



SchoolMessenger[®]

New Communicate Dashboard Guide



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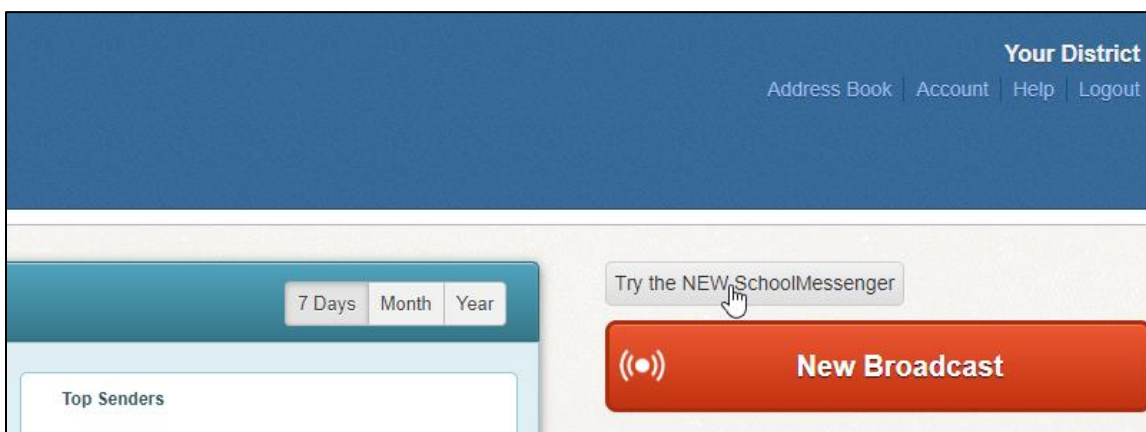
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Introduction

This guide is for the new Communicate dashboard. The new dashboard streamlines and simplifies the process of creating

Accessing the New Dashboard

Once you have logged into your Communicate account, you can access the new dashboard by clicking **Try the NEW SchoolMessenger** button above **New Broadcast** on the right side of the page.





Dashboard Overview

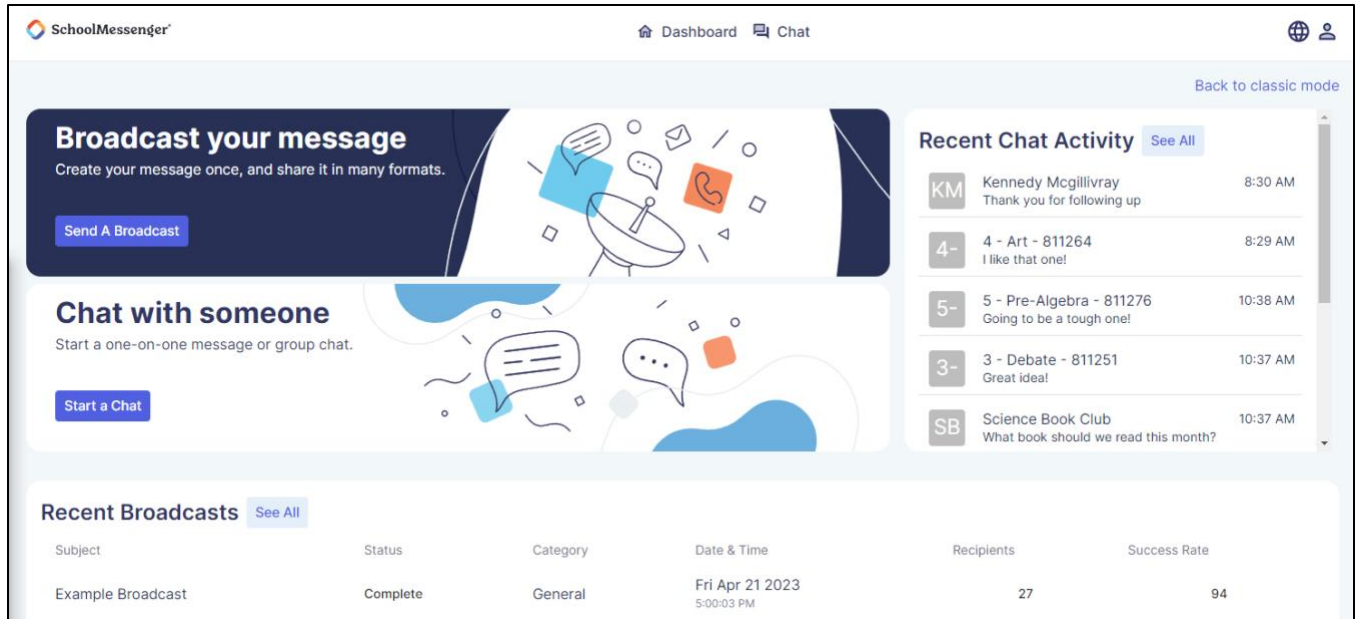
On the new Dashboard, you will find a number of options.

You can use **Send a Broadcast** to create a broadcast.

To begin a chat, click **Start a Chat**.

Across the top of the page you will also find links to switch between the **Dashboard** page and the **Chat** page.

You will also find a  icon that allows you to view the dashboard in other languages and a  icon to access your Account, Address Book, Help and Log Out links.



If you want to switch back to the original dashboard, click **Back to classic mode**.

Recent Chat Activity

On the Dashboard there is a section to display your most recent chats. Presently the Recent Chat Activity is empty, but you can click **See All** to jump to the Chats page. In a later build, your recent chats will be listed here).

Recent Broadcasts


On the Dashboard there is a section to see Recent Broadcasts.

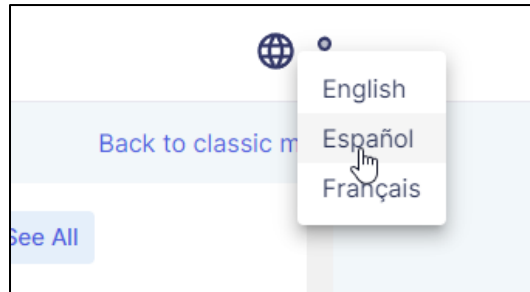
Subject	Status	Category	Date & Time	Recipients	Success Rate
Example Broadcast	Complete	General	Fri Apr 21 2023 5:00:03 PM	5	80
Another Broadcast	Complete	General	Fri Apr 21 2023 4:29:20 PM	11	91
Example Message	Complete	General	Fri Apr 21 2023 4:14:09 PM	8	100

The **Subject**, **Status**, **Category**, **Date & Time**, **Recipients** and **Success Rate** for your recent broadcasts will be displayed. The **Success Rate** will show the percentage of broadcast messages that have been successfully delivered to the intended recipients.

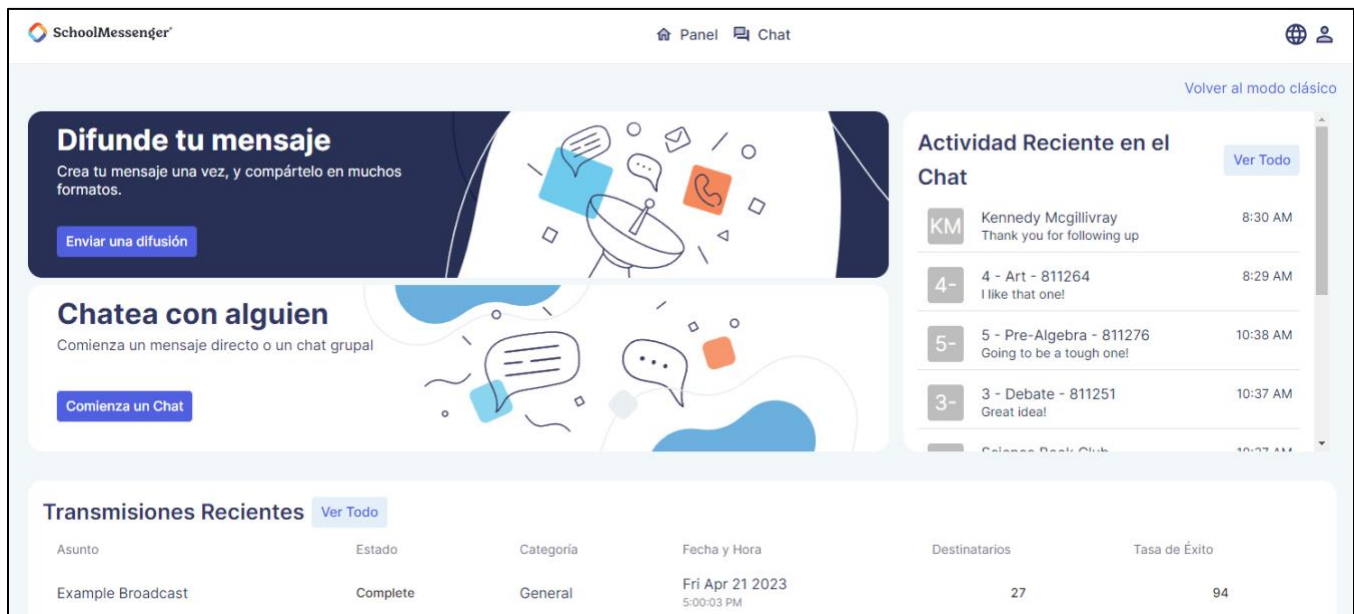
If you want to see the rest of your broadcasts, click **See All**. This will switch you back to the old Communicate interface to view all of your broadcasts.

Translations


The new Communicate interface is available in English, Spanish and French. To change the language of your interface, click the  icon.



Choose between **English**, **Español**, or **Français**.

