Introduction

Teamwork Products Quick menu

Enabling the Teamwork Chat integration from Teamwork Projects

Chapter One - Getting Started
Access & Accounts
    Account creation
    Signing in with an existing account
Setup & Installation
    Opening Teamwork Chat from Projects, Desk and mobile
    Opening Teamwork Chat from Projects
    Opening Teamwork Chat from Desk
    Opening Teamwork Chat from Desktop and Mobile
    Supported browsers
    Creating a Chat shortcut from Chrome

Chapter Two - Main Page Overview Breakdown
Side Bar
    Timeline
    Channels
    People
Filter
Options Menu
    Difference Between Conversation and a Channel
    Create Conversation
    Replying to a chat via email
    Create a Channel
    Users who create a chat channel
    Users with Administrator Privileges
        Creating a project channel
        Creating a Default Channel
Channel Types
    Public Channels
    Private Channels
Browse Channels
Search this Conversation
People/Profile & Settings
Channel Settings
    Adding a New User to an Existing Channel
    Leaving a Chat Channel
Attachments
Chapter Three - Chat Customisation

Personal Settings

Profile
  Profile Photo
  First Name and Last Name
  Chat Handle
  Mobile

Social Media (Twitter, LinkedIn, Facebook, Google+)

Preferences
  General Notification Preferences
  Notification Sounds
  Desktop Notifications
  Push Notifications
    For iOS
    When signing into Chat for the first time, you will be prompted to give
    permission for push notifications:
    For Android
  Email Notifications
  Localization Preferences

Advanced (Desktop app only)
  Launch at Startup
  Spellcheck Language
  Companies (site owner administrators only)
  External Company Users
  Users (site owner administrators only)

About
  Version
  Feedback and Support

Log Out

Chapter Four - Chat Options

Emoji}s
  Reactions
  Quote
  Permalink a chat
  Create a task
  Edit/Delete a Chat
  Administrators

Markdown
  Creating an Embedded Hyperlink
  Italics
Strikethrough
Unordered Lists
Ordered List
Headings
Zooming
Third Party Cards
Video
Media Cards
Audio
Link cards
Uninstalling the Teamwork Chat app
  On Mac OS X
  On Windows
Introduction

Welcome to the Teamwork Chat user guide.

Teamwork Chat is a platform designed for instant communication for your entire team. It is possible to attach files, search conversations, integrate with Teamwork Projects and is also available on mobile.

This guide has been created to help you familiarise yourself with Teamwork Chat, from first use to a comprehensive overview of functions and settings for you and your team. In addition to this guide, we have a range of walkthrough videos available on our official Teamwork Chat Help Doc site here.

Teamwork Products Quick menu

Within each Teamwork.com product there is an integrated option to open any of the other Teamwork products. To access Projects or Desk from within Teamwork Chat, simply select the drop down menu in the top left corner denoted by the symbol and your selected product will open in a new window.
Enabling the Teamwork Chat integration from Teamwork Projects

To enable the Teamwork Chat integration in Teamwork Projects, you will need to do this from your Teamwork Projects site. A site owner or administrator can do this from the site settings > Integrations and enable/disable the Teamwork chat option.

Teamwork Chat - Built For Better Teamwork

Teamwork Chat is enabled on your installation. You can always access Teamwork Chat by going to https://teamworktest6.teamwork.com/chat/

Open Teamwork Chat

Teamwork Chat enabled: Disable
Access & Accounts

To get started in Teamwork Chat, you'll need a Teamwork.com username (email address) and password. This can be created from Teamwork Projects, Teamwork Desk or directly from the Teamwork Chat website. Your Teamwork login will provide you with shared access across all products once created. Your login name will be the email address you use to sign up with.

Please note that access to Teamwork Projects and Teamwork Desk will depend on your subscription, however Teamwork Chat is 100% free and can be accessed by anyone regardless of plan or payment as long as you have an active Teamwork.com account.

Account creation

To create an account for Teamwork Chat, please use our sign up here.

Signing in with an existing account

Alternatively, you can use your existing login details for your Teamwork Projects or Teamwork Desk account.

