

Chat: talk to your team without leaving ImmCase

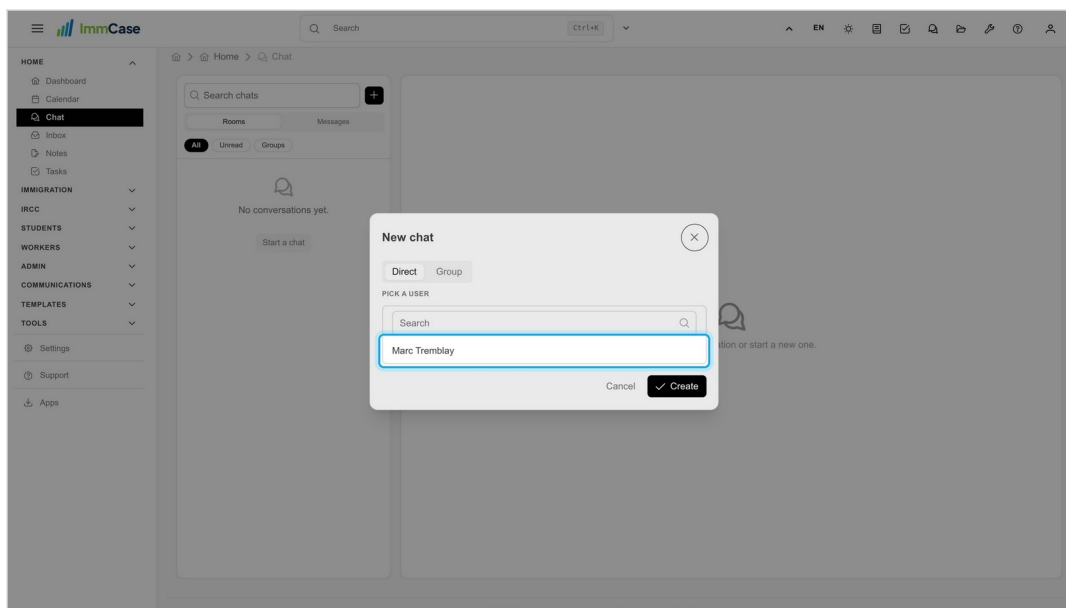
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Chat is the firm's own messenger, for colleagues only: clients never see it. Write to one colleague, or open a group for a file, and share documents where the team already works.

The firm, its staff («Sarah Martin», «Marc Tremblay»), the client («Daniela Ruiz») and the document in this guide are **fictional**.

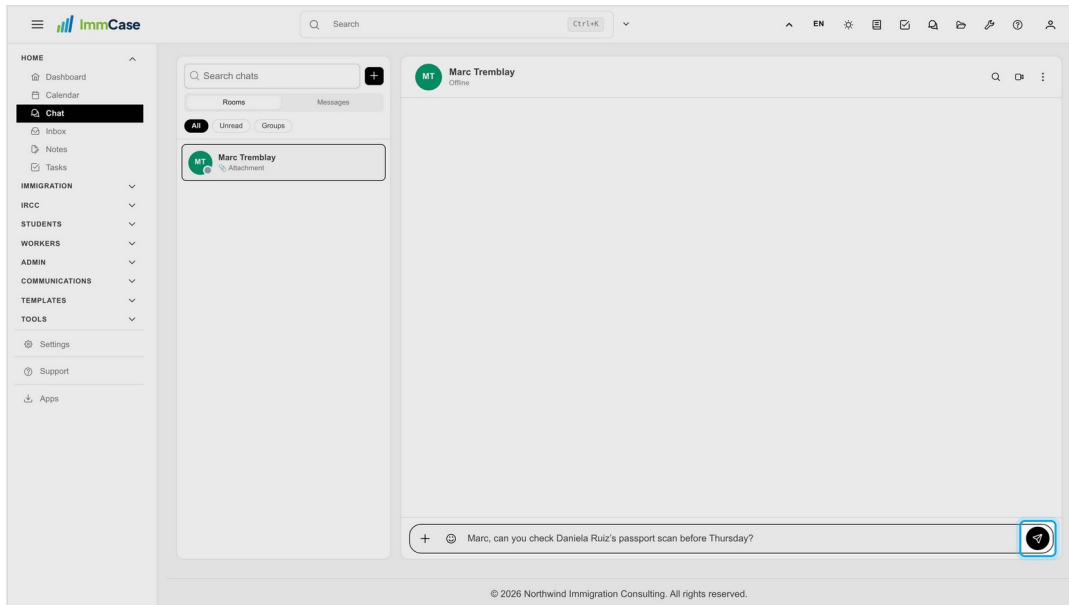
1. Write to a colleague

In the left menu, open **Home** and click **Chat**. Click **+**, keep **Direct**, pick the colleague and click **Create**. If you already have a chat with them, it opens that one.