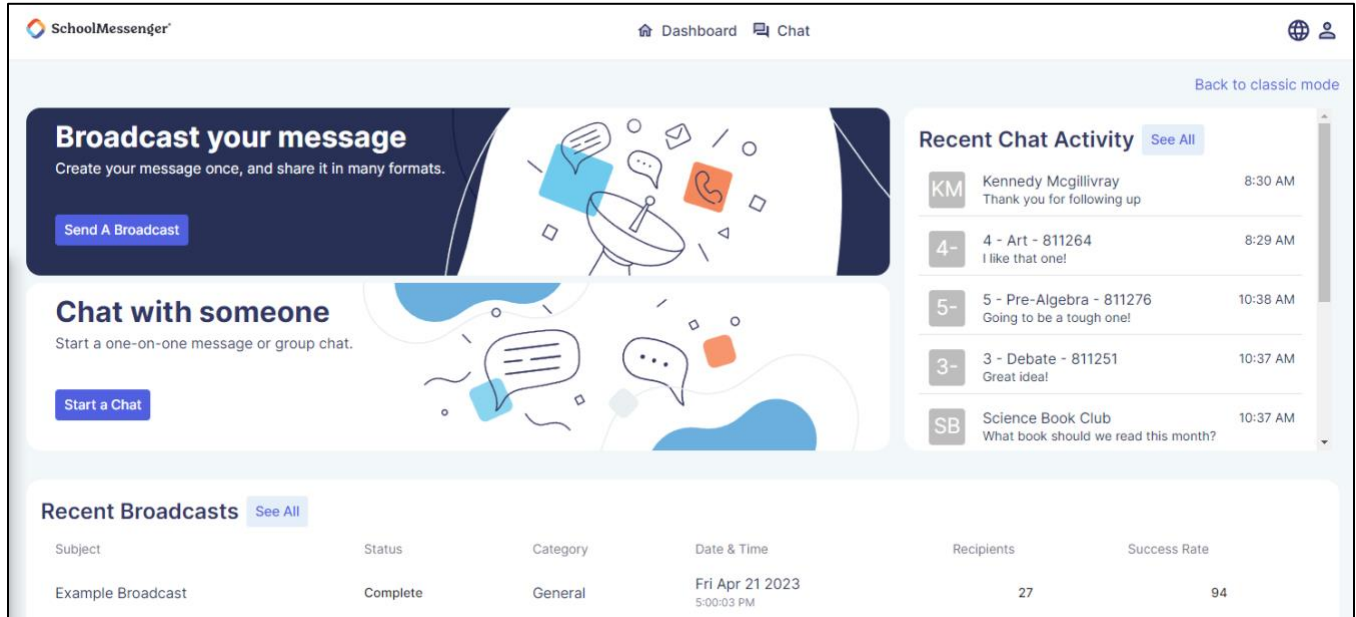


Account Settings

When you click the  icon, you will see links for **Account**, **Address Book**, **Help** and **Logout**. The **Account**, **Address Book** links will take you to the corresponding section from the classic Communicate interface. The **Help** link will take you to the online documentation for the classic Communicate interface. The **Logout** link will log you out of your current session.

Broadcasts

To create a new broadcast, click **Send a Broadcast** on the dashboard.



The screenshot shows the SchoolMessenger dashboard with the following sections:

- Broadcast your message:** A dark blue banner with the text "Create your message once, and share it in many formats." and a "Send A Broadcast" button.
- Chat with someone:** A light blue banner with the text "Start a one-on-one message or group chat." and a "Start a Chat" button.
- Recent Chat Activity:** A list of recent messages with columns for initials, message content, and time.

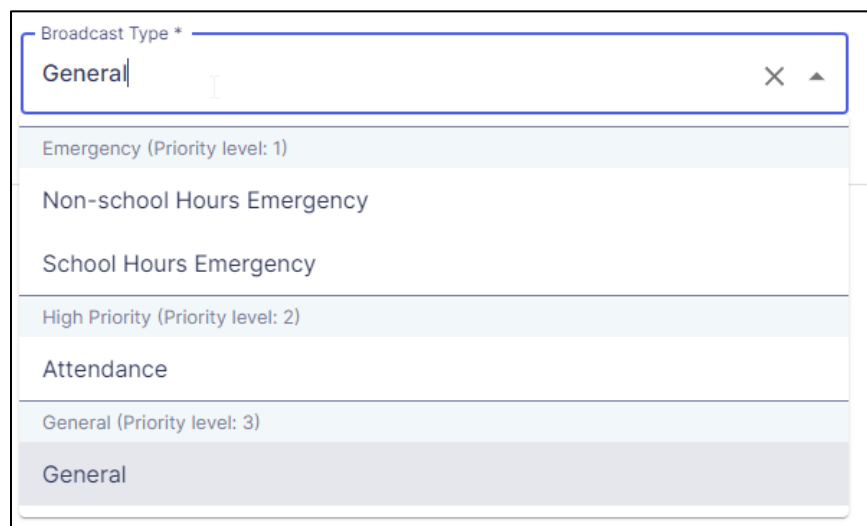
Initials	Message	Time
KM	Kennedy Mcgillivray Thank you for following up	8:30 AM
4-	4 - Art - 811264 I like that one!	8:29 AM
5-	5 - Pre-Algebra - 811276 Going to be a tough one!	10:38 AM
3-	3 - Debate - 811251 Great idea!	10:37 AM
SB	Science Book Club What book should we read this month?	10:37 AM
- Recent Broadcasts:** A table showing broadcast history.

Subject	Status	Category	Date & Time	Recipients	Success Rate
Example Broadcast	Complete	General	Fri Apr 21 2023 5:00:03 PM	27	94

Broadcast Settings


Title your broadcast by filling out the **Enter Broadcast Name**.

Click the **Select Broadcast Type** dropdown to choose your broadcast type.



The screenshot shows a dropdown menu for "Broadcast Type *". The selected option is "General". The menu lists several options:

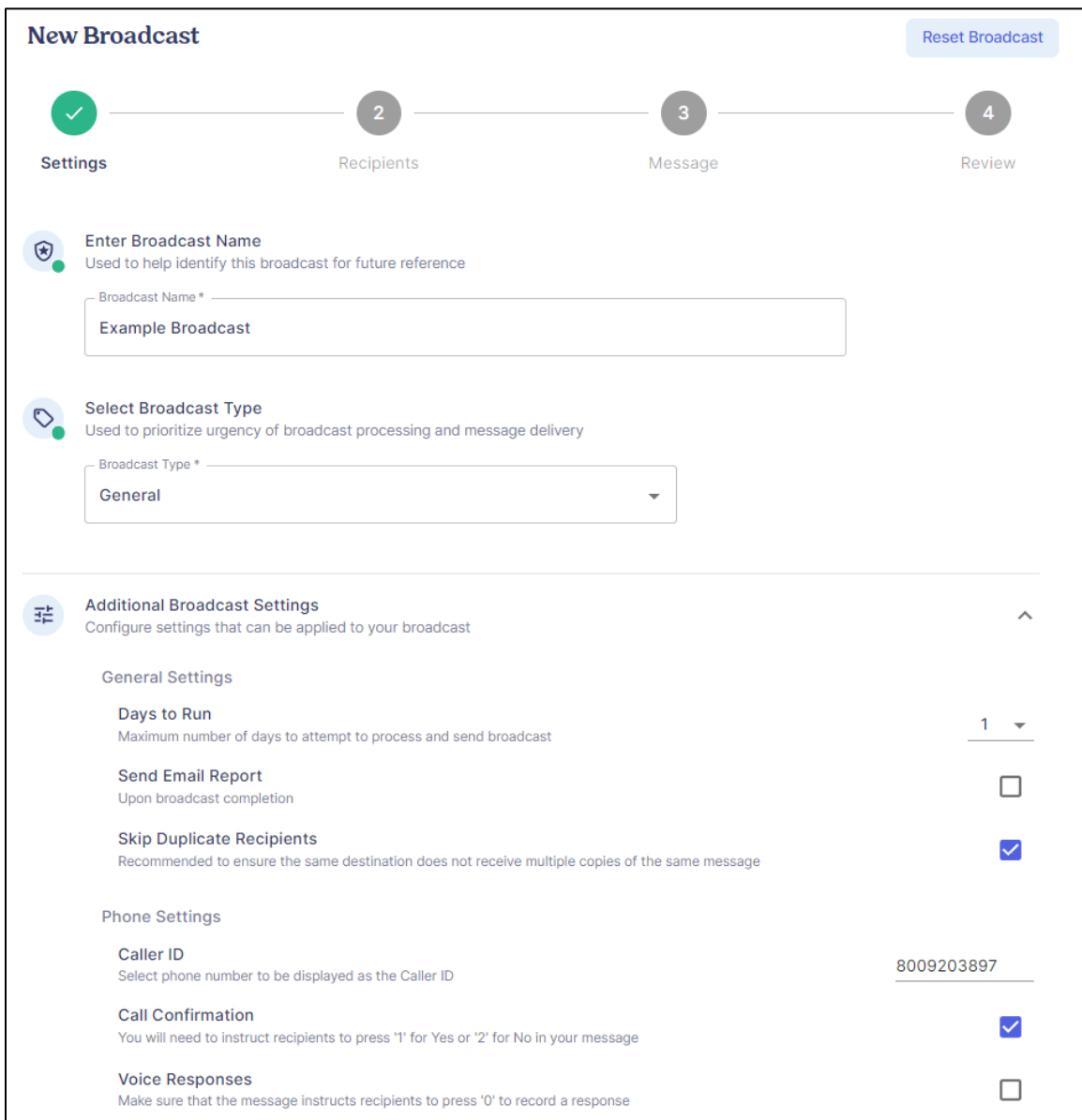
- Emergency (Priority level: 1)
 - Non-school Hours Emergency
 - School Hours Emergency
- High Priority (Priority level: 2)
 - Attendance
- General (Priority level: 3)
 - General

 **Note:** The **Broadcast Type** field is also searchable, which can be useful if you have a large number of Broadcast Types.