Setup & Installation

Teamwork Chat is available in three formats - web based across all major browsers, a desktop app for Windows and Mac, as well as a mobile app for iOS and Android.

Opening Teamwork Chat from Projects, Desk and mobile

For the web based Chat, this can be launched via your site URL with /chat at the end. E.g https://companyname.teamwork.com/chat
It is also possible to open the web based Teamwork Chat from Within Teamwork Projects and Teamwork desk using the Product switcher in the top right corner as seen below;

**Opening Teamwork Chat from Projects**

![Teamwork Chat from Projects](image)

**Opening Teamwork Chat from Desk**

![Teamwork Chat from Desk](image)

**Opening Teamwork Chat from Desktop and Mobile**

There is a Teamwork Chat desktop app for both Windows and Mac and mobile version for Android and iOS, all of which can be downloaded from here.

Once you have installed/opened Teamwork Chat you will be presented with the login screen below:
Once you’ve entered your login details, selecting ‘sign in’ will grant you access to Chat. Should you have multiple accounts associated with your Teamwork login, you will have the option to choose which account you would like to access for Teamwork Chat. When selected, you will be brought to your Teamwork Chat main page for the chosen account.

An alternative login method here for existing Teamwork Project users is through the use of your unique Teamwork Projects API key on the Chat app for iOS. Logging in via your API key is not available on Android at present. Users will also receive the choice of their respective Teamwork sites if they have more than one.

The ‘remember me’ option will remember both your email address and password for future logins. Please keep in mind this is not available with the API login option.
If your email address and password are the same across multiple Teamwork Project sites, you'll be asked to select which Teamwork account you wish to sign into. If you're listed only on one account, you will automatically be signed in.

Under each site logo, you'll find the site name followed by the name on your user profile within Teamwork Projects.

Accounts are divided into two types:

- **Accessible accounts** - refers to accounts which you have access to and can use to chat to other users.
- **Inaccessible accounts** - refers to Teamwork Project accounts that have Teamwork Chat disabled.

**Supported browsers**

**Desktop**
The last two versions of each of the following browser versions; Chrome, Internet Explorer, Firefox, Opera, Safari.

**Mobile**

- Android: The latest two versions of Chrome and Firefox.
- iOS: The latest two versions of Safari and Chrome.
Creating a Chat shortcut from Chrome

- Open Teamwork Chat in Google Chrome for your site.
- Click the Chrome menu icon (the three horizontal bars) in the top right of Google Chrome.
- Select More Tools
- Select Add to desktop...
- A dialog will appear, choose where you'd like to store the application shortcut.
- Click Create.

Chapter Two - Main Page Overview Breakdown

Side Bar

Timeline

The timeline shows a list of recently received messages through both conversations and chat channels sorted by most recently engaged with at the top. The number of unread messages are indicated by a red notification icon as shown above.
Channels

This option will show all channels and project rooms you are part of and is sorted alphabetically.

People

Includes a full list of users for the owner company and any users added by an administrator from an external company sorted alphabetically.

Filter

Filter conversations will search the timeline, channels and people options respectively for matching names.

Options Menu
**Difference Between Conversation and a Channel**

Within Teamwork Chat, you can interact with other users either in conversations or channels.

Conversations are intended to be brief interactions, such as a discussion about where to go to for lunch.

A channel is designed to be used over an extended period of time. Once you turn a conversation into a channel (by giving it a title), you give it more importance. For example, you might create a channel for each team in your company, such as Marketing, so they have a space to discuss related issues on an ongoing basis.

Both conversations and channel appear in the Timeline view of the sidebar, in reverse chronological order. The conversations or channels with the most recent messages will be at the top of the list.

**Create Conversation**

‘Create conversation’ will generate an on-screen prompt to create a conversation with one or more users by using their chat handle (@mention). For chat handle information please see profile settings.

Example:

Once you start typing "@", an autocomplete suggestion list will appear displaying a list of user avatars that hold a similar chat handle. By clicking or hitting enter/return on the correct user, the users avatar will appear within the message window. This will then initiate a one on one conversation with the user.
To reply to the chat, simply type a message in the blank field (sometimes containing a witty quote from our development team) and hit return on your keyboard or select the send icon below:

Repeating to a chat via email

Within Teamwork Chat, you as a user have the option to receive important email notifications when marked "away" or "offline".

