

# Instant Messaging (IM) Reference

***IM*** : text-based electronic communication involving two or more people who are online at the same time and communicating in “real time”

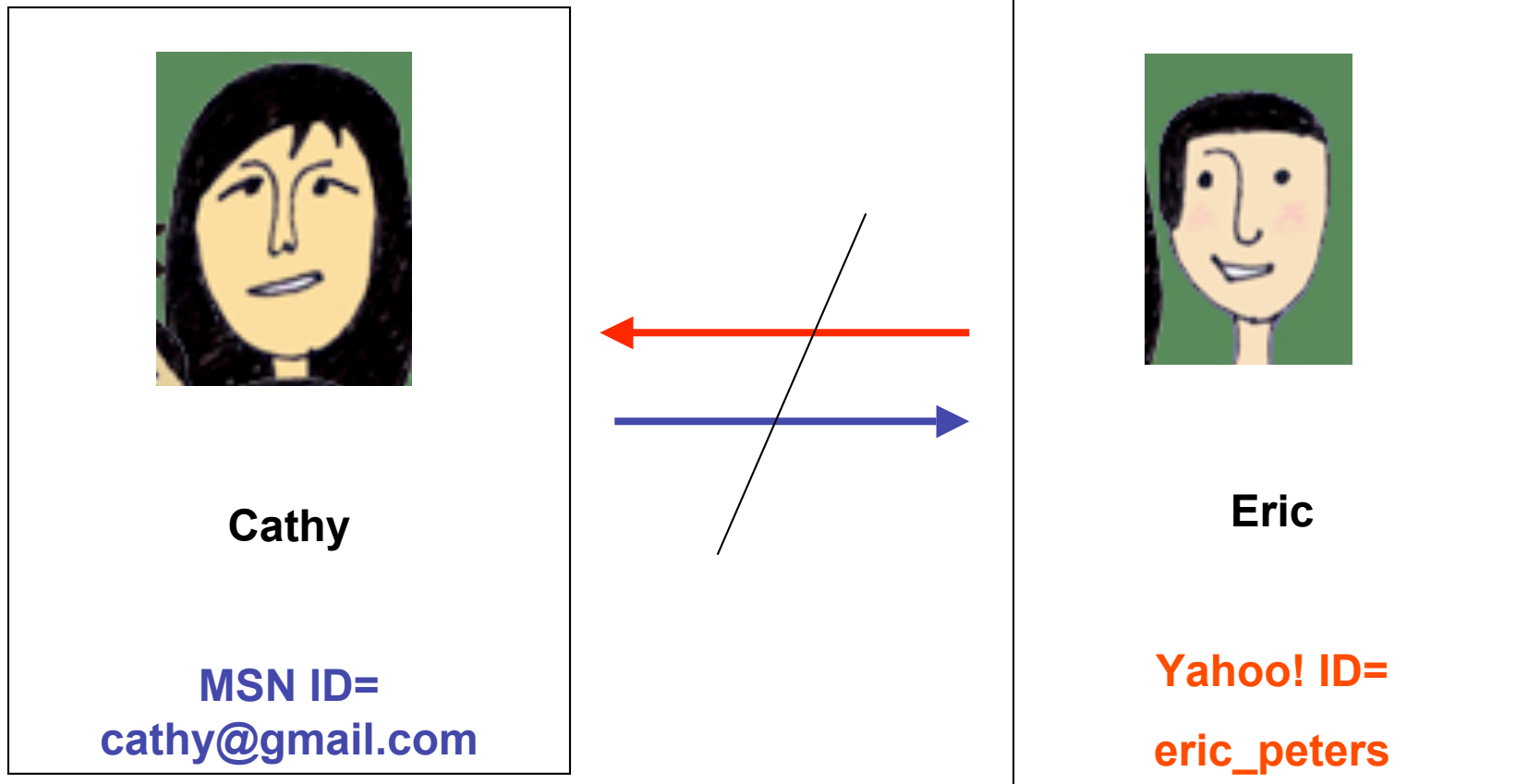
# IM Services & Clients

- MSN Messenger 
- AOL Instant Messenger (AIM) 
- Yahoo! Messenger 
- ICQ (*I seek you*) 

# IM Services

- Sign up with any or all of these services to receive an “IM ID” on that service.
- “chat” with friends/colleagues who are on the same service as you

# IM limitations



**If Cathy & Eric want to IM each other,  
they need to be on the same IM service!**

# Workaround?

- Sign up for IDs on all four services
- Download & use a “multi-client” IM application like **TRILLIAN**
- For the IM Pilot, we will be using Trillian

# So, how is this going to work?

- IM Reference Person:
  - Opens Trillian
  - “Global Reconnect”
  - Ready to receive IMs

# So, how is this going to work?

- Users Off-Campus:
  - Open their regular IM client
  - Visits our IM Web page
  - Adds our IM ID to their contact list (1<sup>st</sup> time only!)
  - Sends us an IM
- Users in the Library:
  - Open Web Messenger from Start Menu
  - Adds our IM ID to their contact list (1<sup>st</sup> time only!)
  - Sends us an IM

# An IM Exchange, Start to Finish

- Greeting
- Question, research, response
- Confirm question has been answered
- **Get location info from user**
- Thanks & goodbye!

# Get IMing!

- Go to Start → Programs → MESSENGER
- Logins:
  - [xxxxxx@hotmail.com](mailto:xxxxxx@hotmail.com)
  - [xxxxxx@hotmail.com](mailto:xxxxxx@hotmail.com)
- Send an IM to [library@mcmaster.ca](mailto:library@mcmaster.ca)