Additional Broadcast Settings

If you expand the **Additional Broadcast Settings** you have the option to configure the following settings:

- **Days to Run:** Choose the maximum number of days the broadcast should try to run.
- **Send Email Report:** Choose whether to send an email report to yourself after the broadcast has been sent.
- **Skip Duplicate Recipients:** Choose whether to skip duplicate recipients being contacted for a broadcast. This is enabled by default.
- **Caller ID:** Set the phone number that should be displayed to broadcast recipients.
- **Call Confirmation:** Prompt call recipients to confirm the broadcast.
- **Voice Responses:** Give call recipients the option to record a response.




The screenshot shows the 'New Broadcast' configuration page. At the top right is a 'Reset Broadcast' button. Below it is a progress bar with four steps: 1. Settings (active, green checkmark), 2. Recipients, 3. Message, and 4. Review. The main content area includes:


- Enter Broadcast Name:** A text input field with the placeholder 'Example Broadcast'. Description: 'Used to help identify this broadcast for future reference'.
- Select Broadcast Type:** A dropdown menu currently set to 'General'. Description: 'Used to prioritize urgency of broadcast processing and message delivery'.
- Additional Broadcast Settings:** A section with an expand/collapse arrow. It contains:
 - General Settings:**
 - Days to Run:** A dropdown menu set to '1'. Description: 'Maximum number of days to attempt to process and send broadcast'.
 - Send Email Report:** A checkbox that is unchecked. Description: 'Upon broadcast completion'.
 - Skip Duplicate Recipients:** A checked checkbox. Description: 'Recommended to ensure the same destination does not receive multiple copies of the same message'.
 - Phone Settings:**
 - Caller ID:** A text input field containing '8009203897'. Description: 'Select phone number to be displayed as the Caller ID'.
 - Call Confirmation:** A checked checkbox. Description: 'You will need to instruct recipients to press '1' for Yes or '2' for No in your message'.
 - Voice Responses:** An unchecked checkbox. Description: 'Make sure that the message instructs recipients to press '0' to record a response'.

After you have configured your broadcast settings, click **Next**.


Broadcast Recipients


In the next section, you are able to choose the recipients for your broadcast.


If you wish to send the broadcast to yourself, click  and choose **Add Me**.


School Messenger (me)
Email:
cdanner@exampledistrict.com 
Phone: 800-920-3897
SMS: 800-920-3897

+ Add Me

 Show Recipient Details

 Custom Filters

 ID Lookup

 Remove All

Recipient Types

You can choose three different recipient types from the **Select Broadcast Recipients** dropdown. You can add recipients from multiple recipient types:

- **Lists:** Choose to search and add recipients from **All Lists**, **My Lists** or **Subscriptions**.
- **Sections:** Choose to search and add recipients from **All Schools** or specific sections.
- **Contacts:** Choose to search and add recipients from **All Schools** or specific schools.

New Broadcast Reset Broadcast

✓
 Settings

✓
Recipients

3
 Message

4
 Review

Select Broadcast Recipients

Search from your saved recipient lists, associated class sections, and/or individual contacts to select 1 or more recipients to receive your broadcast

⋮

Sections ▾

All Schools ▾

▾

Recipient/List Name	Count	Targets	Actions
<div style="display: flex; align-items: center;"> <div> <p>School Messenger (Me)</p> <p>E: tmackay@west.com P: 800-920-3897 S: 800-920-3897</p> </div> </div>	1		⋮
<div style="display: flex; align-items: center;"> <div> <p>Spark List</p> </div> </div>	3		⋮
<div style="display: flex; align-items: center;"> <div> <p>lay549802-RDG101 - Mile Tree</p> <p>Mile Tree</p> </div> </div>	7		⋮
Recipient Totals:		11	

After choosing your recipients, click **Next**.

Broadcast Message

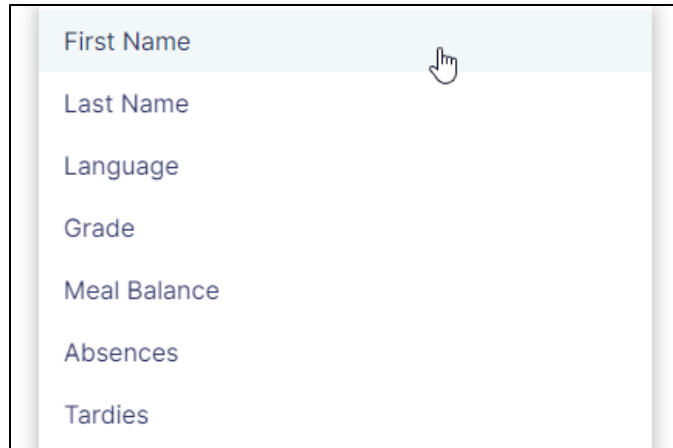
Default Message

Fill out the **Default Message** that will be the default message used for your English messages for email, TTS and SMS messages sent in the broadcast.

Inserting Fields

If you wish use dynamic recipient data, such as the recipient’s first name, in your message, click **Insert Field** where you wish to add the field in the message.

Click the **Data Field** dropdown.



Choose the field you wish to include in your message.

After choosing your Data Field, you can also set a **Default Value** if you wish. This will be used in the field in the event there is no data for the recipient for that particular field.

Insert Dynamic Data Field ✕

<> Each data field will be replaced with the actual data associated with each recipient

Data Field *









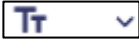


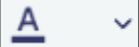
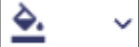






Default Value (optional)





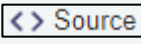
CANCEL **SAVE**


Click **Save** to insert your field into the editor.

Using Broadcast Editor

The following editing tools are available when creating your Default Message.


Icon	Description
	Undo: Undo your last action.
	Redo: Redo your last action.
	Style: Choose the tag to apply to your text. Paragraph text is normal text, whereas the three headings are used to designate different header levels.
	Bold
	Italicize
	Underline
	Strikethrough
	Remove Formatting: Remove any formatting from the current text.
	Basic Styles: Allows you to access the Font Size , Font Family , Font Color and Text Background Color style options.
	Font Size: Choose the size of the font.
	Font Family: Choose from a list of available fonts.
	Font Color
	Text Background Color
	Text Alignment
	Bullet List
	Numbered List
	Decrease Indent
	Increase Indent
	More Actions:

	More Actions: Must click this as well to access
	Link: Enter the URL for a site or page you wish to link to.
	Table: Add a table. You can choose how many rows and columns to include.
	Horizontal Line
	View Source: View the HTML for the message. You can add HTML, but unsupported HTML, such as <script> tags, will be automatically removed. You will need to switch back out of View Source before proceeding.



Default Message - Write once, use everywhere

The Default Message is used as the starting source message for all your written English messages, ex email, TTS, SMS, and is also used for translation into your other available languages. It can be edited (overridden) on a per message type basis, if needed, on the next step.



INSERT FIELD


Paragraph
B
I
U
🔗
✂
Tr
☰
☰
☰
☰
☰
☰
☰

Hello <<First Name:Parent>>

This is a **placeholder** message.

English (EN)
characters: 58

Coming up next: Translation of Default Message into all languages and option to view and edit all messages

 **NEXT**

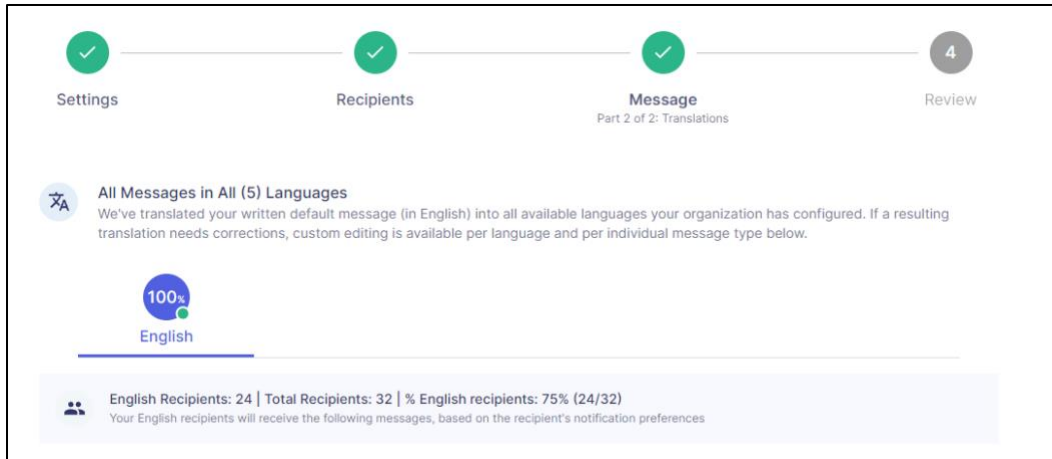
Click **Next**.

Customized Messages and Translations

On this page, you can see the Email, Phone and SMS message in each language. If you want to customize any of these messages or update any of the translations, you can do so.

Recipient and Translation Information

At the top of the page, you will see which languages the recipients are using as well as information on how many recipients are using each translation type.