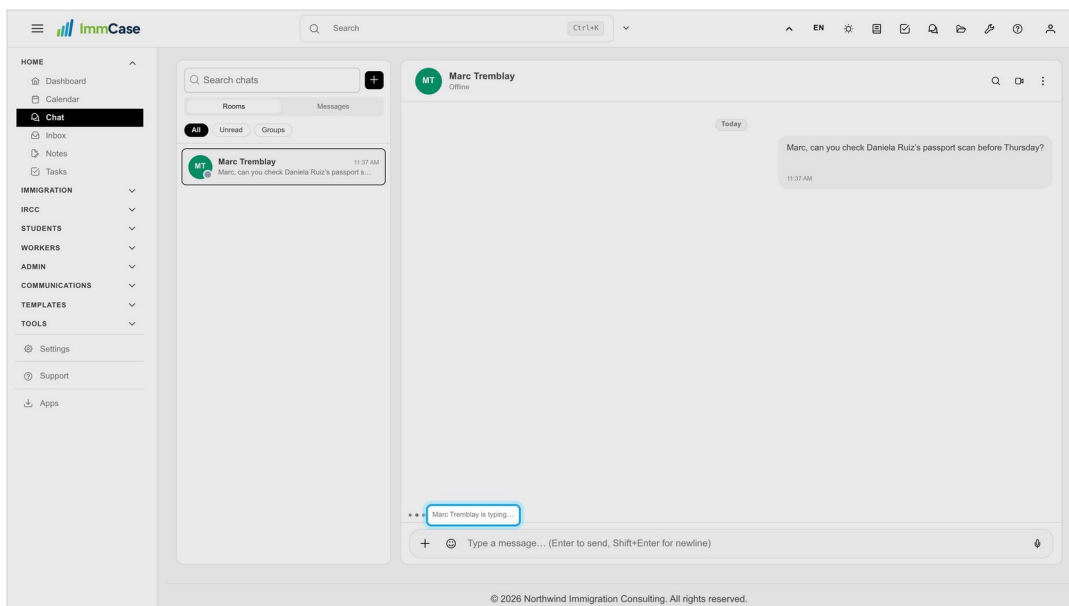
2. Send

Type your message and press **Enter** to send it (**Shift+Enter** starts a new line).