When you reply to an email notification from Teamwork Chat, your reply is posted to that conversation/channel as if you were logged into Teamwork Chat.

To enable this, select the settings cog to the bottom left of chat and then choose 'Notifications', you'll then have an option to toggle "Email notifications".

Below is an example of a sample email notification from Teamwork Chat where you can see who mentioned you, the conversation/room, along with an option to open the conversation in chat.
You were mentioned in the 'Support Project' room

Teamwork asked  
Status: active  
Oct 18 10:25

You were mentioned in the 'Support Project' room, but you're away

Alan O Dracoll  
@frank  Hey, welcome

Open Conversation  

Out of the office? You can reply to this email directly to respond to Alan.  
Feedback & Support: chat@teamwork.com
Create a Channel

Selecting ‘Create channel’ will generate a prompt to create a new chat channel. Creating a chat channel consists of a title, description, the option to link to a project in Teamwork Projects, add additional users, auto add users to the channel and the privacy settings for the channel.

When choosing to link this channel to an existing Teamwork Projects channel this will automatically add the users in this project to the channel.

Create Channel

<table>
<thead>
<tr>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Give this channel a meaningful name to make it easy for people to find and identify</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Description

Add some helpful information about the topics discussed in this channel

Link this channel to an existing Teamwork Projects project

This will automatically add the users in the linked project to this channel

Users

Add another person...

Automatically add new users to this channel

Channel Visibility

Private

Cancel Create
Users who create a chat channel

The main difference here is that the creator can add more people to the conversation, convert the conversation to a channel and they cannot leave the chat channel. However, they are able to delete the channel if needed.

Users with Administrator Privileges

Creating a project channel

When converting a conversation to a channel, administrators will have the option to ‘Link this channel to an existing Teamwork Projects Project’. It is important to note that by doing this, it will automatically add the users in the linked project to your chosen channel. Administrators may also select the option to ‘Automatically add new [project] users to this channel’ and to mark the channel as public or private.

Once a channel has been converted to a Project Channel it will take on the name of the project and a Teamwork Projects icon will appear next to the channel name in your chat channels list as seen below:
Creating a Default Channel
A default chat channel is a channel that all new users will automatically be added to. You will firstly need to create a channel and then you can apply the default toggle in the channel settings under edit channel.

Note: Only the channel creator or an admin can enable this setting.
Channel Types

Public Channels

In a public channel, you have the option to join the channel by going to the ‘Browse Channels’ area in the app and clicking the Join button. If you leave a public channel, you can rejoin again at any time. All the public channels within a company’s installation are visible and searchable in your list of available channels. You can also preview any public channel by clicking on the channel name, or going directly to the link.

These types of channels are useful for information that all team members can access across different departments, for example: Company News, Support Room, Sales Wins, etc. It’s also helpful for new hires to be automatically added to these rooms when they join.

Private Channels

Members of Private Channels need to be added by the channel creator or site admin, and when you leave, they will need to add you back in. You’ll only be able to see the Private Channels that include you as a member. Private channels are useful for discussing information that may be confidential between departments or that isn’t quite ready to share with a whole team. For example, you may have specific department
channels such as Marketing Team, HR Team, or Leadership Team. Conversations between individual users will always have private channel visibility.

**Browse Channels**

Browse Channels is a search function for all channels you can view within your site. The filter option includes the option to filter by channel type and the ability to include/exclude channels you are a member of.
Search this Conversation

The search bar will allow you to search for unique words within your chat channels. Once you have entered your search criteria, a ‘sort by’ option will present itself allowing you to sort by date or relevance.

Once you have entered your desired search criteria, there is an option to search within the current chat or all of the chats you are part of at the bottom of the channel window.