Settings Recipients Message Part 2 of 2: Translations Review

All Messages in All (5) Languages
We've translated your written default message (in English) into all available languages your organization has configured. If a resulting translation needs corrections, custom editing is available per language and per individual message type below.

100%
English


English Recipients: 24 | Total Recipients: 32 | % English recipients: 75% (24/32)
Your English recipients will receive the following messages, based on the recipient's notification preferences

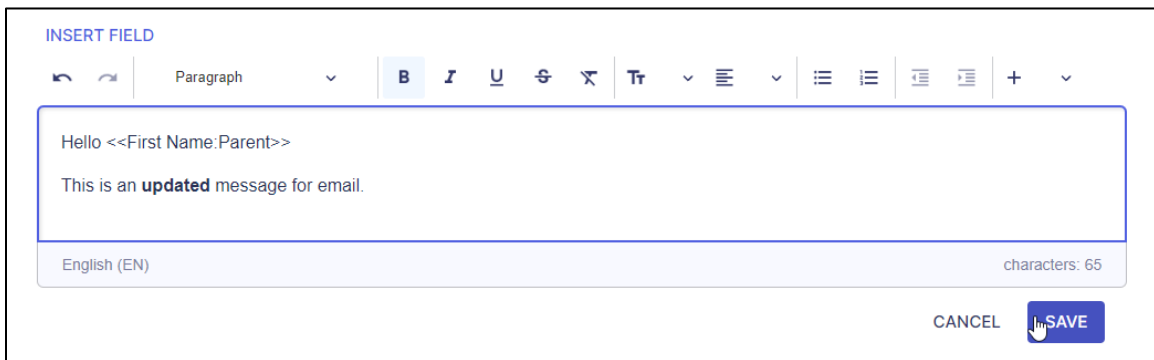
 **Note:** On the current version of the dashboard, the recipient and translation information on this page is just an example and is not representative of your broadcast.

Email


If you wish to customize the email settings, you can update the following fields:

- From Name
- From Email
- Reply-To Email
- Subject


If you wish to update the email message in English or one of the translations, click the  icon to the right of **Email**.

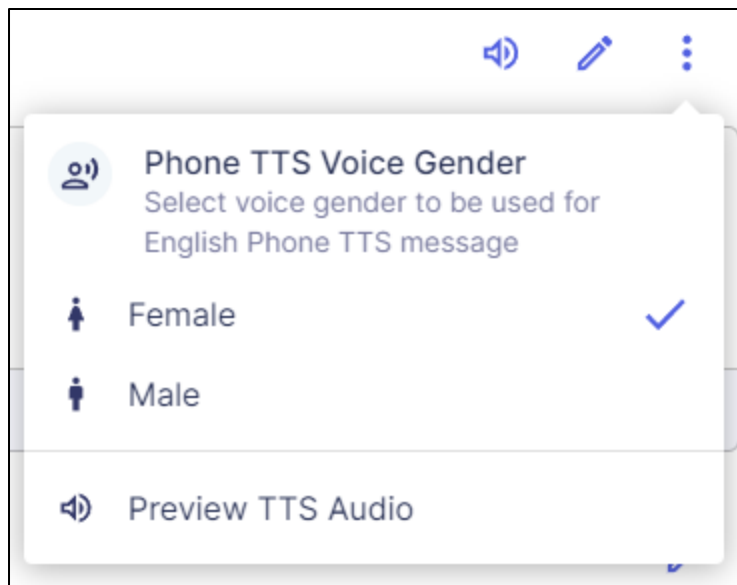




Make any changes you wish and click **Save**.

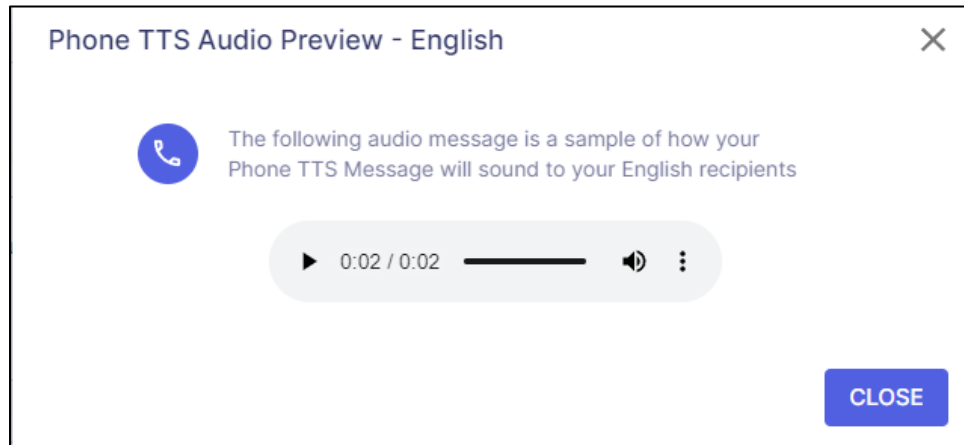
 **Note:** For information on using the editing tools, see the [Inserting Fields](#) and [Using Broadcast Editor](#) sections.

Phone


To configure the automated voice used for your broadcast, click  and choose your desired gender for the message.

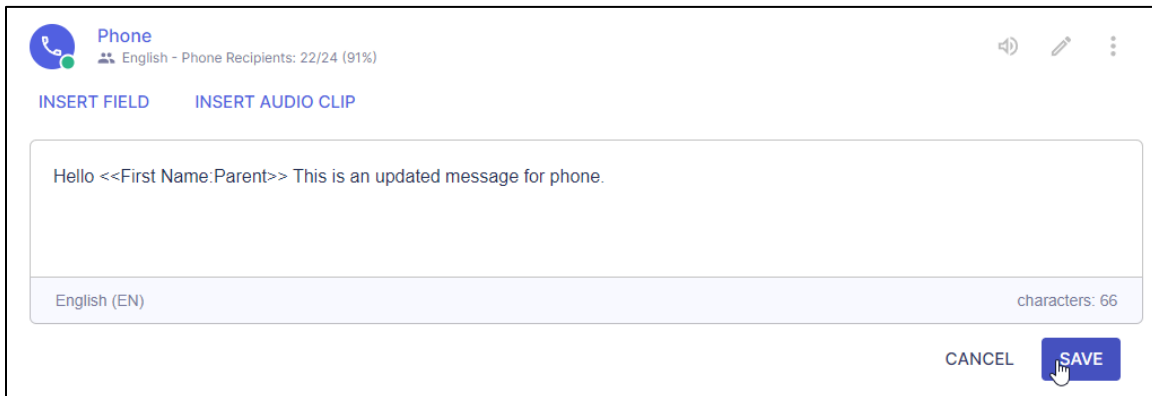


If you want a preview of the TTS audio for your message, choose **Preview TTS Audio** from the  or click the  icon.




After listening to the preview, you can click the **X** or **Close** icons to close the preview.

If you wish to update the phone message in English or one of the translations, click the  icon to the right of **Phone**.




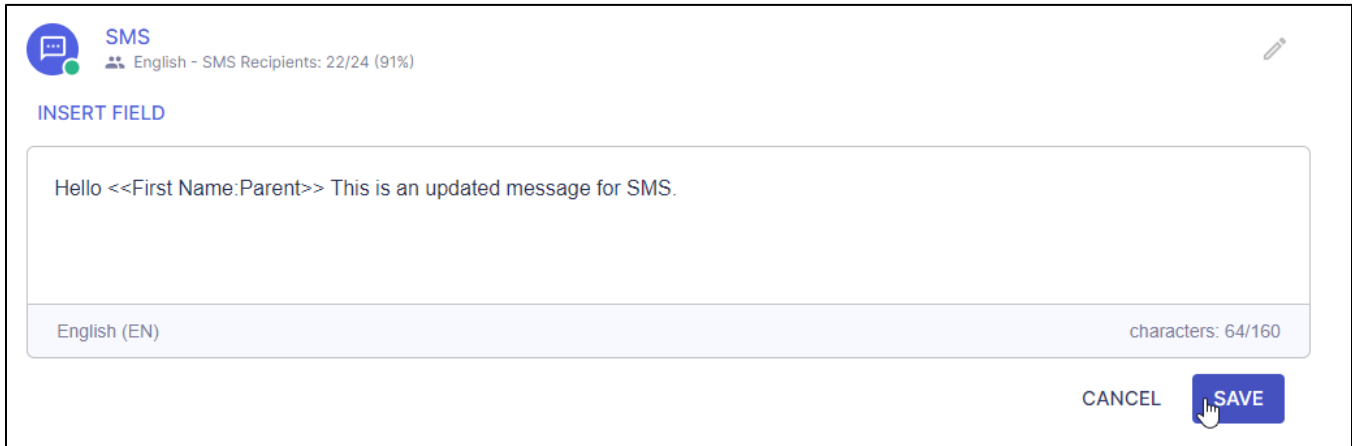
Make any changes you wish. You can click **Preview** to hear the updated message. When you are happy with your changes, click **Save**.

 **Note:** As a phone message is not going to have a visible component for the recipient, the editing tools are not available when editing your message. For information adding fields, see the *Inserting Fields* section.

 **Note:** Currently the *Insert Audio Clip* option is not available.


SMS

If you wish to update the SMS message in English or for one of the translations, click the  icon to the right of **SMS**.



The screenshot shows the SMS editing interface. At the top left, there is a blue speech bubble icon with a white 'S' and the text 'SMS'. To its right, it says 'English - SMS Recipients: 22/24 (91%)'. In the top right corner, there is a small pencil icon. Below this, the text 'INSERT FIELD' is displayed. A large text input area contains the message: 'Hello <<First Name:Parent>> This is an updated message for SMS.' Below the input area, there is a light blue bar with 'English (EN)' on the left and 'characters: 64/160' on the right. At the bottom right of the form, there are two buttons: a grey 'CANCEL' button and a blue 'SAVE' button with a white hand cursor icon over it.