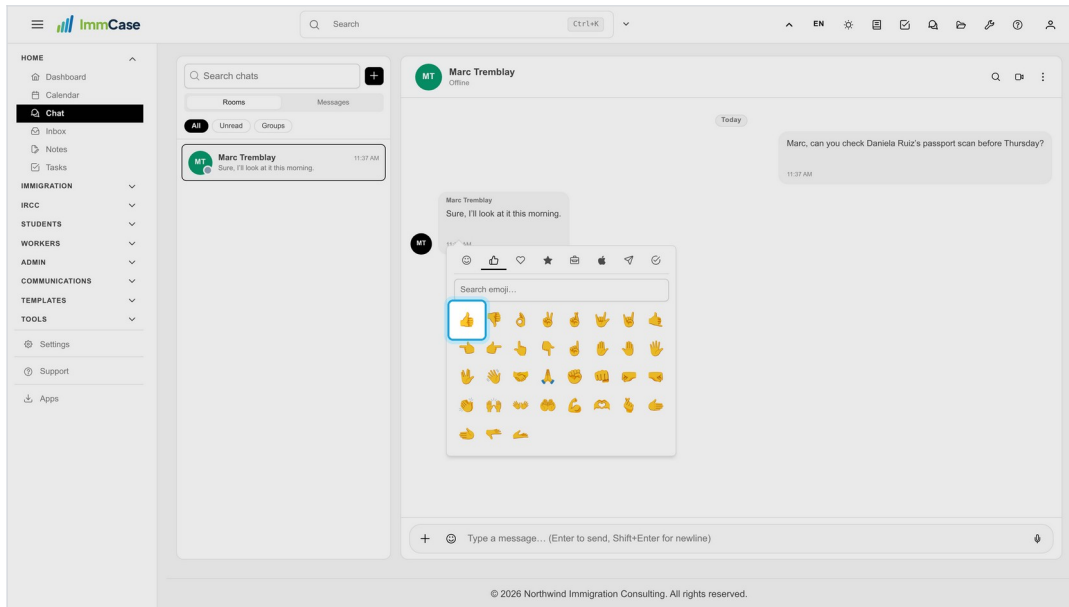
3. Answers arrive live

No need to reload: you see when your colleague is typing, and their answer appears as soon as they send it.



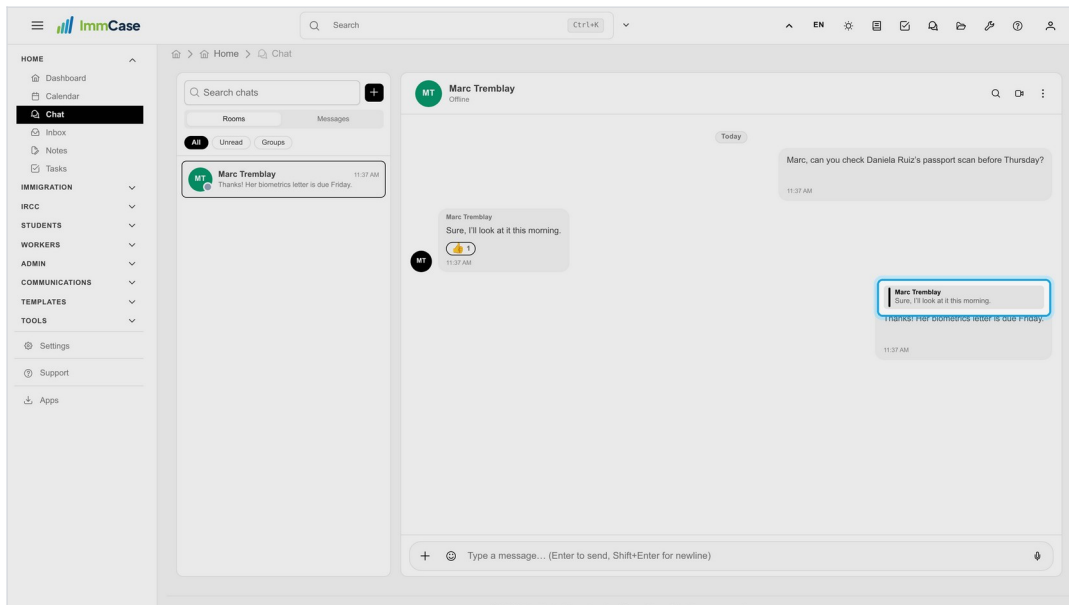
4. React

Under a message, click the smiley with + and pick an emoji. Click the emoji again to remove it.



