Chat Software (Rocketchat / Matic.Chat)

- General Usage
- User Management
- Android Application

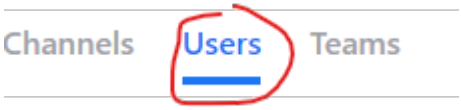
General Usage

Sending Private Messages

1. You can send 1 to 1 messages to other users by searching for users in the directory



2. Select the users Tab



3. Search for the users name in the search bar
4. Select the user
5. A chat will appear on the left to represent your conversation

Requesting Access to a Chat Room

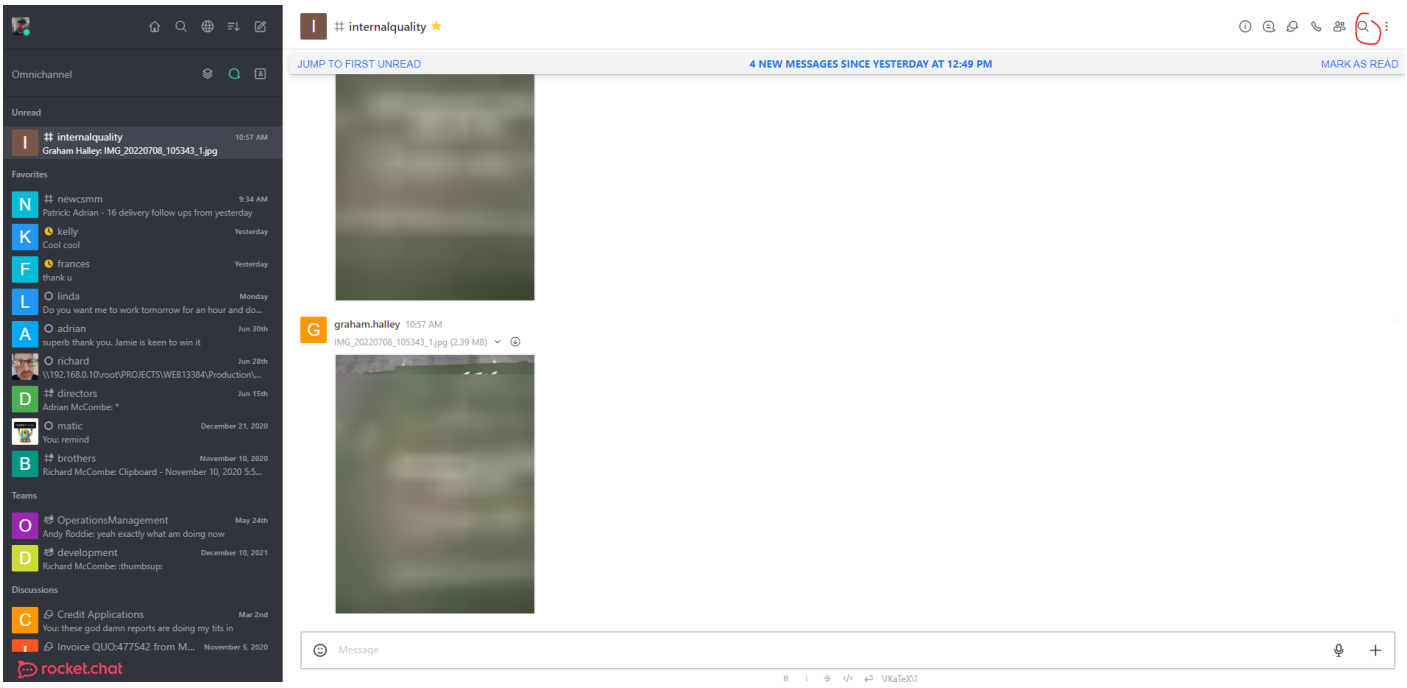
Its the same process as above to access a chat room you are not currently a member of, except select "Channels"



> If you cannot find a channel, it means the channel is PRIVATE you and must ask someone in the channel to add you.

