

MS Teams - managing the chat list



Please remember that information or files you post on a Teams site may be available to other team members. Teams is for communication related to your job role and should not be used for personal chat not related to your work. Information you record on Teams could be disclosed in response to a freedom of information request or to someone you refer to in Teams chat. Consider the appropriateness of what you record; only record what is relevant and necessary; and do not share anything that impacts on the privacy of individuals. If you are unclear about how and where to appropriately record information, please contact the Information Governance Team at dpa@abdn.ac.uk.

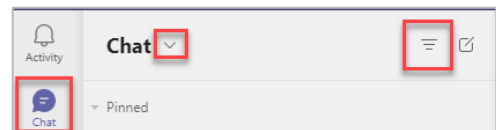
The list of chats in Teams can quickly fill up, making it trickier to find what you're looking for. Although it's not possible to delete a whole conversation, there are various ways to search for and manage the amount of information on display so it's easier to work with.

Manage the chat list

Filter recent chats

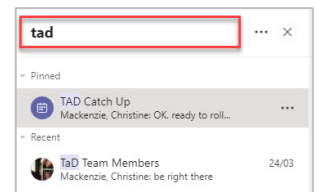
You can filter by keyword or by different types of chat, e.g. **Unread**, **Meetings** or **Muted**

- Click **Chat** in the App bar at the left of the window
- Click **Chat** drop-down arrow at the top to see recent Chats or Contacts
- Click the **Filter** button



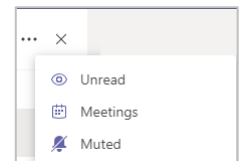
Filter by keyword

- Type a keyword to search within the title of a chat. The keyword can be a word in the title, or the name of a person mentioned in the title or within the chat
- The chat list displays only messages containing the keyword



Filter by types of chat

- Click the ellipsis (...) at the top right of the search area
- Click **Unread**, **Meetings** or **Muted** from the shortcut menu



You can also use the **type** option to apply a second level of filtering if your keyword search returns a lot of results.

- Click the **X** in the top right corner of the search area to clear the search

Pin a chat to the top of the list

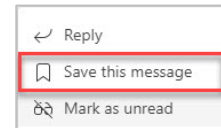
- Find the chat you want to pin and hover the mouse over the chat title
- Click the **ellipsis (...)** to the right of the title or **right-click** the title



- The chat will remain at the top of the list under the Pinned heading

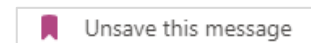
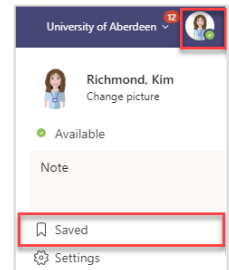
Save a chat

- In the main message window, hover over the message you want to edit. The reactions toolbar appears
- Click the **More options** ellipsis (...)
- Click **Save this message** from the shortcut menu



Find a saved chat

- Click your profile picture in the title bar at the top of the window
- Click **Saved**. Saved messages appear in a panel at the left of the screen, with a bookmark icon to the right.
- Click a saved message in the list to view.
- To unsave a message, hover over the message in the main message area until the Reactions toolbar appears. Click the **ellipsis (...)** and choose **Unsave this message**



Hide or mute a chat

- Find the chat you want to hide or mute and hover the mouse over the chat title.
- Click the ellipsis (...) to the right of the title or **right-click** the title.
- Click **Hide** or **Mute** from the shortcut menu as appropriate.



If you hide a chat, it disappears from the list and remains hidden until someone reactivates it by posting a new message to the thread.

If you mute a chat, it remains visible in the list but you don't receive notifications of new items in the conversation.

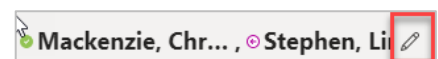
To unmute, **right-click** the chat and choose **Unmute** from the shortcut menu.

Muted messages have a scorethrough icon



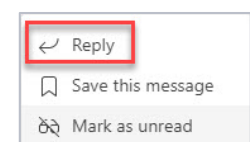
Name a group chat

- Click a group chat in the list to select it
- Click the **Pencil** icon alongside the title of the chat in the main window
- Type a name for the chat and click **Save**



Reply to a chat

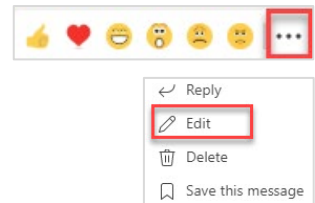
- Hover over the message you want to edit. The reactions toolbar appears
- Click the **More options** ellipsis (...)
- Click **Reply**



