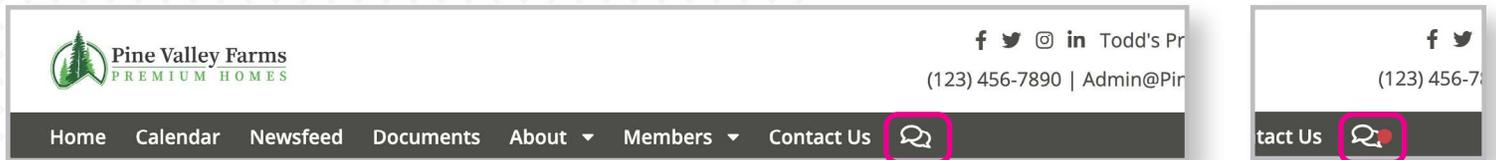


OVERVIEW OF PRIVATE CHAT

Your organization offers a chat feature so you can communicate privately with other members through the convenience of your community website without having to use platforms like Facebook or messaging apps. To access this feature, log in to your website account through the “Log In” link at the top of any website page. Click on the chat icon—a pair of speech balloons—in the menu bar. Note, if you have received a new message or reply, you will see a red dot next to the chat icon.



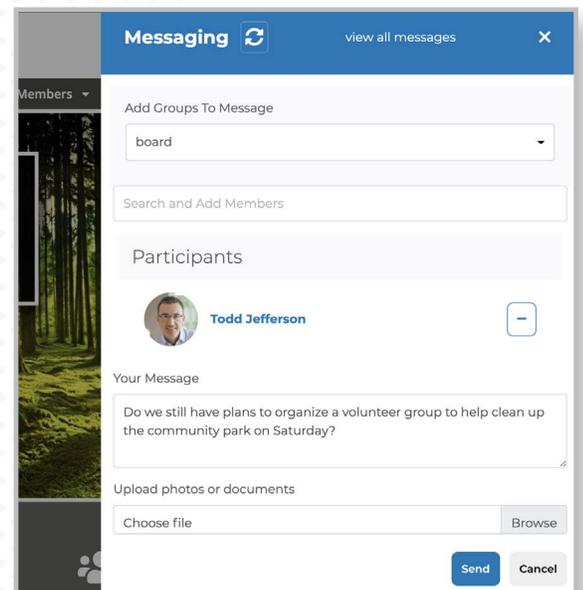
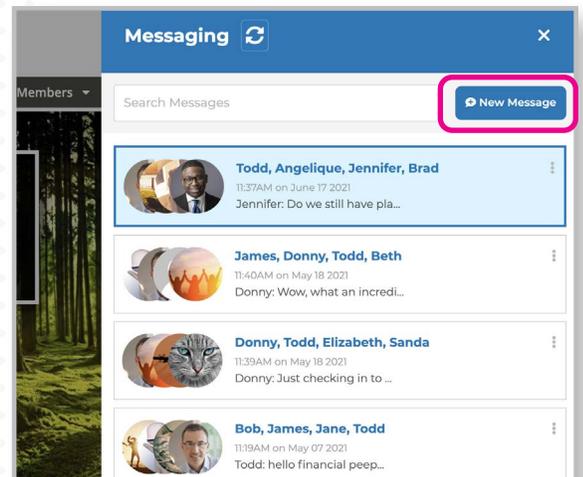
In the messaging window that slides in from the right side of your screen, you'll see any chat threads in which you're a current participant. To create a new message, click on the “New Message” button.

You can send your message to multiple members at the same time, such as committee members or those in certain interest groups. To send a message to one or more committees or groups, use the “Add Groups to Message” dropdown menu to select them.

To send your message to multiple individual members without using committees or interest groups, click in the “Search and Add Members” field and start typing a member's name. The more characters you type, the more the Search field narrows down the options it shows you. Click on the plus sign to the right of a member's name to add them to your message recipients. Repeat the search as many times as necessary to add everyone you want to contact. Click on the minus sign to the right of a member's name to remove them from your message recipients.

Type your message into the message box. To add a photo or other document to your message, click on the “Browse” button and locate the file you want to send.

Click on the “Send” button to transmit your message or the “Cancel” button to end the process without sending a message. You also can click on the “View all messages” link near the top of the window to exit the new message process.



OVERVIEW OF PRIVATE CHAT - CONTINUED

The message window doesn't update automatically. Click on the Refresh icon to see if any new messages have posted. Unread messages will be highlighted in blue.

To reply to a message you've already received, click on its listing. Add your reply at the bottom of the window. To include a photo, click on the camera icon. To attach another type of document, click on the "Upload" button. To send your message, click on the "Send" button.

After you send a message, you can edit or remove it. Click on the 3-dots icon on any message and choose the action you want to take.

To see a list of all the participants in this chat, click on the "View participants" link. Use the 3-dots icon to leave the conversation or remove another participant from it.

To add more people to the chat, start typing in the "Search and Add Members" field and select the name you want to include.

To exit the Messaging system, click on the "X" at the top right corner of the chat window.

If you have any further questions about using the Private Chat features, please visit support.hoastart.com where you can open a support ticket.