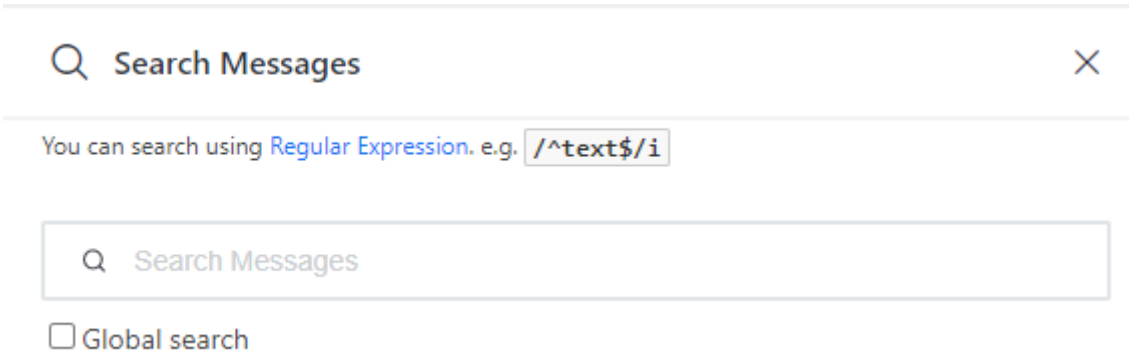
Searching for Chats

You can search inside any chat by entering a chat and clicking the magnifying glass at the top right of the screen



Enter your query in the search box

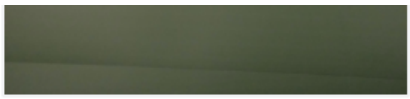
> Click "Global Search" to search all conversations rather than just the current conversation



Replying to Chats inside a Chat Room

When replying to a specific message in a chat don't forget to specific "Quote the message"

This is done by clicking the quote icon when hovering over the conversation.



G

graham.halley 10:57 AM

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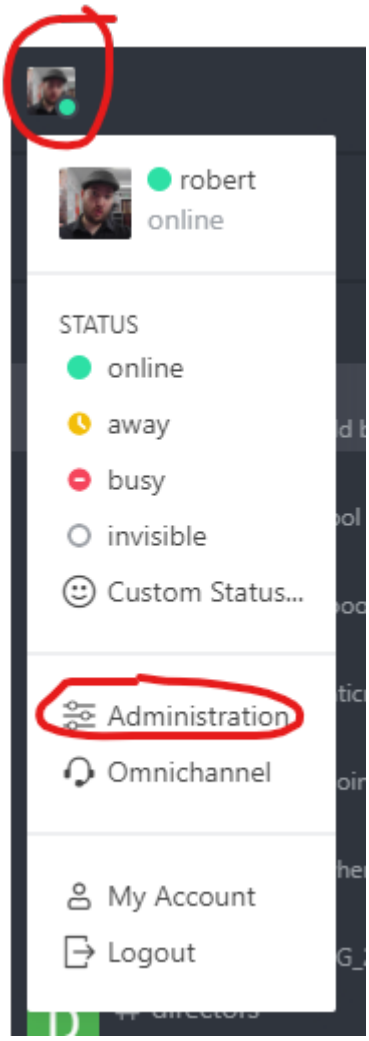