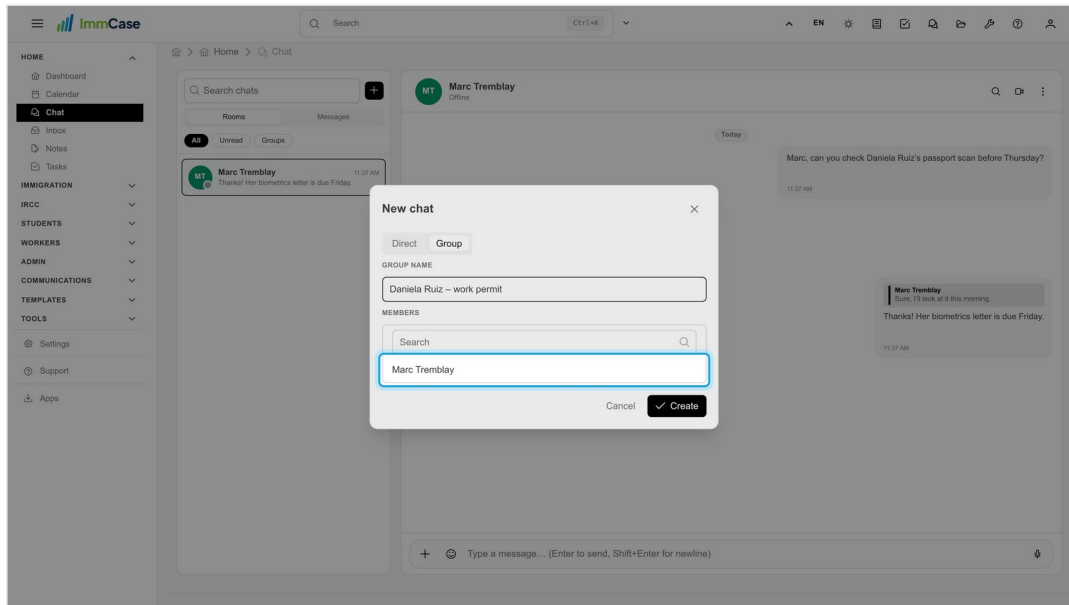
5. Reply to a message

Point at a message and click the arrow to reply to it: your answer shows the message it is about.



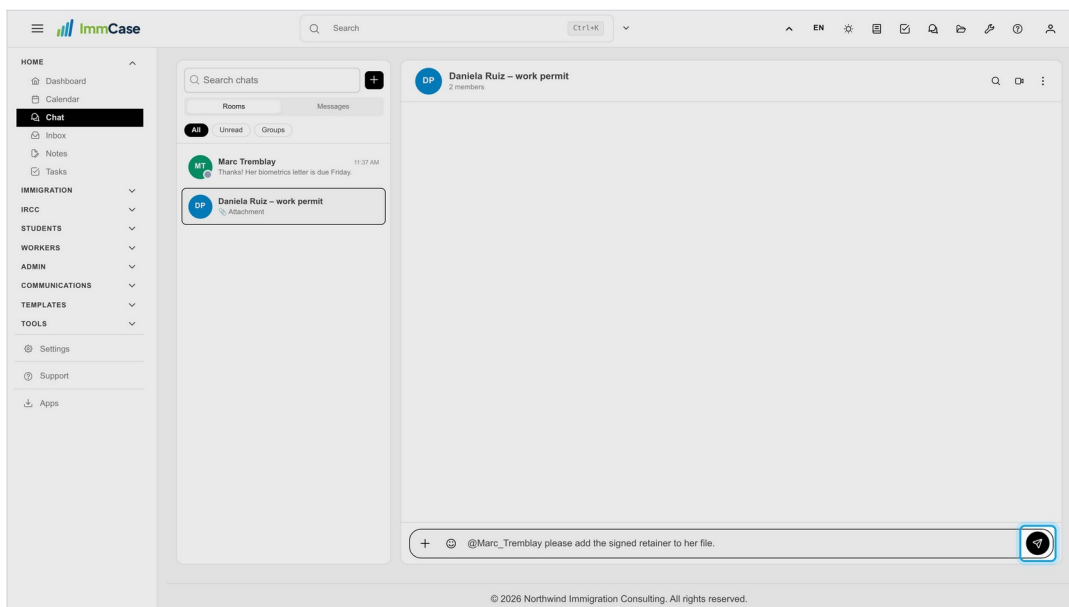
6. A group for a file

For a conversation with several people, click **+**, choose **Group**, give it a name, tick the members and click **Create**. The group appears in their list.