People/Profile & Settings

The People/Profile tab remains permanently open on Teamwork Chat landing page when the user has selected a conversation or channel under the timeline and the desktop app is in full screen view. The title and contents of this column will change from ‘Profile’ to ‘People’ when a conversation is initiated with more than one user. Clicking on the users name in the ‘People’ tab will open the detailed profile overview as seen below.

This will display the channel name, the number of people in the channel, their names and title, admin status if applicable and whether or not the user is online denoted by a green dot on their profile picture.
Channel Settings

Through Channel Settings, users can customize their notification settings for a particular chat channel to opt in to receiving notifications for:

- All Messages
- All Mentions @username/@all/@online
- Only @username mentions
- No Messages

Adding a New User to an Existing Channel

In the top right of your chosen Chat, select settings and ‘Add more people’ and then select the desired person in the dialogue box that appears. That person will now have access to all messages within the conversation or channel.

Please note that only the creator of the conversation and owner company administrators from your Teamwork.com account can manage the people in the conversation or channel.

![Channel Settings Interface](image)

- Add more people
- Convert conversation to channel
- Customize notification settings
- The creator cannot leave the channel
- Delete conversation
  Deleting a conversation cannot be undone!
Leaving a Chat Channel

Users can also choose to ‘Leave channel’ via the settings tab, remembering that you won’t be able to return unless you’re added back in by the chat creator or an administrator.
Within Teamwork Chat, you will have three status' that will appear based on your use at that time.

**Online:** If you are active then your profile image will be displayed with a green icon as below:

**Away:** If you have been inactive for four minutes we will automatically mark your profile as 'Away' and your profile image will be displayed with an amber icon with a clock image on it

**Offline:** If you sign out of chat you will be marked as offline and neither a green or amber icon will be displayed.

**Note:** The desktop app will keep you online if you’re actively working on your computer (any click, keypress, tap). If you’re using the web/browser version, we can only detect activity in the browser tab, which may lead you to being marked away along with receiving push notifications to the Teamwork Chat mobile app.
Attachments

Users can choose to add a single file to their message before posting, by selecting the paperclip at the bottom of the chat window. Alternatively, users can also drag and drop files into the chat window one at a time.

**Note:** The maximum file size or upload at any one time is 2GB.

**Image Viewer**

When posted to a chat room / conversation, the file type will appear along with the file size in kB:

When sending images within chat, it will show a preview of the image. Users can click on these for a larger view within Teamwork Chat.
Chapter Three - Chat Customisation

Personal Settings

Accessing your personal settings can be done by selecting your username or the cog on the bottom of your Chat timeline. Clicking this area will redirect you to a new internal pop-up on the Profile tab.

Profile

Profile Photo

Updating your profile photo/avatar can be done in just a few clicks. The photo can be GIF, PNG or JPG and we will resize it for you to a width and height of 200 pixels.

First Name and Last Name

Both your first name and last name are required. If you have an existing Projects or Desk account, Teamwork Chat will pull the information that you have listed in your Projects or Desk profile.
Chat Handle

This is what other users will use to contact you on Chat. Try to choose a handle that either consists of your first name and last name (e.g. @petercoppinger). This can be edited as often as you like.

Mobile

If you have an existing Projects or Desk account, Teamwork Chat will pull the information that you have listed in your Projects or Desk profile.

Social Media (Twitter, LinkedIn, Facebook, Google+)

As with the first name, last name and mobile fields, if you have an existing Projects or Desk account, Teamwork Chat will pull the information that you have listed in your Projects or Desk profile. Once you’ve listed your preferred social media sites, their associated logo will appear active when another user clicks your profile name on Chat and will open in a new window once selected.

Preferences

General Notification Preferences

Unlike your channel notification preferences, the notifications tab within your settings cog refers to your default notification settings throughout all channels/chats.

Notification Sounds

Toggling off the ‘Notification sounds’ option will mute the sound alert on all messages received from other users however desktop notifications will still be sent, minus the sound.
Desktop Notifications

Notifications will be sent to the Desktop when you are logged into Teamwork Chat, currently active on the site & when a user "@" mentions or @all is used.

Push Notifications

Push notifications are available through the iOS and Android Apps, when you initially login to the app you will be given the option to receive these or not.

