

# Serving in the Chat Host Role

Many of our community members enjoy using the Chat feature in Zoom during our gatherings, to send instant messages and comments to the group.

These instant messages and comments may include greetings to the group, thoughts prompted by the sermon, praise for the hymns, prayer requests, or goodbye messages before leaving the call.

The Chat feature allows everyone to fully participate in our space, in the way most comfortable to them – especially our quieter members, who may prefer to type their comments rather than speak over the mic on screen.

When serving in the Chat Host role, you'll be helping everyone on the Zoom call to feel heard, acknowledged and valued.

*Note: in HHO gatherings, we have the Chat feature enabled only for group messages. Community members can only send private messages to the Host and Co-hosts individually; they cannot message one another. This is part of our safeguarding practice, to protect our members and respect their privacy.*

## Preparing to serve as Chat Host

### **Here are some steps you can take on the day:**

Being Chat Host involves a bit of self-emptying and you may like to say this prayer, or read this poem, to yourself before the service starts.

#### **Prayer for self-emptying:**

*“Lord Jesus, just as you emptied yourself and put your own needs aside to care for us, so I ask your assistance as I seek to empty myself and care for others. As I welcome all your children during our gatherings, may they hear your voice and feel your presence through my ministry. Holy Spirit, please fill me with your love, warmth and compassion. Amen.”*

#### **Poem for self-emptying:**

*“Loving One, free me from my self-enclosure, to trust I am fully loved and heard, so I can love and hear others. Help me to be fully present, to be aware of myself, my reactions, my wounds and fears and filters, and to mindfully, lightly, hold them aside, so I can be fully present for others, truly listening, opening a space in me for them to be safe, to be true, to*

*be free. May I be a spacious and welcoming presence, to offer people the precious gift of being heard, being seen, being witnessed.”*

By Steve Garnaas-Holmes, Unfolding Light [www.unfoldinglight.net](http://www.unfoldinglight.net)

Once you have prepared yourself, please enter the Zoom call 15 minutes before the service starts, to be present for the first arrivals.

In your Zoom profile box, change your name to “[Your name] - Chat Host”. You can do this by clicking the three dots in the corner of your video box. Or by clicking ‘participants’ and selecting ‘more’ beside your name, and choosing ‘rename’.

## Serving as Chat Host during the service

*Note: as Chat Host, you will be made a Co-host of the Zoom call at the start of the gathering by the Host. The Host on the day is the person rostered on as ‘Zoom Buttons’. Being a Co-host will allow you to send private messages to individual group messages and delete comments, if needed.*

### Chatting with everyone or sending a private message

1. While in a Zoom meeting, in the meeting controls toolbar, click the **Chat** icon .
2. In the **To:** drop-down menu, select **Everyone** or select the participant you want to chat with directly.
3. Enter your message in the chat window.

### Replying to another message in the meeting chat

Instead of sending a new message to everyone, you can also reply to messages already sent by yourself or another participant.

1. In the meeting controls toolbar, click the **Chat** icon .
2. Below the message you want to reply to, click the reply icon .  
A text compose box will appear below and indented to the right slightly, indicating the message will be part of this thread.
3. Enter your message in the chat window.
4. Press **Enter** or click the send icon  to send your message.

## Reacting to a message in the meeting chat

1. In the meeting controls toolbar, click the **Chat** icon .
2. Below the message you want to react to, click the add reaction icon . A small box will appear, providing you with your recently used emojis for quick access.
3. Select a recently used emoji or click the more icon  to view the full list of emojis. The selected emoji reaction will appear below the message. Additional emojis can be selected.
4. (Optional) To remove the reaction, click the emoji that you added to the message.

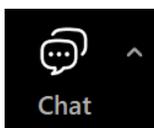
*Tip: Ideally every comment made in the chat gets an emoji, especially if a typed response isn't needed.*

## Deleting comments from the chat:

As a Co-host, you can delete comments in the Chat at your discretion. Comments that you might choose to delete include:

- If there has been a double up (someone has posted the same thing twice)
- Something inappropriate has been shared – by accident, or on purpose – such as personal info (address, phone number etc) or mature or distressing content.

1. **During the meeting**, click on the "Chat" button at the bottom of the screen to open the chat panel.



2. Hover over the message you want to delete and click on the three dots that appear on the right side of the message.
3. Alternatively, you can delete messages you have sent at any time by placing the cursor on the message and clicking the arrow, then selecting "Delete".

Thank you for offering your gifts to serve in this vital role! If you have any questions, or need help preparing for your role, please email [holyhermits@anglicanchurchsq.org.au](mailto:holyhermits@anglicanchurchsq.org.au)