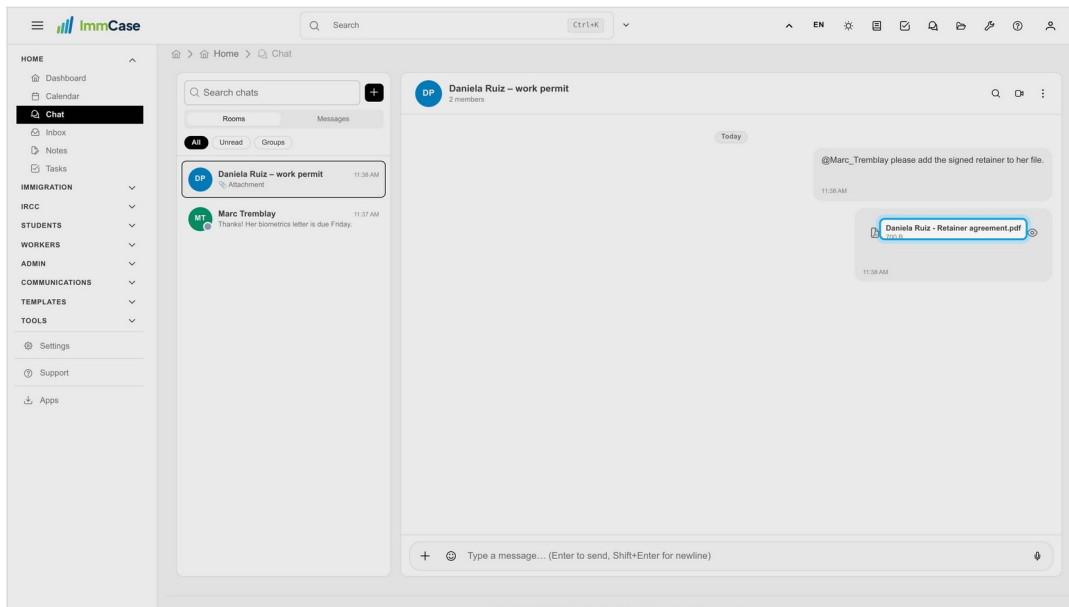
7. Mention someone

Type **@** and the start of a name, then pick the colleague. They get an **@** badge on the chat icon at the top of the screen.



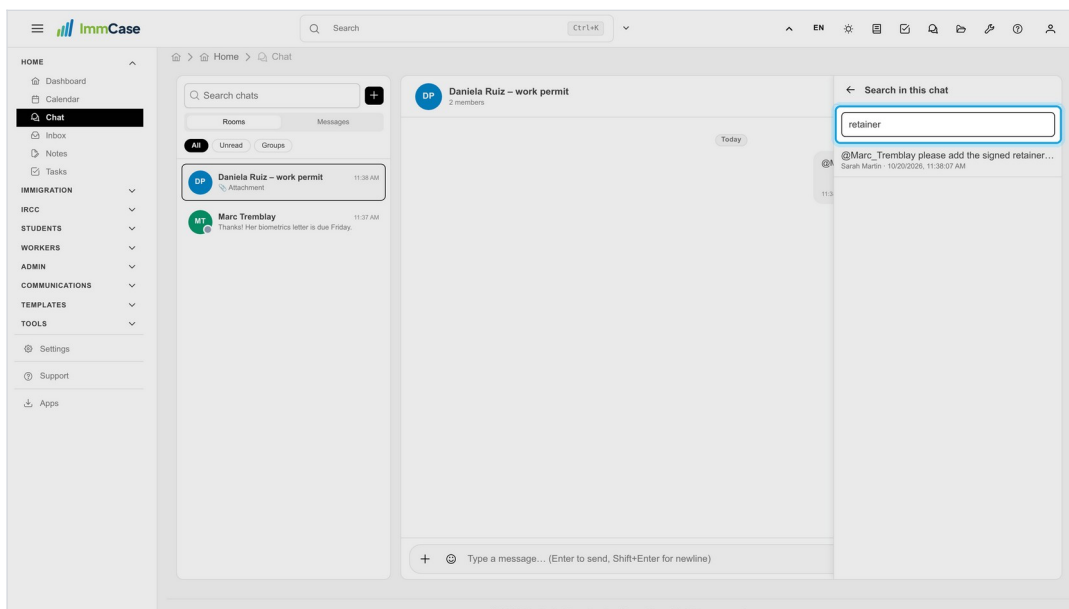
8. Share a document

Click **+** at the left of the message box to send a file. You can also drag files onto the conversation, or paste a screenshot.