For iOS

When signing into Chat for the first time, you will be prompted to give permission for push notifications:

"Projects" Would Like to Send You Notifications

Notifications may include alerts, sounds and icon badges. These can be configured in Settings.

| Don't Allow | Allow |

If you don't enable push notifications here, you can also do it via your iPhone's notification settings. On your phone, go to the Settings app, and select the Notifications section. From there, choose Chat from the list of apps:
Once push notifications are enabled, a user can receive notifications once they are "@mentioned" or "@all" is used.

![Push Notification Example](image)

**Note:** Users will only receive notifications on mobile when the desktop app and browser version of Chat is closed.

**For Android**

On Android, push notifications are enabled as standard. There is no need to enable these manually or allow access unless the user is attempting to attach a photo or
document from their phone, in which case a prompt will be received. Push notifications should appear as below.

**Email Notifications**

Turning this option on allows you to receive email notifications for messages when marked as away or logged out. Being marked as ‘Away’ occurs after X minutes of inactivity on Chat and is denoted by a yellow clock as seen below:

By replying to an email notification from Teamwork Chat via your mail client, your reply is posted to that conversation/channel as a chat message.

**Note:** Any changes made to notification settings, will only affect the current version of the app you’re using i.e. won’t transfer across to other versions - desktop or browser.

**Localization Preferences**

This allows users to select their preferred time format - 12 hour clock or 24 hour clock.
Advanced (Desktop app only)

Launch at Startup

Toggling on this option will launch Teamwork Chat when your computer starts up.

Spellcheck Language

All messages will be spell checked against your chosen spell check language. At present, Chat offers spell check in the following languages: Afrikaans, Albanian, Amharic, Arabic, Armenian, Azerbaijani, Belarusian, Bulgarian, Bihari, Bengali, Breton, Bosnian, Cambodian, Catalan, Chinese, Chinese (Simplified), Chinese (Traditional), Corsican, Croatian, Czech, Danish, Dutch, English, English (Australia, Canada, UK, New Zealand, US and South Africa), Esperanto, Estonian, Finnish, Filipino, Faroese, French, French (Canada, Switzerland and France), Frisian, German, German (Austria, Switzerland, Germany), Greek, Galician, Georgian, Guarani, Gujarati, Hausa, Hawaiian, Hebrew, Hindi, Hungarian, Irish, Interlingua, Indonesian, Icelandic, Italian, Italian (Switzerland and Italy, Japanese, Javanese, Kazakh, Kannada, Korean, Kurdish, Kyrgyz, Latin, Lingala, Laotian, Lithuanian, Latvian, Macedonian, Malagasy, Mongolian, Moldovan, Marathi, Malay, Maltese, Norwegian (Bokmal), Norwegian, Occitan, Oromo, Oriya, Punjabi, Polish, Pashto, Portuguese, Portuguese (Brazil and Portugal), Persian, Quechua, Romansh, Romanian, Russian, Scots Gaelic, Sindhi, Slovak, Slovenian, Shona, Somali, Serbian, Sesotho, Spanish, Spanish (Latin America), Sudanese, Swedish, Swahili, Tamil, Telugu, Tajik, Thai, Tigrinya, Turkmen, Tonga, Turkish, Tatar, Twi, Uighur, Ukrainian, Urdu, Uzbek, Vietnamese, Welsh, Xhosa, Yiddish, Yoruba, Zulu.

Companies (site owner administrators only)

Within the companies tab, the site owner administrator can grant or deny access to Chat for the external companies listed on their Projects site by toggling this permission on and off.

External Companies

Manage Teamwork Projects external companies access to Teamwork Chat.

<table>
<thead>
<tr>
<th>Company #2</th>
<th>No one added yet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management Team</td>
<td>No one added yet</td>
</tr>
</tbody>
</table>
A user in the owner company can write directly to someone in an external company, the user in the external company can then write directly to them forever.

Once someone in the owner company adds a user from an external company to a conversation, they can send messages in that conversation forever. You can however remove the user or delete the conversation.

