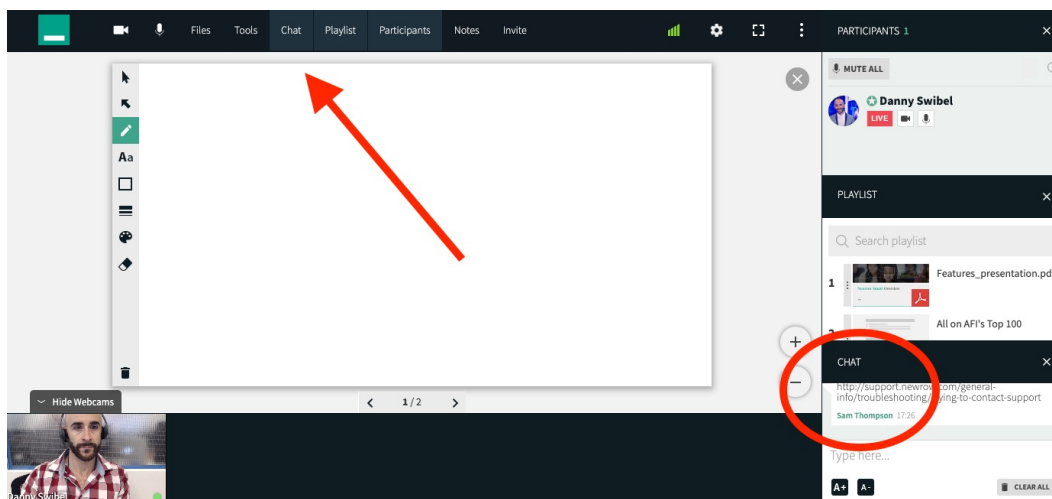

1. Classroom Chat

Room Managers and participants can communicate with each other in the classroom

1. Click the **Classroom Chat button/tab** on the left (default).
2. Select the text entry field at the bottom of chat (where the placeholder text *type here...* is displayed).
3. Type in your message.
4. Press the **enter** or **return** key on your keyboard
5. Click the **reply button** to reply to an individual person. The exchange will be visible to everyone.

Hold the **shift** + **enter**/**return** keys to break line in your message.
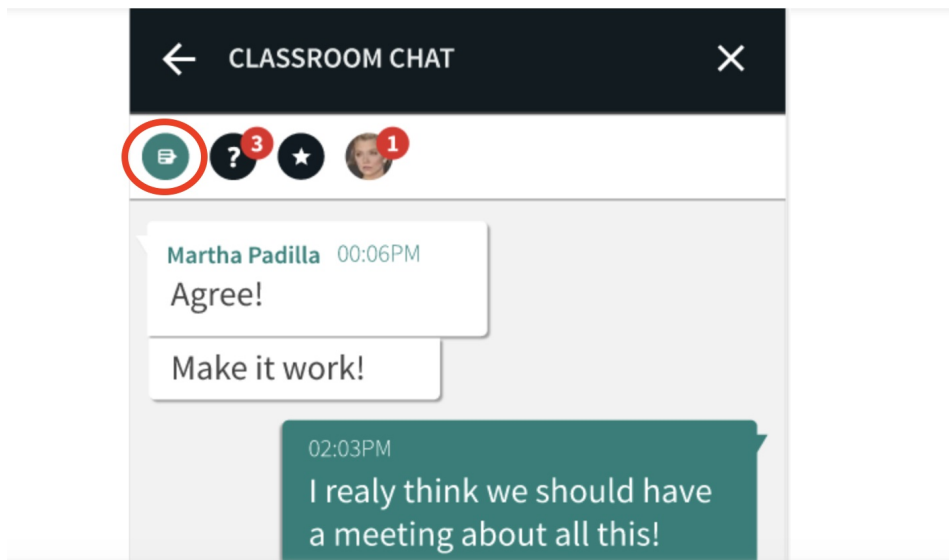
2. Questions & Answers Chat