Edit a message in a chat

Note: You can only edit your own messages within a chat; you can't edit other people's messages

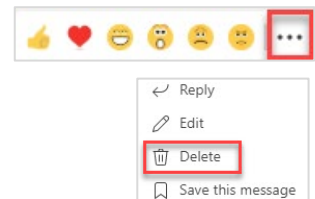
- Hover over the message you want to edit. The reactions toolbar appears
- Click the **More options** ellipsis (...)
- Click **Edit** from the shortcut menu



Delete a message in a chat

Note: You can only delete your own messages within a chat; you can't delete other people's messages

- Hover over the message you want to edit. The reactions toolbar appears
- Click the **More options** ellipsis (...)
- Click **Delete** from the shortcut menu



Pop out a chat¹

Popping out a chat into its own separate window makes it easier to:

- move between multiple ongoing conversations
- participate in a conversation whilst continuing with other work
- check something in a chat with colleagues whilst attending a completely separate meeting

Note: You can't open a Meeting chat in a separate pop out window.

You can open chats in separate pop out windows in a number of ways:

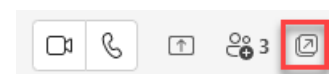
From the chat list

- **Double-click** on the chat name to pop it out in a new window immediately.
- **Hover** over the chat name and click on the **Pop out chat icon** that appears.
- **Click** on the chat name, select **More options ...** and click **Pop out chat**.



From the chat itself

- In the top right corner of the chat click on the **Pop out chat icon**.



From a profile picture

- Anywhere in Teams chats/conversations, **double-click** on the **profile picture** of the person you want to have a conversation with to open a chat in a new window.



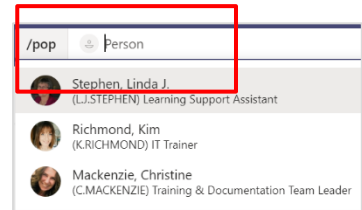
During a meeting you can double click on another participant's profile picture in the Chat or People panel, to open a separate **private chat** pop out window.

Note: this will *not* work for external guests.

¹ **Note:** The Pop out chat feature is currently available in the desktop app for Windows and Mac only. It is not yet supported for Teams on the web, Linux, or mobile.

From command box

- Type **/pop** in the command box at the top of Teams and press **Enter**
- Pick the person from the suggested list or type in a name to find the person that you want to chat to. The chat will open in a new pop out window.



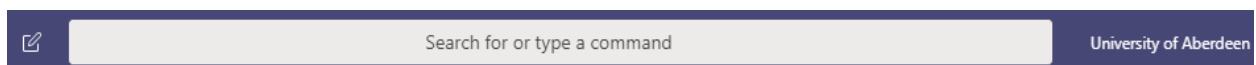
Close a Pop out chat window

- Click on the **X** to close a Pop out chat window.



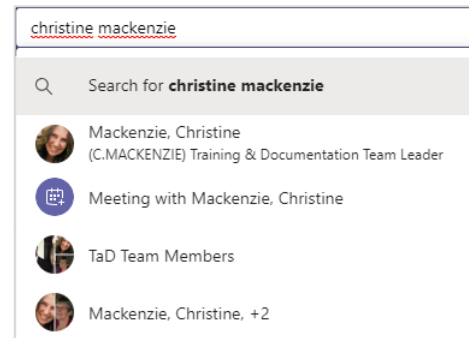
Search for chats and messages

- Click into the Search box at the top of the Teams window



Search for a chat with a contact or group:

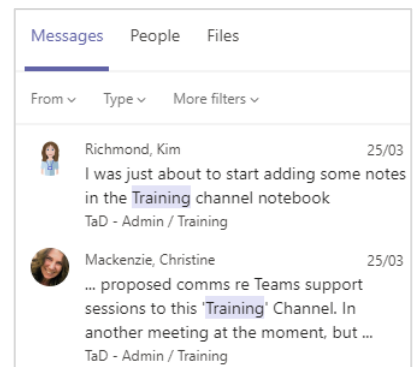
- Type the **name** (or part of the name) of a contact or group in the search box and press **Enter**
- The results list appears, displaying the name of the contact or group and the name of any chats they are part of
- Click the item you want to open



Search for a keyword from the contents of a chat

- Type a keyword in the Search box at the top of the Teams window and press **Enter**.
- The results appear in a panel at the left of the window.

Note: if your search results in a long list, use the filter options at the top of the panel to refine it. You can filter on 'From', 'Type' or more detailed options via **More filters**



Help and Support

See [Guides and Links](#) in our MS Teams resource on Toolkit or contact the IT Service Desk: <https://myit.abdn.ac.uk>