User Management

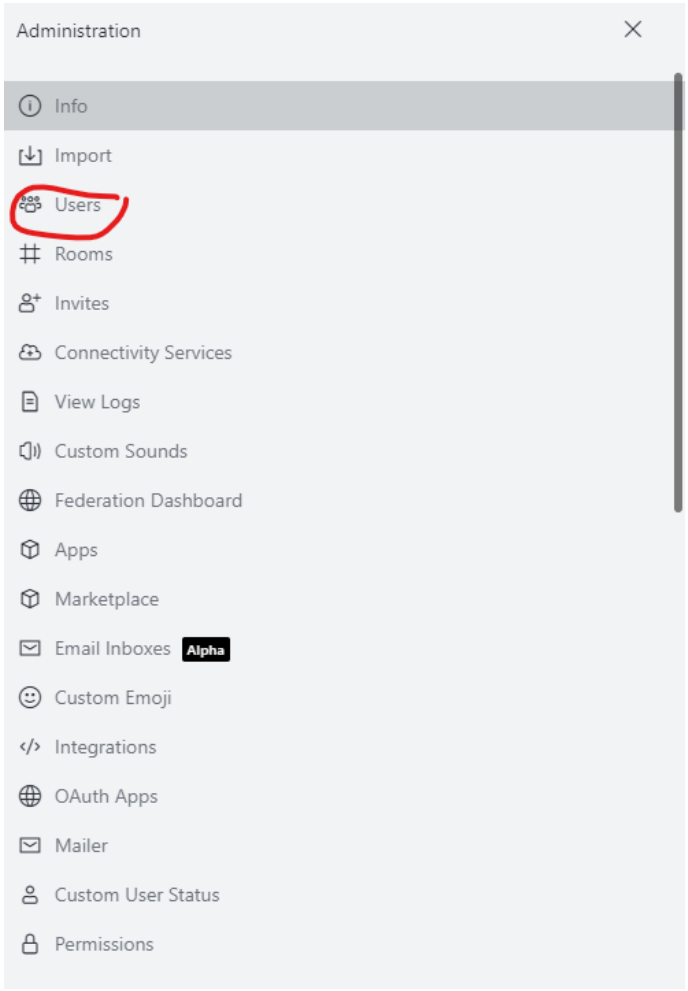
YOU MUST BE AN ADMINISTRATOR TO ADD OR EDIT USERS

How to Add a User

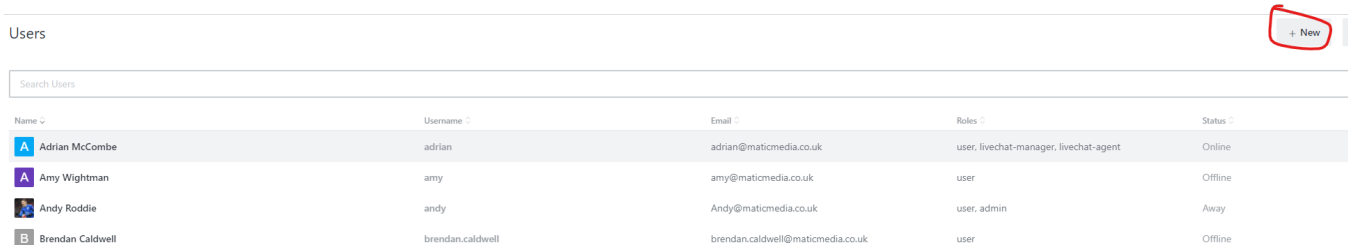
1. Go to the admin panel
2. Click your Profile icon at the top left of the screen
3. Then click Administration



4. Click **"Users"**



5. Click **"New"**



6. Enter the new User

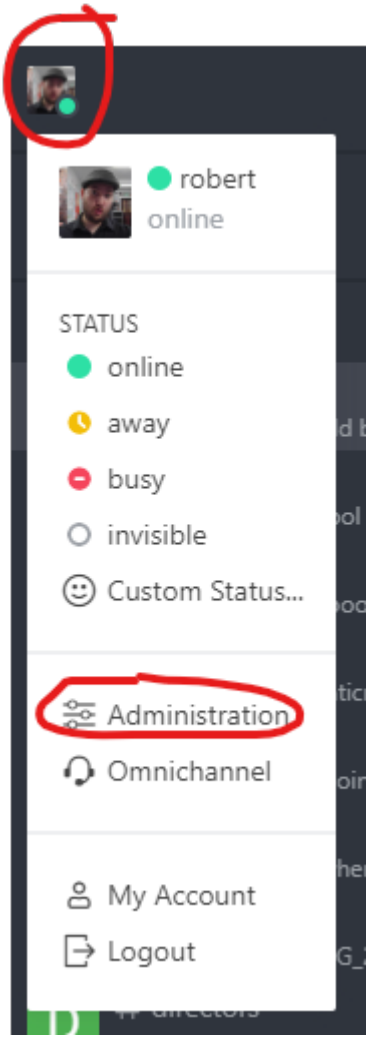
Name	The users name
Username	Usually in the format [forename].[surname] or [forename]
Email	[forename].[surname]@maticmedia.co.uk
Email Verified	Set this to use
Password	Their password

