Manage group chat during a live session

Content updated: 05/15/2026

This article is designated for moderators

About

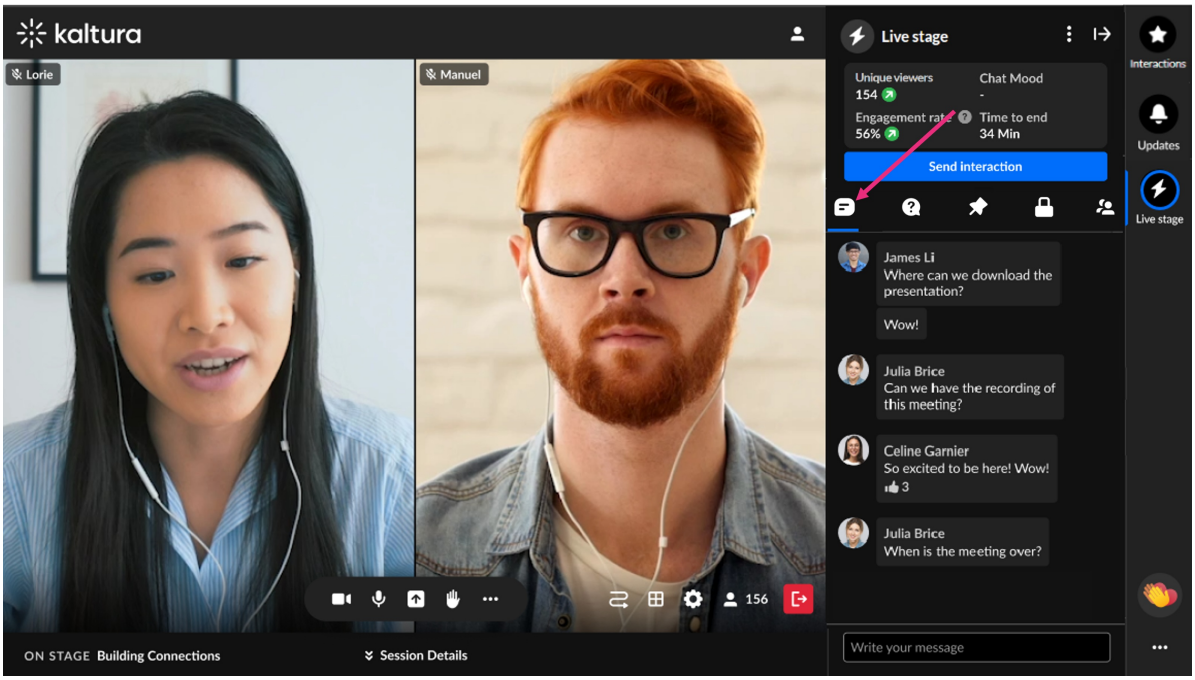
Moderators can use the **group chat** to communicate with participants and manage the conversation during a session.

In addition to sending and replying to messages, you can pin or delete messages, block users, clear the chat history, and end or restart the chat.

Open the group chat

1. On the session page, click **Live stage** in the right navigation.
2. Click the **chat icon** at the top of the panel.

   The group chat displays.



Send and reply to messages

- To send a message, enter your message in the **Write your message** field.
- To reply to a message, hover over the message and click the reply icon.
- To like a message, hover over the message and click the like icon.

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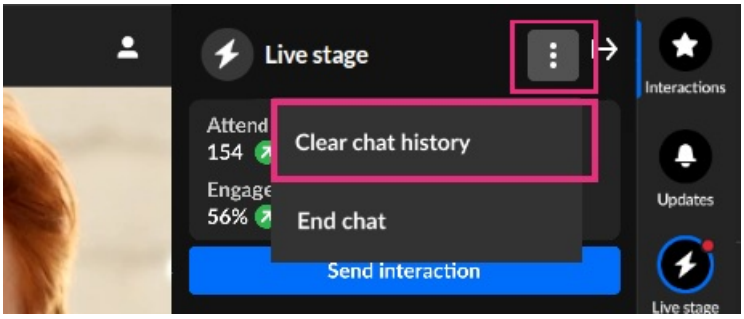
Manage messages and participants

As a moderator, you can:

- **Pin a message** – Hover over the message and click the pin icon. Click it again to unpin the message.
- **Delete a message** – Hover over the message and click the trash icon. You can delete any message in the chat.
- **Block a user** – Hover over a message from the user and click the block icon.

Clear the chat history

1. Click the **three dots**.
2. Select **Clear chat history**.



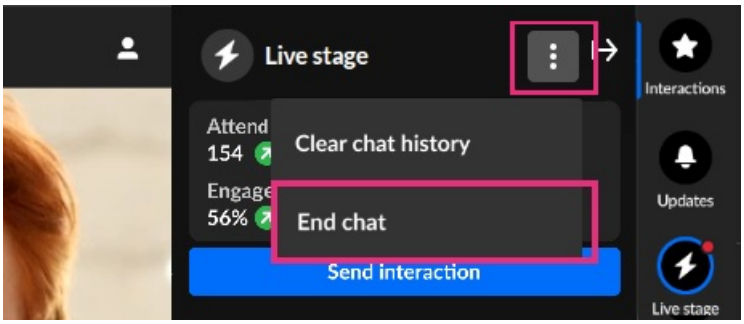
3. Confirm the action.

The chat history is hidden from participants. Cleared messages aren't permanently deleted and remain available in session reports.

End or restart the group chat

To end the group chat:

1. Click the **three dots.**
2. Select **End chat**.



The chat closes for all participants. Existing messages remain visible, but participants

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can't send new messages. Participants who join after the chat has ended also see that the chat is closed.

To reopen the group chat, click **Start chat**. Participants can view previous messages and send new ones.

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