Make any changes you wish and click **Save**.


 **Note:** As SMS does not support rich text, the editing tools are not available when editing your message. For information adding fields, see the *Inserting Fields* section.


 **Note:** Your SMS message cannot exceed 160 characters in length.


Once you are satisfied with your messages, click **Next** at the bottom of the page.


Broadcast Review and Sending


The Review page will show you a summary of your broadcast message, include broadcast settings, recipients, and messages.


 Settings


 Recipients


 Message


 Review








 Congratulations! Your broadcast is ready to be sent.

Settings

Broadcast Name **Example Broadcast**

Broadcast Type **General**





Recipients

Recipient/List Name	Count
<div style="display: flex; align-items: center; margin-bottom: 10px;">  <div> <p>School Messenger (Me) E: cdanner@exampleledistrict.com P: 800-920-3897 S: 800-920-3897</p> </div> </div>	<div style="background-color: #39546c; color: white; border-radius: 10px; padding: 5px 10px; display: inline-block;">  1 </div>
<div style="display: flex; align-items: center; margin-bottom: 10px;">  <div> <p>Spark List</p> </div> </div>	<div style="background-color: #39546c; color: white; border-radius: 10px; padding: 5px 10px; display: inline-block;">  3 </div>
<div style="display: flex; align-items: center; margin-bottom: 10px;">  <div> <p>lay549802-RDG101 - Mile Tree Mile Tree</p> </div> </div>	<div style="background-color: #39546c; color: white; border-radius: 10px; padding: 5px 10px; display: inline-block;">  7 </div>
Recipient Totals	<div style="background-color: #39546c; color: white; border-radius: 10px; padding: 5px 10px; display: inline-block;">  11 </div>

You can also see a summary of recipient languages and messages letting you know how many of each message type and language will be used in the broadcast.

Messages

Default Message **This is a message.**

	 34/35	 33/35	 30/35
Recipient Languages and Messages 62.9% English 22/35	DEFAULT 100% 22/22	VOICE 100% 22/22	DEFAULT 100% 22/22
<div style="background-color: #39546c; color: white; border-radius: 10px; padding: 5px 10px; display: inline-block;">  5 </div>	97%	94%	85%

SEND TO MYSELF
SCHEDULE FOR LATER
SEND NOW

 **Note:** The Recipient count at the bottom left of **Recipient Languages and Messages** will be accurate however the other details are not using real data at this time.


 **Note:** The **Send to Myself** option is not available at this time.


Schedule a Broadcast


If you do not want your broadcast to be sent immediately, you can click **Schedule for Later**.


You can choose the **Date to send broadcast** and what the **Start time** and **End time** for your broadcast should be.


Schedule to Send Later ✕

 **Select date and time to schedule delivery of broadcast**
The scheduled data can be today or a date in the future

Date to send broadcast * 
Min date: today (04/21/2023) or later

Start time *  Earlist call time: 6:00 AM

End time *  Latest call time: 9:00 PM

 Note: scheduled broadcasts are typically processed and delivered as soon as possible after the specified start date and time

CANCEL SUBMIT





After setting your schedule, click **Submit** to schedule the broadcast.

Sending a Broadcast Immediately

If you wish to send the broadcast right away, click **Send Now**.

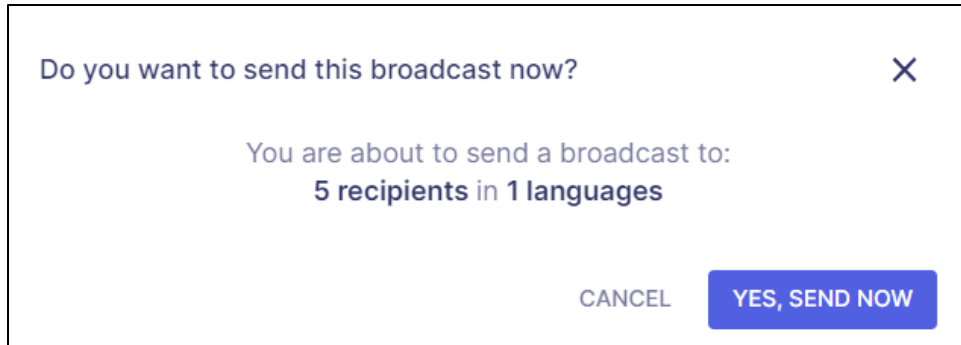
Messages

Default Message **This is a message.**


	 34/35	 33/35	 30/35	
Recipient Languages and Messages	62.9% English 22/35	DEFAULT 100% 22/22	VOICE 100% 22/22	DEFAULT 100% 22/22
	 5	97%	94%	85%

SEND TO MYSELF SCHEDULE FOR LATER SEND NOW

You will be prompted to confirm you wish to send your broadcast.

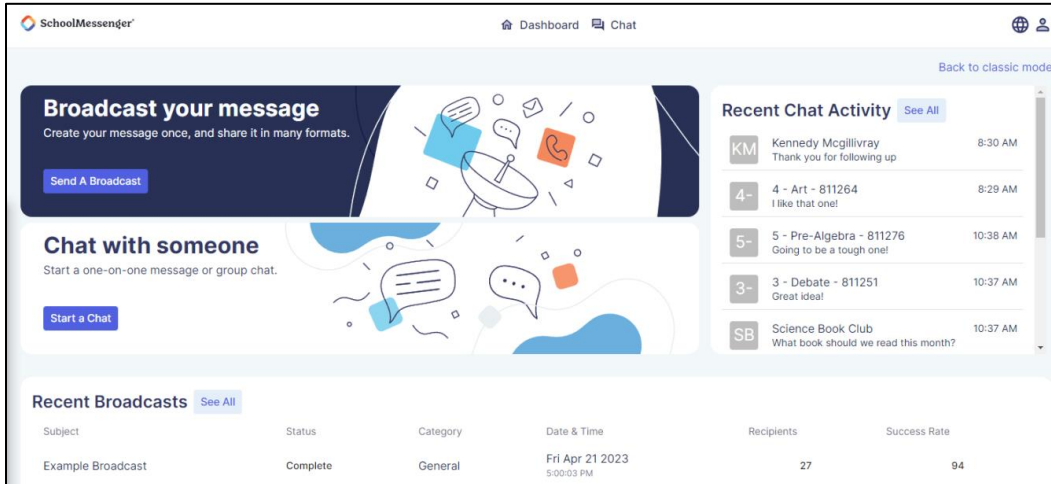


Click **Yes, Send Now** to begin the broadcast.

 **Note:** *If outside of the allowed broadcast hours for the client, the message will not be sent until the earliest allowed call time.*

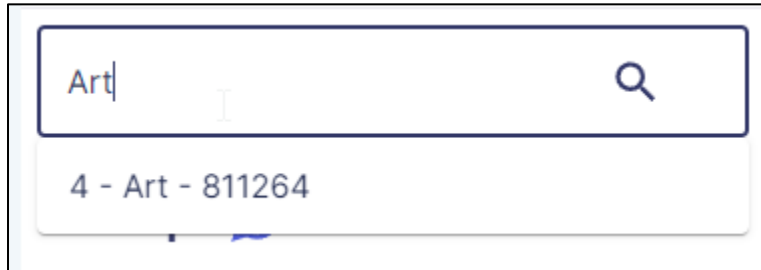
Chats

To begin a chat, click **Start a Chat**.



Searching Chats

To search for a specific chat you are part of you can click in the **Search...** bar. As you type in the search bar and auto-complete will show the chats that match your text.



You can choose the desired chat from the list and then it will be displayed on the page.

Group Chats

A group chat allows you to combine multiple groups, sections and/or contacts into a single chat.

Any groups you are already part of will be listed under **Groups**.



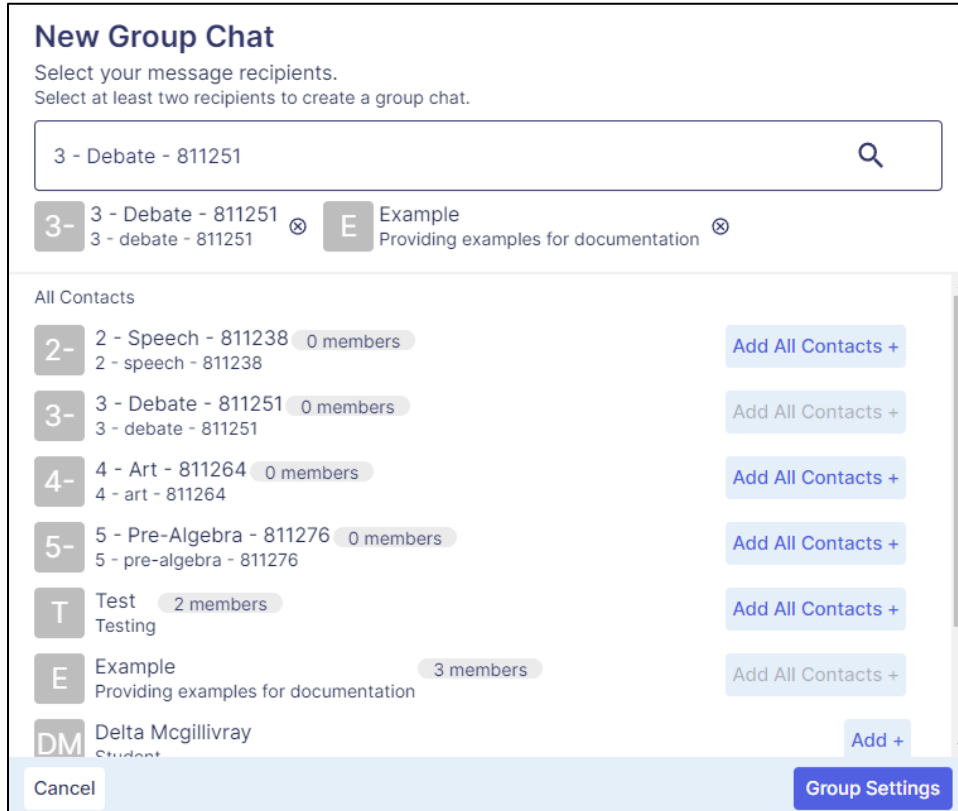
You can load an existing group chat by clicking on that chat.