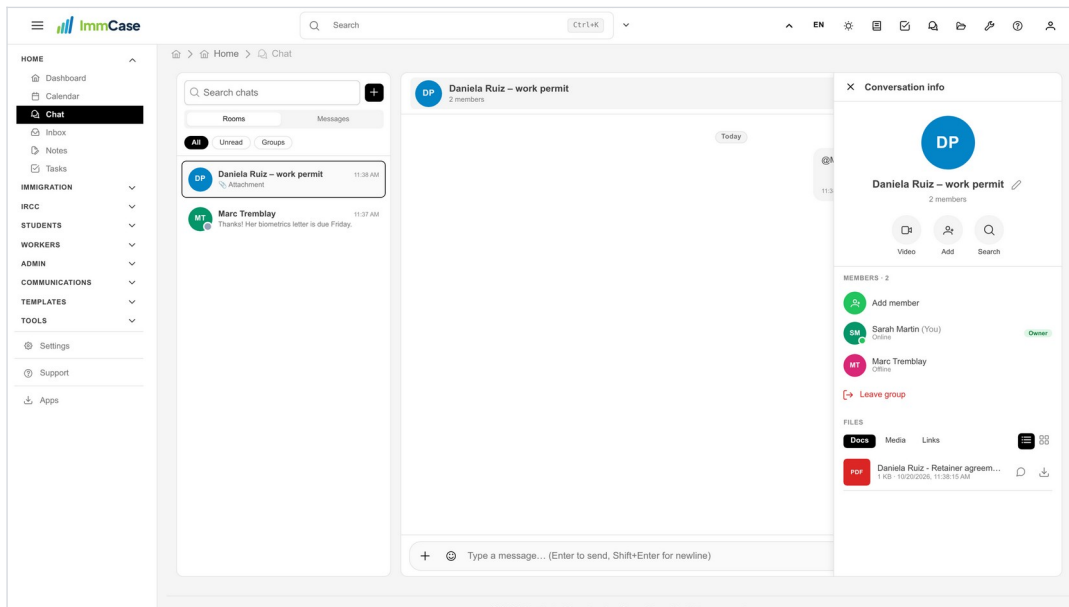
9. Find it again

The magnifier at the top of a chat searches its messages. Click a result to jump to it. To search every chat at once, use **Messages** above the list.



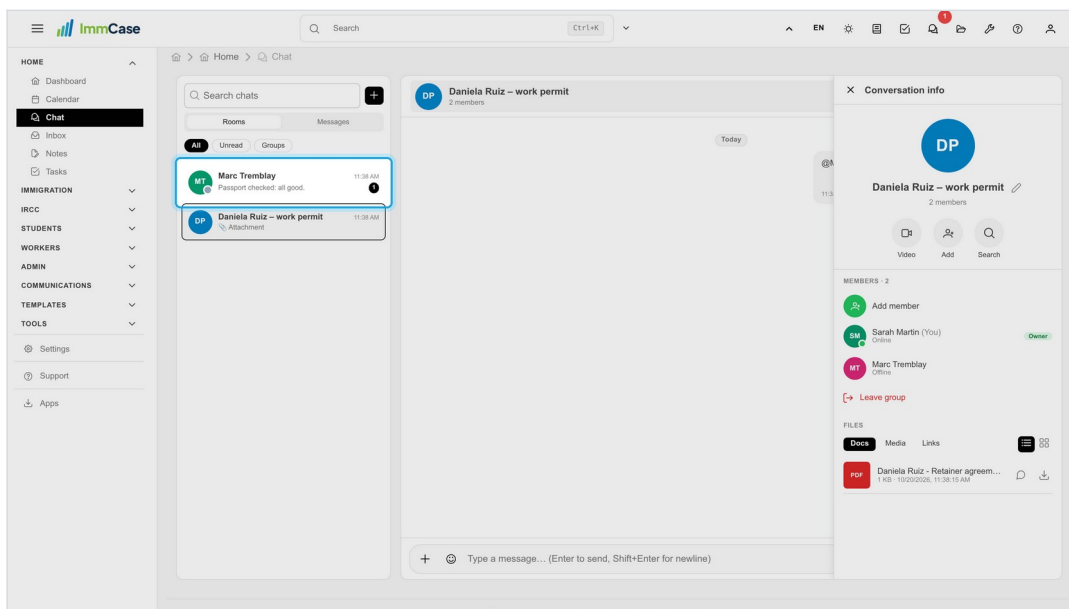
10. Members and files

Click the chat's name to see its members and every file shared in it, with **Docs**, **Media** and **Links** tabs. The group's creator can rename it and add or remove members.



11. Nothing missed

A new message moves its chat to the top with an unread count, and the chat icon at the top of every page shows how many are waiting.



Good to know

- **Change your mind:** the  on your own message edits or deletes it.
- **Bold and italics:** put a word between two asterisks on each side for bold, one for italics.
- **Voice message:** with the box empty, the microphone at the right records one.
- **A quick video meeting:** the camera at the top of a chat creates a meeting and posts its link in the chat.
- **Delete conversation** (the  at the top) only clears it for you; it comes back when someone writes again.

Questions: hello@immcase.com.