Participants in class can direct questions to instructors or moderators privately.
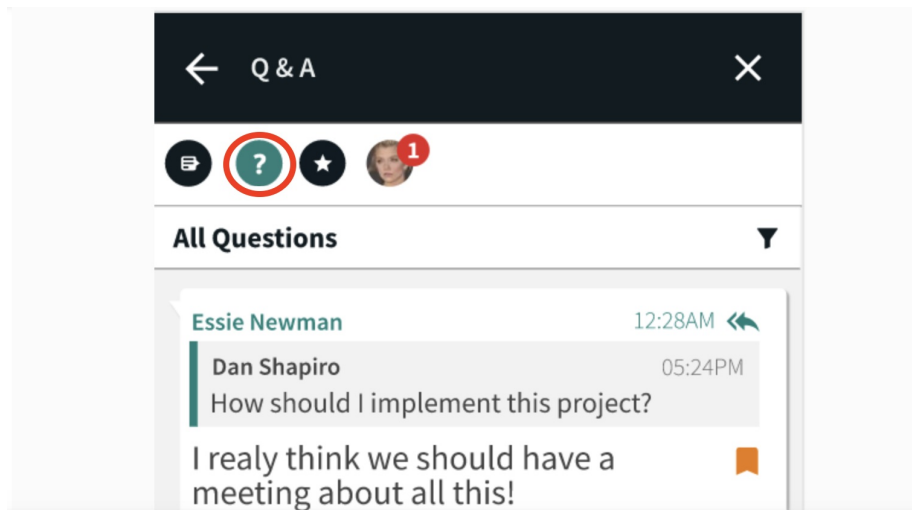
To ask a question, participants must:

1. Click the **Questions & Answers Chat button** in the middle.
2. Select the text entry field at the bottom of chat (where the placeholder text *type here...* is displayed).
3. Type in your message.
4. Press the **enter** or **return** key on your keyboard.

Instructors/room managers will see questions from various participants indicated by a red badge in the Questions & Answer Chat button. To respond to a question, Instructors must:

1. Click the **Questions & Answers Chat button** in the middle.
2. Choose which participant you want to respond to be clicking on the **reply icon** next to their name.
3. Type in your message.
4. Press the **enter** or **return** key on your keyboard.

3. 1 on 1 Chat

Participants can write another participant in a 1 on 1 chat. This exchange is not visible to anyone but the two people chatting.

1. Click the drop down icon in message from a person you want to write privately.
2. Select Start private chat. A new chat with this person will appear.*
3. Select the text entry field at the bottom of chat (where the placeholder text type here... is displayed)
4. Type in your message and hit the enter or return key on your keyboard

*You can also search for the participant's name in the chat search bar to initiate a private chat with another participant. Simply type in their name and click on it.


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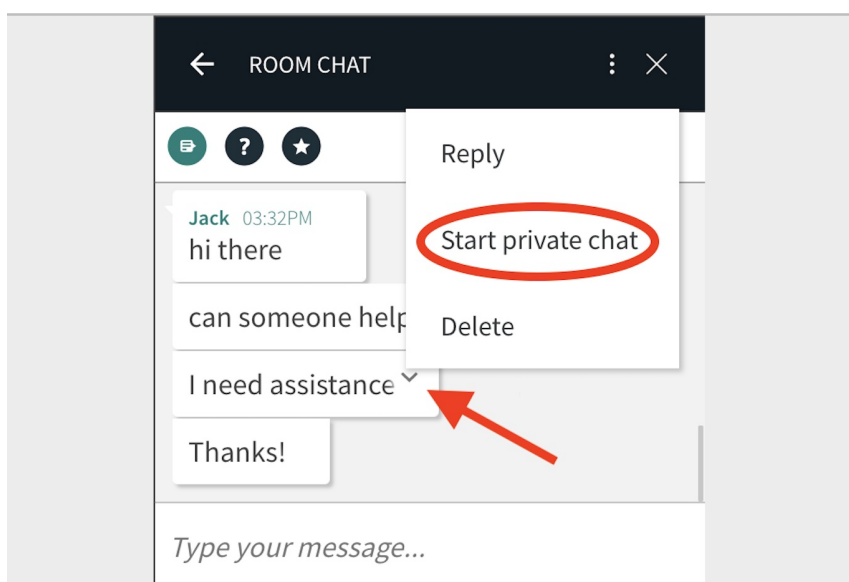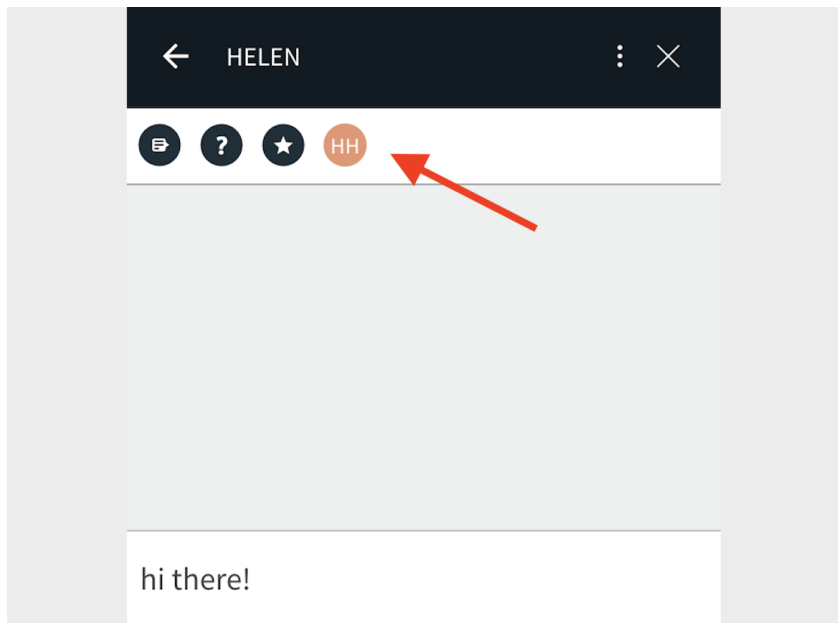
4. Room Manager/Moderators Chat