Creating a Group

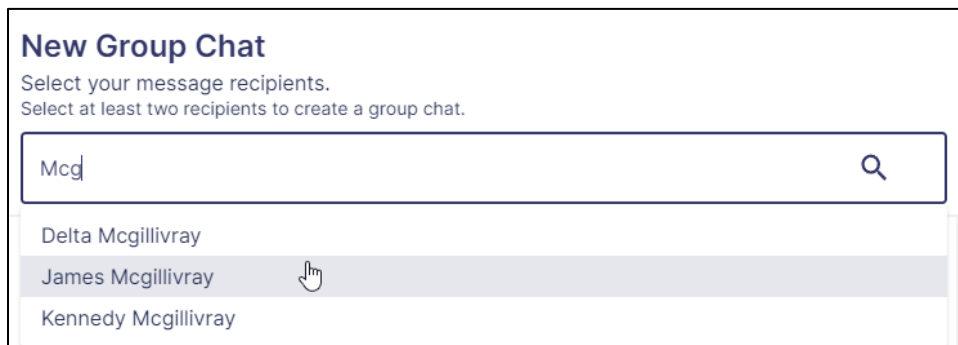
To create a new group chat, click the **+** to the right of **Groups**.



In the **New Group Chat** window you can click **Add** to add individual contacts to your new group and you can click **Add All Contacts** to add any group or section to your new group.



To find a specific group, section or contact, click in the **Search...** bar. As you type in the search bar auto-complete will show the groups, sections or contacts that match your text.



After adding the desired groups, contacts and sections, click **Group Settings**.


Fill in a **Group Name**.

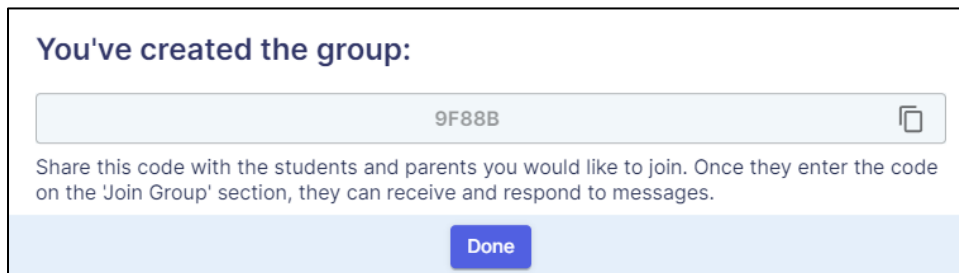
You can also add a **Description** if you wish.

If you do not want chat recipients to be able to respond to your messages, check **Disable replies**.



Click **Create Group**.

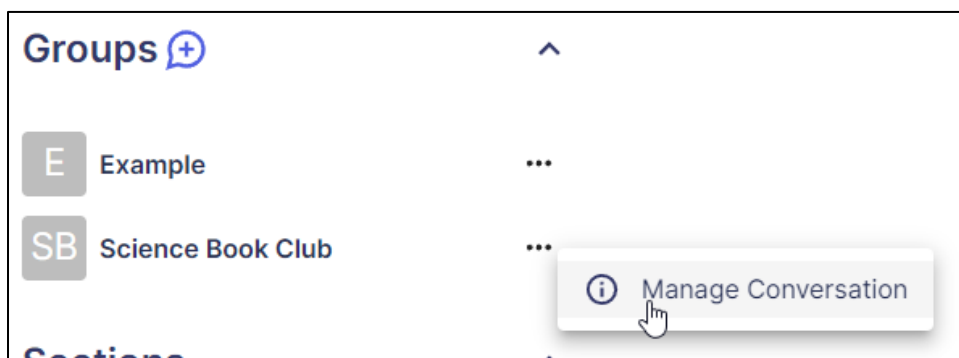
You will be given a code that you can share with parents and students you would like to join the group. You can click the  icon to copy the code to your clipboard so you can then paste it to a text file or paste it when messaging contacts.



After saving your code, click **Done**.

Managing a Group


To manage your group, click ... to the right of the group.



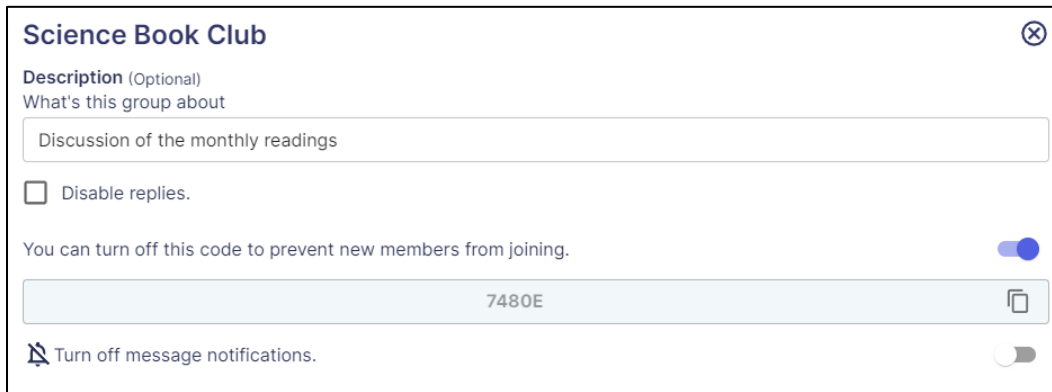
Click **Manage Conversation**.

You can update the group **Description** or toggle **Disable replies** on or off.

If you wish to stop new users from being able to use a code to join the group, you can disable the **You can turn off this code to prevent new members from joining** option.

If enabled, you can click the  icon to copy the group code to your clipboard.

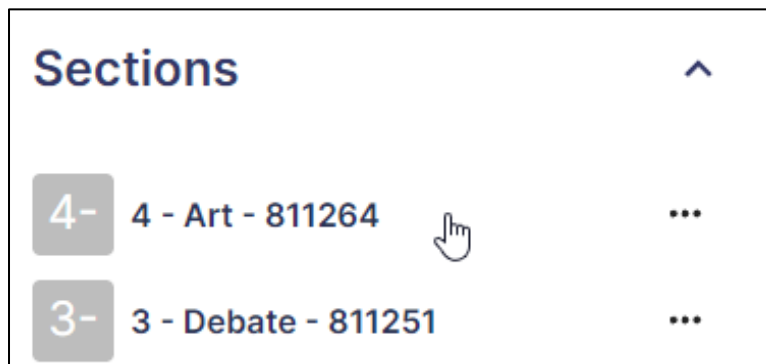
By default, you will be notified whenever messages are posted to the group. If you wish to disable those notifications, enable the option **Turn off message notifications**.



Once you have finished managing your group, click the  icon to close the group management.

Section Chats

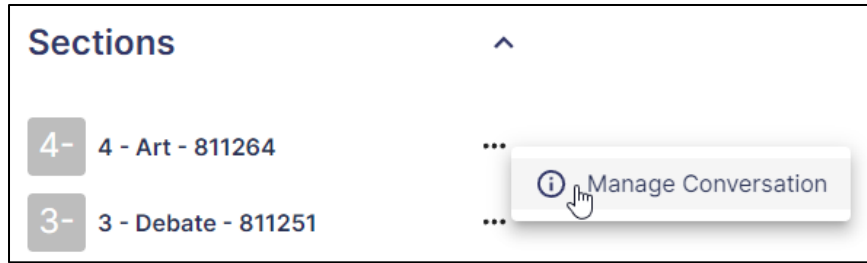
Any sections your account is part of will be listed under **Sections** on the sidebar.



You can load a section chat by clicking on that chat.

Managing a Section

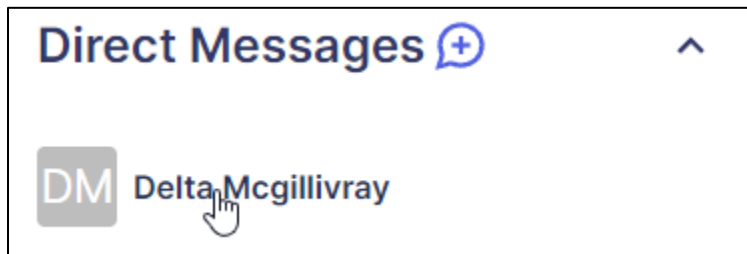
To manage your section, click ... to the right of the section.



Click **Manage Conversation**.

Direct Messages

With Direct Messages you can have one-on-one messages with any parents or students associated with your account.



