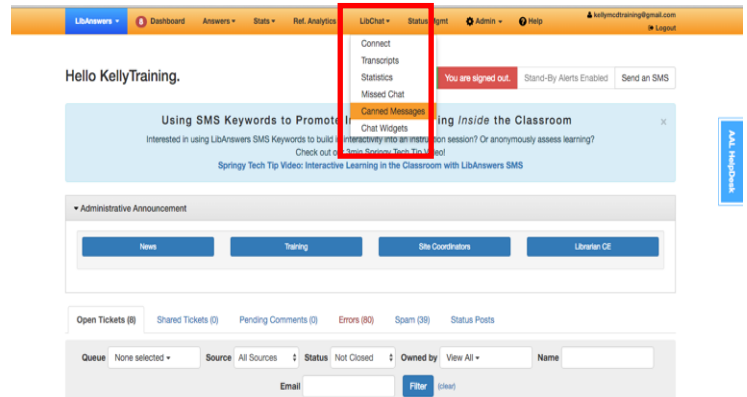


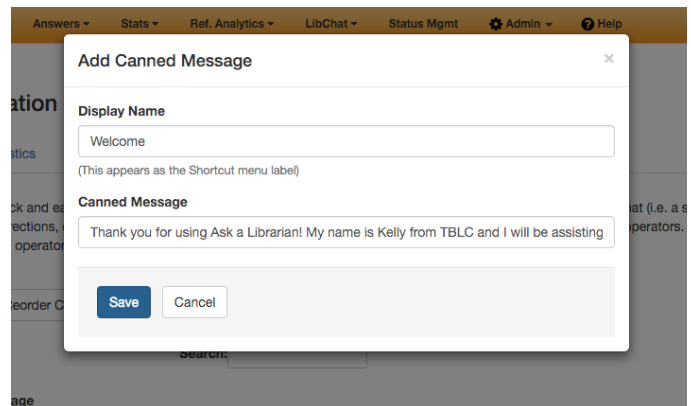
Personal Canned Messages: Adding, Editing, and Accessing Them

Canned Messages are useful when you want to quickly respond with an answer that you may send out several times a session. For example: Greetings, Thanks, and Just a Moments. All system and departmental canned messages are displayed along with personal ones. Only personal canned messages can be edited from this view.

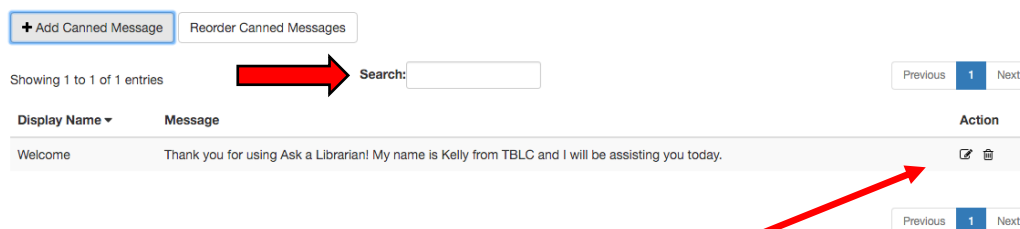
1. Log in to your LibApps Account
2. Select LibChat and Canned Messages from the top orange ribbon
3. Click on the Add Canned Message button



4. Choose a display name that will quickly let you know which canned message you're accessing
5. Type your full message in the second box
6. Save your canned message



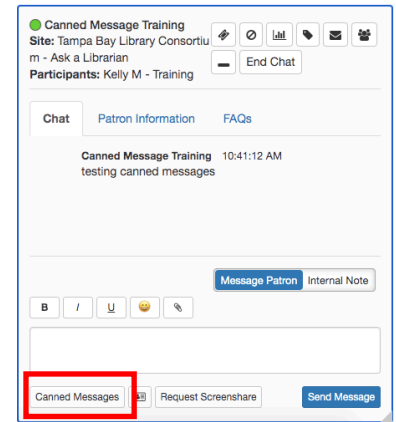
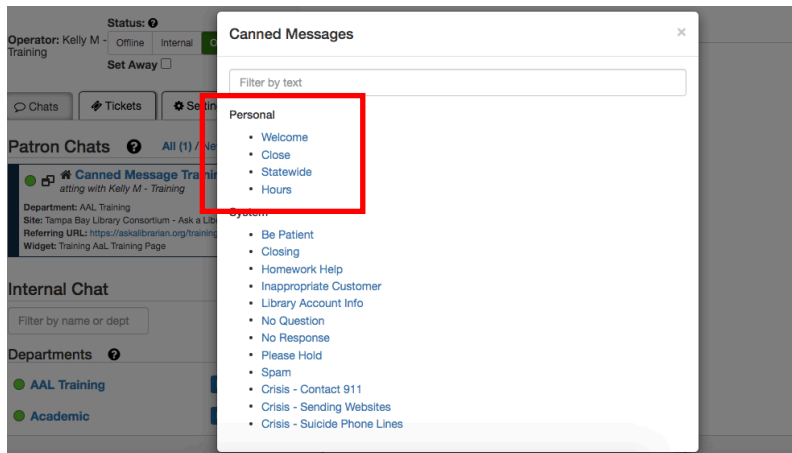
7. Search for "Personal" to narrow the list to your Personal Canned Messages.



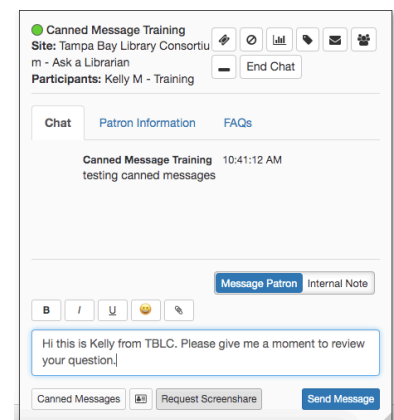
8. From here, you may edit or delete your message

9. Once you sign in to chat and have an open chat window with a patron, select the Canned Messages button on the right

10. Choose the canned message you want to use



11. This automatically populates the words as if you have just typed them yourself



PLEASE NOTE: We have provided you with system-wide canned messages that cannot be edited. Please use these for emergencies or if you encounter an inappropriate user.

If you are a site coordinator you may add and edit departmental system canned messages through Admin>LibChat Set-up>System Canned Messages.

You do not have an option to send canned messages to other staff through internal chat.