Room Managers/Moderators can write each other in private. The exchange is not visible to participantss.

1. Click the **Moderator Chat button** on the right.
2. Select the text entry field at the bottom of chat (where the placeholder text *type here...* is displayed).
3. Type in your message.
4. Press the **enter** or **return** key on your keyboard.
5. Click the **reply button** to reply to an individual person. The exchange will be visible all moderators.
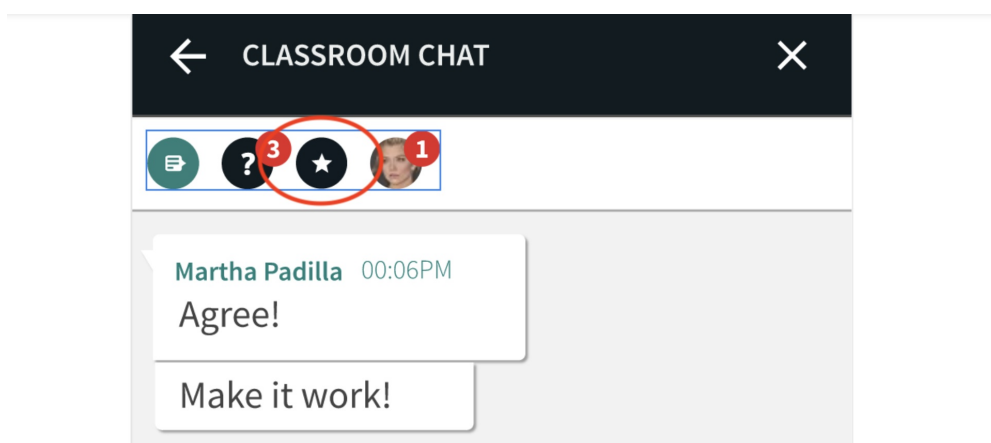

Increase/Decrease Font Size

You can control the size of the text in sent and received messages.

![Kaltura logo]