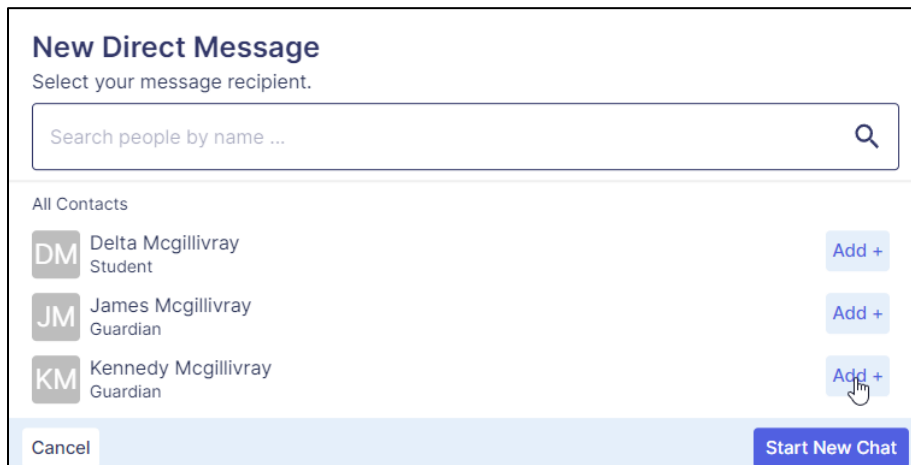
You can access any existing direct message by clicking on that user's chat.

Creating a Direct Message

To create a new Direct Message, click on the **+** to the right of **Direct Messages**.



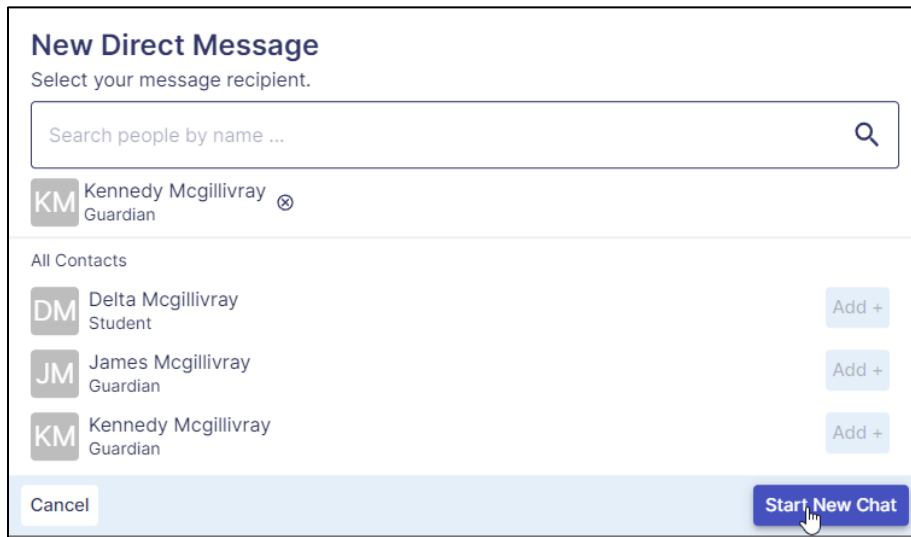
In the **New Direct Message** window, find the student or guardian you wish to message and click **Add**.



To find a specific contact, click in the **Search people by name...** bar. As you type in the search bar auto-complete will show the contacts that match your text.



After adding a Direct Message recipient click **Start New Chat**.



 **Note:** You can only select a single recipient for a Direct Message. If you wish to message more than one person at a time, you can create a group instead.

Participating in Chats

To participate in a chat, click on the Group, Section or Direct Message in the sidebar or locate the chat via the **Search** bar.


When you open a chat, you will be able to see any messages that have been exchanged in the chat.

Sending a Message

To send a message to the chat, click in the **Message** bar at the bottom of the page.

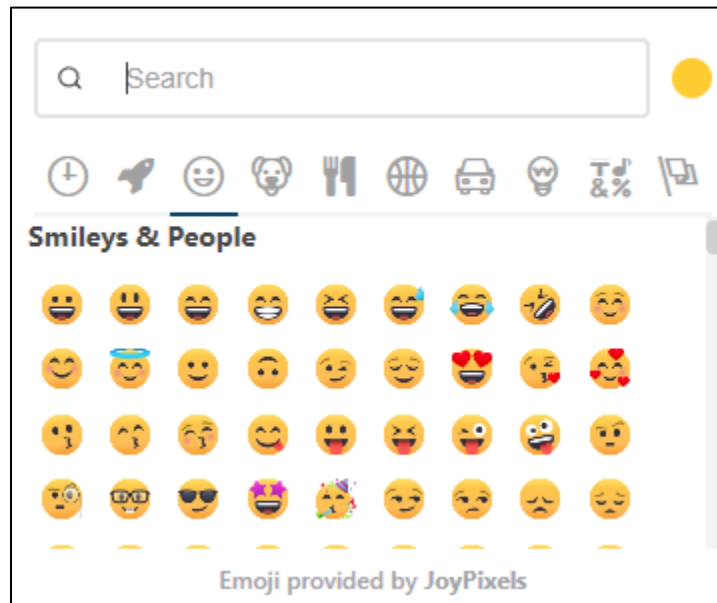


You can type your message into this box.

To send your message, you can press **Enter** or click the  icon.

Using Emojis

If you want to add an emoji to your message, click the 😊 icon.




You can click a category of icon to see different types of icons. You can choose the following categories:

- 🕒 **Frequently Used:** Icons you regularly use will be listed here.
- 🚀 **Custom**
- 😊 **Smileys & People**
- 🐶 **Animals & Nature**
- 🍴 **Food & Drink**
- 🏀 **Activity**
- 🚗 **Travel & Places**
- 💡 **Objects**
- 📊 **Symbols**
- 🏳️ **Flags**

If you know of a specific emoji you would like to use, you can also type in all or part of the name of the emoji in the **Search** bar.



Once you choose an emoji, it will show up as text in your message box (such as :smiley_cat:), but once you send the message the emoji will be displayed in the chat window.

For emojis that support skin tones, such as hand emojis, you can click on the  icon to the right of the search bar and choose a preferred skin tone.



This will be used for the emoji, if applicable.

Using Formatting Tools


You have access to the following tools for your message:

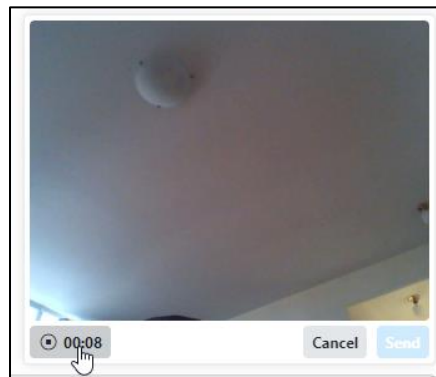
Icon	Description
B	Bold
<i>I</i>	Italicize
Ⓕ	Strikethrough
</>	Inline Code: Allows you to display your message inside a formatted box. Useful for displaying code to chat recipients.
⌘	Multi-Line Code: Same as Inline Code, but with a larger box around your text.
f	KaTeX: Not used at this time.

Sending Video Messages

To create a video message to send in the chat, click the  icon in the **Message** box. In order to create a video message, your computer must have a webcam.

If prompted, click **Allow** to give the application permission to use your microphone and camera.

In the recording window, click the  icon to start your recording.

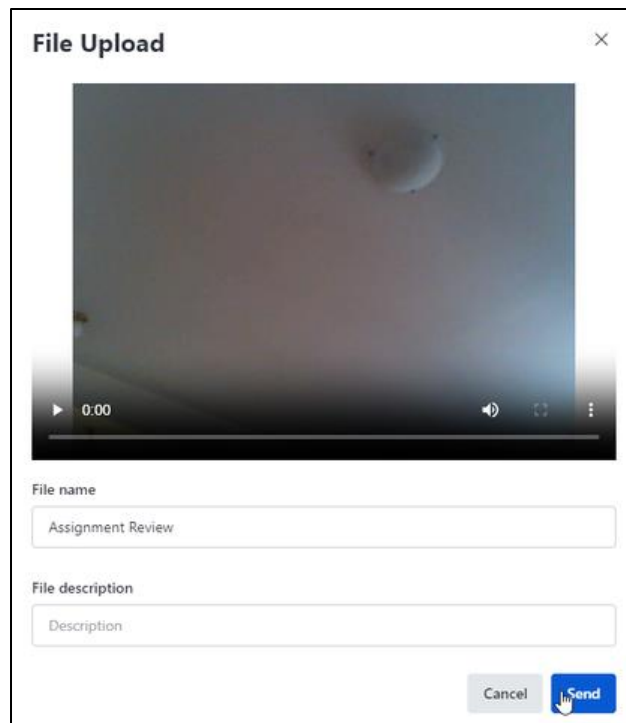


When you have finished with your recording, click the  icon to stop the recording.

Click **Send** to proceed. If you wish to discard the video, click **Cancel**.


You will then see a **File Upload** window where you can review your video.

You can also give it a **File Name** and, if you wish, add a **File Description**.





If you wish to re-record your message, click **Cancel**. If you are ready to send it, click **Send**.