Require password change	yes if you want them to choose their own password
Roles	Select "User"

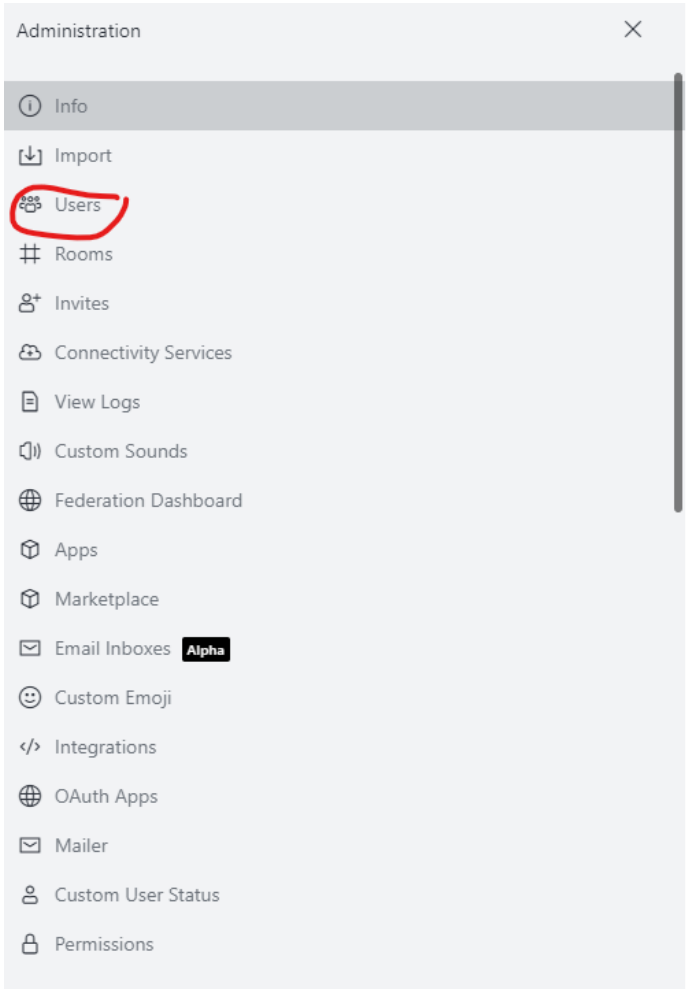
7. Click **"Save"**

How to change a User's Password

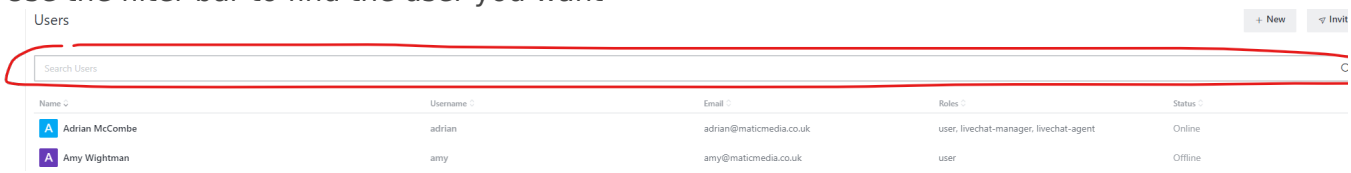
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4. Click **"Users"**