Users in the external company cannot write to anyone initially. They cannot see members of their own company in the people view in the sidebar. Once someone in the owner company adds them to a conversation, they can then send messages in that conversation.

If, as an owner company user, you want to create an @all conversation, including users from an external company you need to write @all followed by an @mention for each user in the external company. You would need to write @all @jen (where @jen is from an external company).

External Company Users

Within Teamwork Chat, on your initial login as an external user, you may find that you are unable to chat to other users and are seeing a blank chat window as below:

![Blank Chat Window]

This is intended as a first time user. As an external company user you cannot write to anyone initially. It is only when a user in the owner company writes to you directly can you only then reply.
Once someone in the owner company adds you to a conversation or room, you can send messages in that conversation forever - as long as you are not removed.

**Note:** As an external user, you cannot see other members of your own company in the people tab within the sidebar. Once someone in the owner company adds them to a conversation, they can then send messages in that conversation.

**Users (site owner administrators only)**

The users tab allows site owner administrators to invite people directly to Chat without the need for them to be a user on Projects or Desk. It will also display any pending invitations that have been sent.

The ‘In Your Organisation’ section allows you to enable Chat administrator privileges for users within your company. It is also possible to remove them from Chat by selecting the three dots and opting for ‘Delete User’.

**User Management**

Invite new people to join Teamwork.com.

<table>
<thead>
<tr>
<th>User</th>
<th>Admin</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>DC</td>
<td>✔</td>
<td></td>
</tr>
</tbody>
</table>

**About**

**Version**

This displays the current version of Teamwork Chat that you are using. Updates are pushed out automatically to the browser and desktop version. Mobile devices will require an update from the relevant app store.
Feedback and Support

Selecting this hyperlink will redirect you to our Teamwork Chat help doc site, where you can find a variety of step-by-step guides and videos, should the need to troubleshoot arise.

Note: At any point when viewing the above settings, and wish to return to the main Teamwork Chat view, simply hit “Esc” on your keyboard or the “x” found in the top right corner.

Chapter Four - Chat Options

Emojis

Teamwork Chat supports the use of many Emojis. These can be initiated by starting with a colon “:“ and typing your desired Emoji name - a filtered list will automatically populate for use:
You can find many support Emojis here. Please keep in mind not all are supported.

Reactions

Similar to many social platforms, it is also possible to add reactions to a Chat message within Teamwork Chat. These are predefined and available from the chat options at the end of a message using the smile icon:

![Reactions](image)

Quote

It is possible to quote text from a message using the quote function from the chat options at the end of a message as seen below. This quote will be indented and preceded by a grey bar.

![Quote](image)

Permalink a chat

The link chat function creates a unique URL for a specific message in chat. This can then be used to return to or direct another user to that point in Teamwork Chat. To link a message in Chat, select the link icon found within the Chat options at the end of a message.
Create a task

To create a task in Teamwork Projects from a Chat message, select the three dots alongside the ‘Link a chat’ option and select ‘Create task’ from the pop-up.

From the pop-up menu, there will be the option to select your desired Project, Task list, create a Task name, assign users, add task description, add estimated time and priority.

Create Teamwork Projects task

Note: Within the task description of the task being created from a chat room, the room will be referenced.

Edit/Delete a Chat

To edit or delete a chat select the options menu (3 dots) from the chat line itself
Editing a message

You can update your previously posted message to edit the message’s content.

Where a message has been edited, you will see an “Edited” label next to the message. This is viewable to all users within the channel/conversation:

Anakin Skywalker  just now  |  Edited
Meeting in 20 minutes.

Deleting a message

Once a message is deleted, you have the option to undo for up to 10 seconds. After this point, the message is completely removed from the conversation view and cannot be restored.

If a message has been deleted, the ghost of that message will appear with a "Message has been deleted" to replace the original message posted:

Anakin Skywalker  just now
Message has been deleted

Note: that after posting, any changes made will be denoted by an ‘edited’ update:

Darragh Culhane  16 minutes ago  |  Edited
Howdy Paul, yeah sounds good to me - cheers 👍
Administrators
For administrators, you can ‘create a task’ or delete a message by following the same steps. Please note that you cannot edit the messages of other users or impersonate team members in Teamwork Chat.