Sending Audio Messages

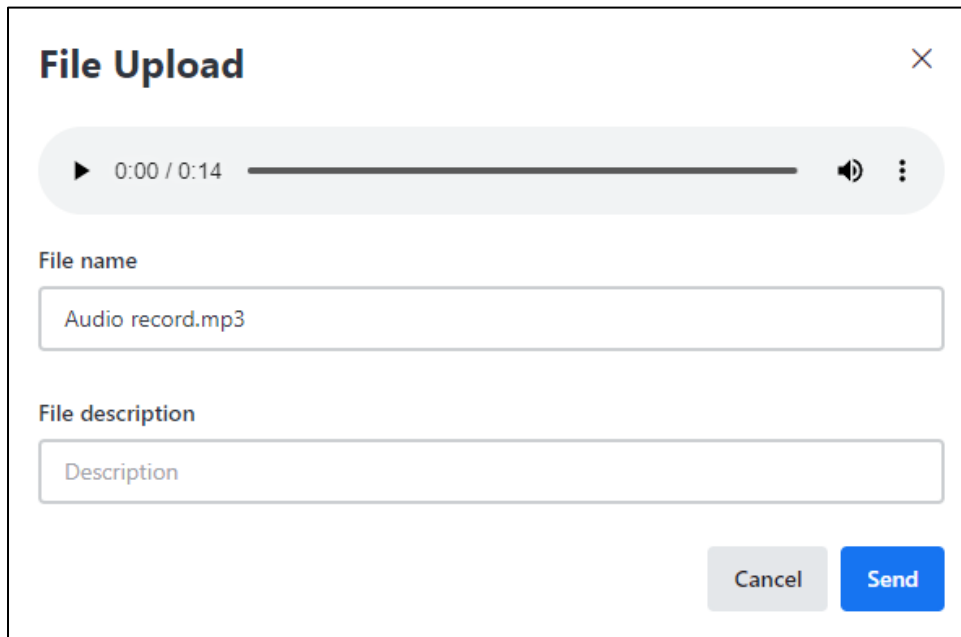
To create an audio message to send in the chat, click the  icon in the **Message** box.

If prompted, click **Allow** to give the application permission to use your microphone.

Start speaking your message.

When you have finished speaking click the  icon. If you wish to cancel your recording, click the  icon.

After clicking the  icon you will be able to preview your message.




To listen to your message, click  the icon.

 **Note:** You can click  to download a copy of the file or adjust the playback speed of the preview.

If you wish you can change the **File Name** of your recording or add a **File Description**. If you change the file name do not change the .mp3 file extension.

If you wish to re-record your message, click **Cancel**. If you are ready to send it, click **Send**.


Sending an Attachment

To include an attachment in your chat, click the  icon in the message box.

Choose a file you wish to upload to your chat.

If you wish you can update the **File Name** or add a **File Description**. Be aware that if you update the file name you should not change the file extension.

File Upload ✕

 **Alphabetical Telephone Listing.pdf - 1.26 MB**

File name

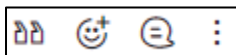
File description

Cancel Send


Click **Send** to upload your file.

Responding to Messages

If you hover over a message, you will see options to respond to the right of the message.



Quoting a Message

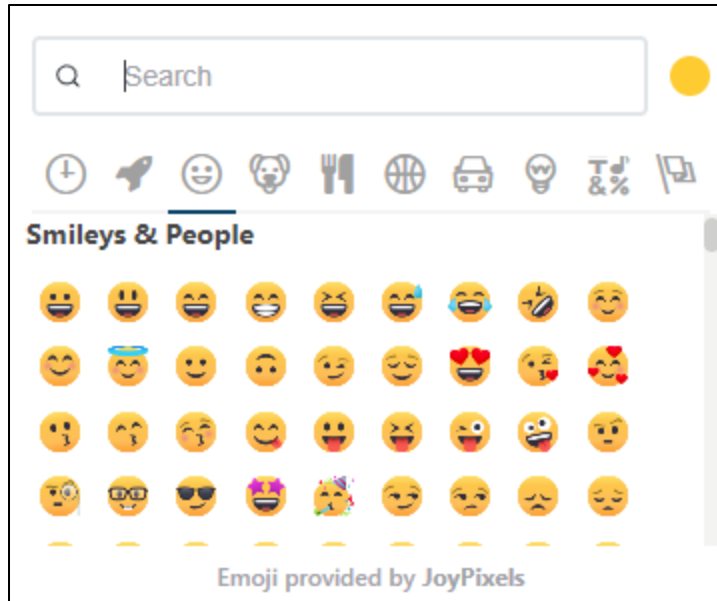
If you want to quote the message in your response, click the  icon.

Hi, Kennedy. I would like to discuss the results of Delta's latest quiz.











Just following up on this message.

Reacting to a Message

If you add an emoji reaction, click the  icon.




You can click a category of icon to see different types of icons. You can choose the following categories:

-  **Frequently Used:** Icons you regularly use will be listed here.
-  **Custom**
-  **Smileys & People**
-  **Animals & Nature**
-  **Food & Drink**
-  **Activity**
-  **Travel & Places**
-  **Objects**
-  **Symbols**
-  **Flags**


If you know of a specific emoji you would like to use, you can also type in all or part of the name of the emoji in the **Search** bar.




For emojis that support skin tones, such as hand emojis, you can click on the  icon to the right of the search bar and choose a preferred skin tone.




Creating a Message Thread

If you have a very busy chat or are wanting to call back to a specific older message, creating a message thread is a good idea. To create to a thread, hover over a message and click the  icon.

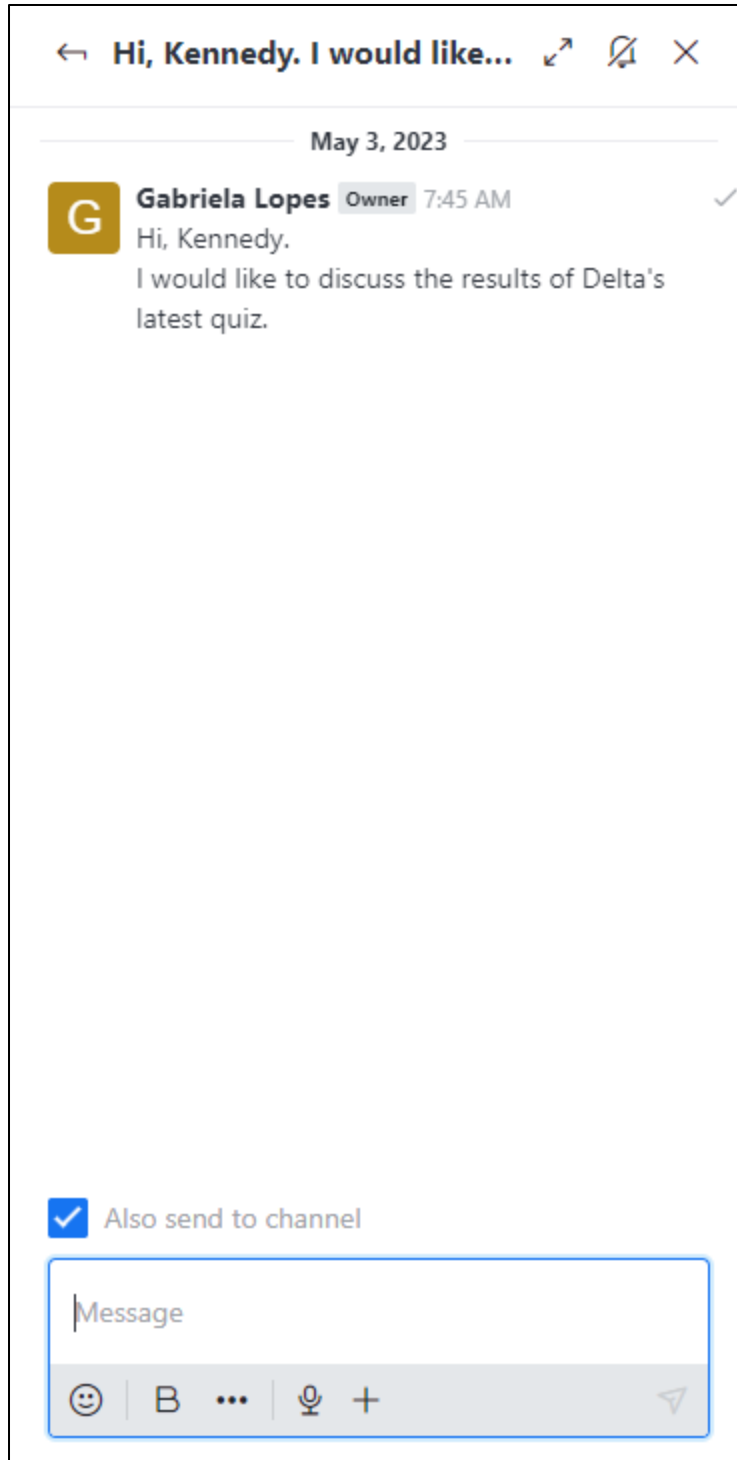
A thread will open on the right side of the page.

If you want to expand the thread to full size on the page, click the  icon.

To close the thread window, click the  icon.

If you want to be notified of any updates to the thread, you can click the  icon.

If you want the message to be posted in both the thread and the main chat, check **Also send to channel**.



The same text tools are available within a thread as within the normal chat however if the thread hasn't been expanded you will need to click **⋮** to access some of the editing tools.

Other Actions

If you click **⋮** you can choose the following options:

- **Quote:** For more information, see the *Quoting a Message* section.

- **Add Reaction:** For more information, see the *Reacting to a Message* section.
- **Reply in Thread:** For more information, see the *Creating a Message* thread.
- **Reply in Direct Message Thread:** Send a direct message to the creator of the message.
- **Follow Message:** Be notified of any replies to threaded replies to the message.
- **Get Link:** Copy a link to the message.
- **Copy:** Copy a message.
- **Edit:** Edit a message.
- **Pin:** Pin the message to the top of the chat.
- **Star:** Place a star next to the message to indicate its importance.
- **Info:** See who has viewed the message and when.
- **Report:** Report an inappropriate message.
- **Delete:** Delete a message.