- Click **A+** to increase the size of the font in the chat bubbles.
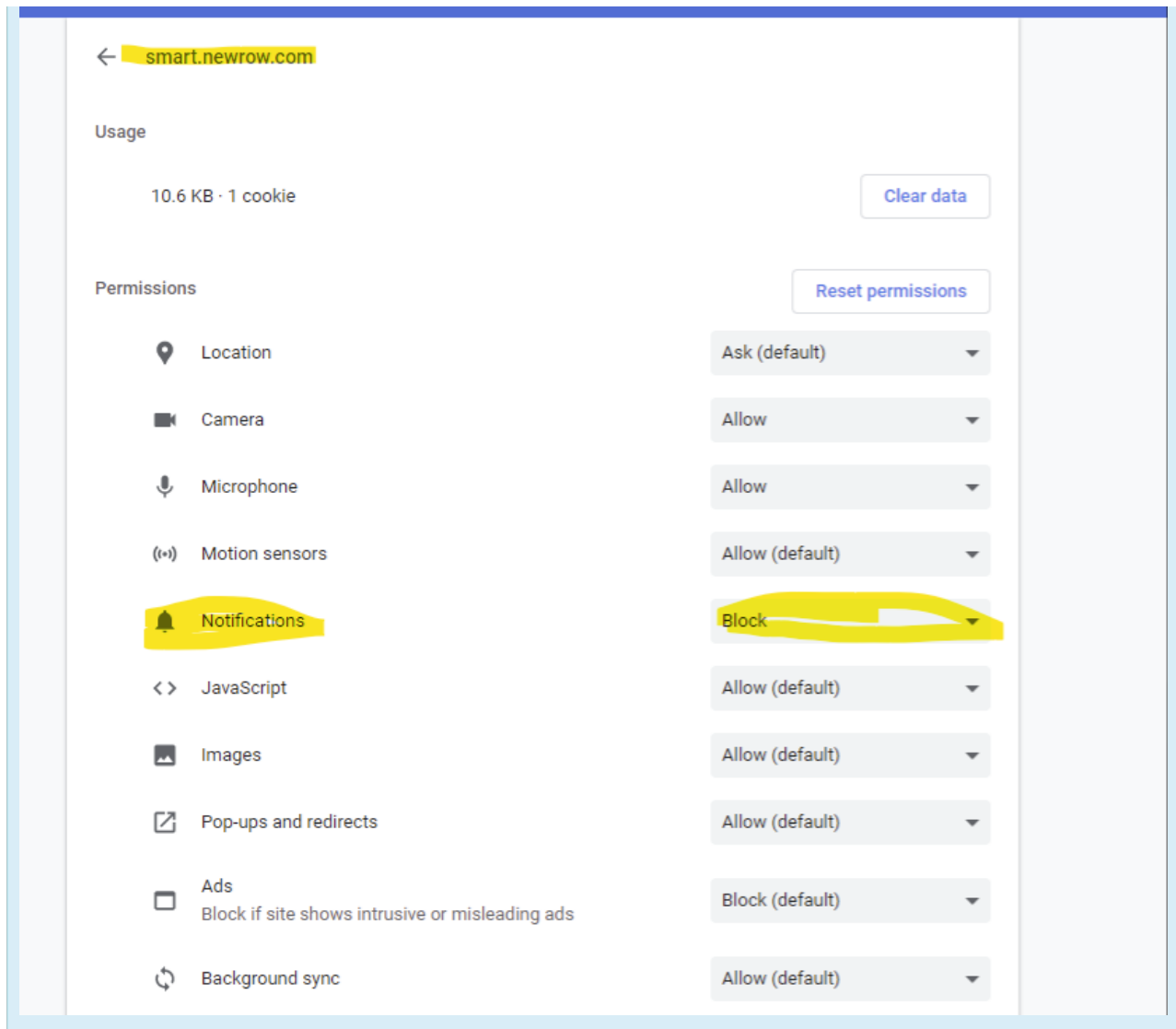- Click **A-** to decrease the size of the font in the chat bubbles.

Clear Chat History

Chat is accessible to every participant in the room. When first entering the room, participants see up to the last 20 messages in the chat. Moderators can clear chat history - this does not delete records from analytics, but only clears messages from being displayed in the room.

1. Click Settings ⚙ in the top right of the live room
2. Click the Chat Settings tab
3. Click the Clear Chat button
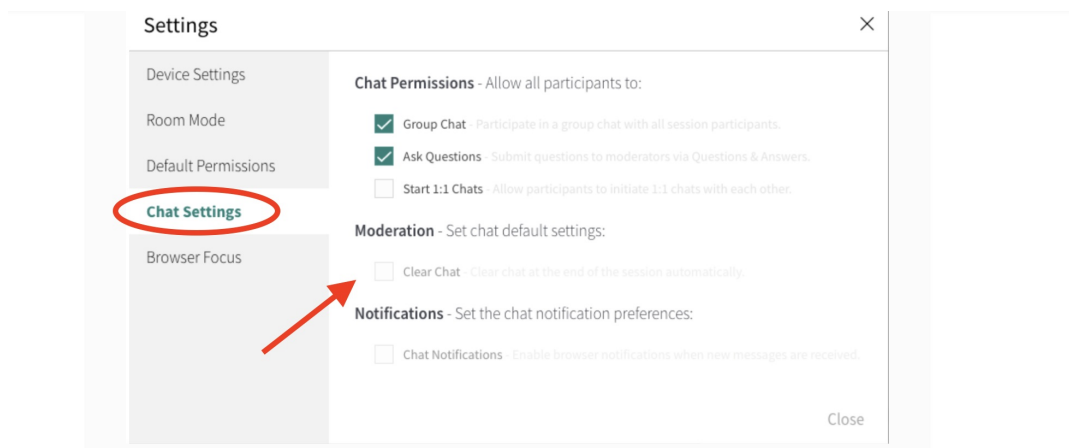
💡 Hearing notification sounds from the Chat? This is a browser setting and not currently controlled in by the Kaltura system. You can can disable the sounds via browser settings.
- For example, in Chrome - Go to Settings -> Privacy and Security -> Site settings -> Smart.newrow.com and then go to the dropdown in "Notifications" to "Block." See screenshot:

[template("cat-subscribe")]