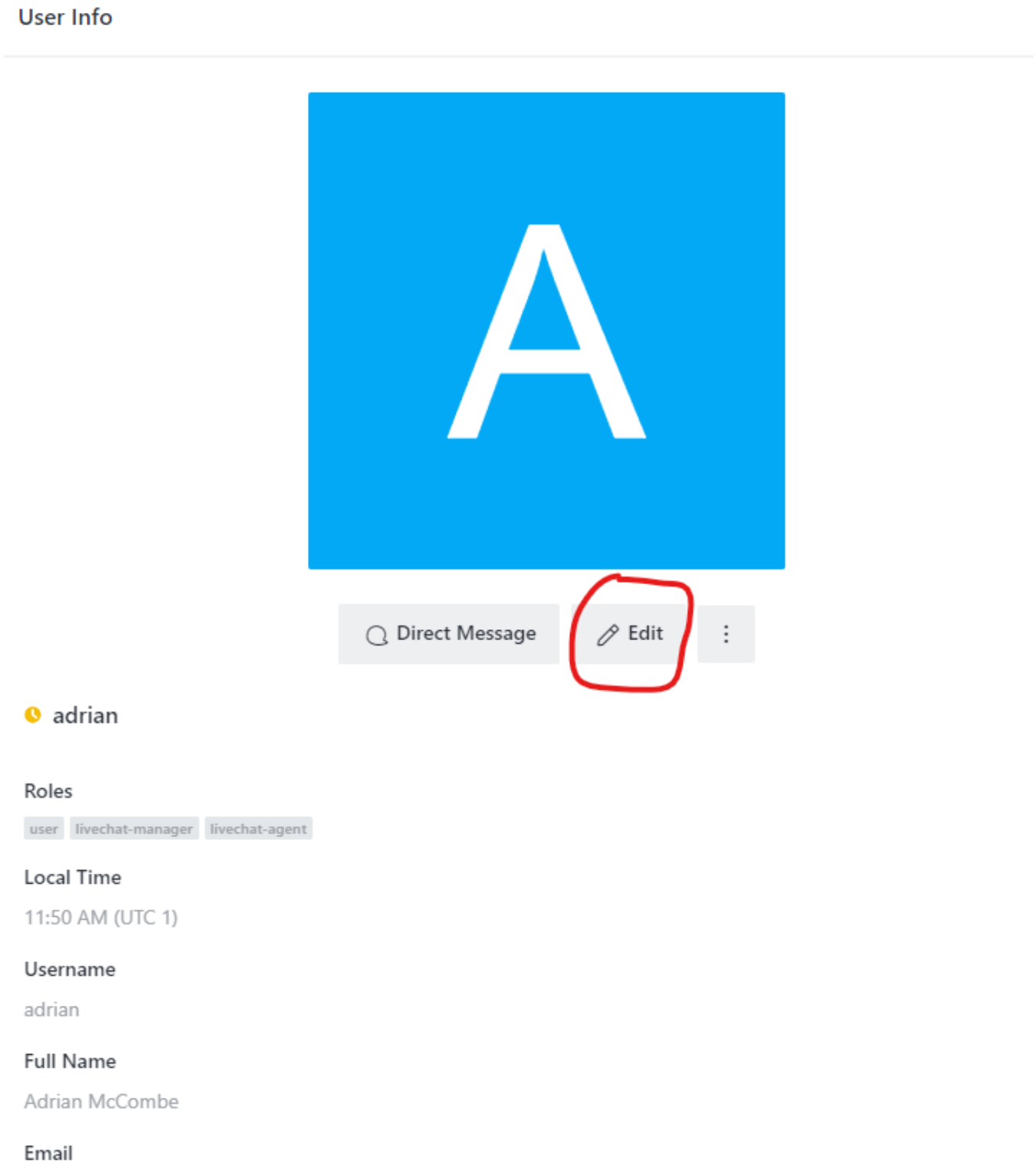


5. Use the filter bar to find the user you want



6. Click on the user

7. Click on the Edit on the User popout



8. Enter new password on the password field



9. Click save

Save

Android Application

Android application is located here for installation: matic.chat.android.apk