Markdown

Markdown is a method of adding formatting to your text. Some Markdown options are available for Teamwork Chat such as writing in italics or bold. A full list of supported markdown options can be found here.

Creating an Embedded Hyperlink

To summarize: [TEXT](LINK)

Example:

Hey guys, check out my cool embedded hyperlink!

Will show as:

For more styling options, check out our FAQ on using markdown in Teamwork Chat.

*Italics*

If you type a single asterisk, before and after text as follows:
*This text should appear here as italic*

If you type a single underscore, before and after text as follows:
_This text should also appear here as italic_

*Bold*

2 asterisks or underscores entered before and after text will make it appear bold. Both: **This text should appear here as bold**
_This text should also appear here as bold_
Strikethrough

Using 2 tilde lines entered before and after text will result in a strike through.
~~This will have a strike through~~

Lists

Unordered Lists

Typing asterisk with a space before text will insert a bullet point and indenting the asterisk with a space will create a sub bullet.

* Item 1
* Item 2
* Item 2a
* Item 2b

Results in:

- Kirsty Durnall just now
  - Item 1
  - Item 2
    - Item 2a
    - Item 2b

Ordered List

Typing a number with a period and space before text will insert a numbered point and indenting the asterisk with a space will create a sub bullet.
Headings

Note: Markdown headings will be ignored.

For example, if you put `#abc` at the start of a message, it will show it as a heading (and the `#` isn't shown). It's going to be shown as plain text now (just as `#abc`).
Shortcuts

Available Keyboard shortcuts for both Desktop and browser versions

<table>
<thead>
<tr>
<th>Keyboard Shortcut</th>
<th>Windows</th>
<th>Mac</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Move up through conversation</td>
<td>Ctrl+Shift+tab or</td>
<td>Cmd+shift+[ /</td>
<td>Desktop app</td>
</tr>
<tr>
<td></td>
<td>Alt+Shift+W</td>
<td>Alt+Shift+W</td>
<td></td>
</tr>
<tr>
<td>Move down through conversations</td>
<td>Ctrl+tab</td>
<td></td>
<td>Desktop app</td>
</tr>
<tr>
<td>Hiding Teamwork Chat from View</td>
<td>WIN Key+down arrow</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>or Alt+Space+N</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Open Create Conversation menu</td>
<td>Ctrl+T, Alt+T</td>
<td>Cmd+T, Alt+T</td>
<td>Desktop app</td>
</tr>
<tr>
<td>Search current conversation</td>
<td>Ctrl + F</td>
<td>Cmd + F</td>
<td>Web browser</td>
</tr>
<tr>
<td>Edit a message</td>
<td>Click into the message field and press the up arrow</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adding a new line in within the message field</td>
<td>Shift + Enter</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Zooming

To zoom in and out of the desktop app use the following keys:

<table>
<thead>
<tr>
<th>Keyboard Shortcut</th>
<th>Windows</th>
<th>Mac</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zoom in</td>
<td>Ctrl+</td>
<td>Cmd+</td>
</tr>
<tr>
<td>Zoom out</td>
<td>Ctrl-</td>
<td>Cmd-</td>
</tr>
<tr>
<td>Reset</td>
<td>Ctrl+0</td>
<td>Cmd+0</td>
</tr>
</tbody>
</table>

Note: Your zoom settings may differ depending on your browser version.
Third Party Cards

Third party cards are interactive cards generated once you have posted a link in Chat. We support over 300 video, audio, image and link cards.

Video

Embed videos from the likes of YouTube, Vimeo, Google Videos, Vine, and Facebook.

Media Cards

Embed PDFs and Foursquare checkins, and share documents, presentations, infographics, and map locations.

Audio

Listen to Spotify, Soundcloud, Grooveshark, and Mixcloud.

Link cards

Link to Twitter, BBC News, Medium, Reddit, and many more.

Log Out

To logout of Teamwork chat from the browser and desktop app versions, head to your profile settings cog located on the bottom left of Chat.

From here you can choose Logout
To logout on the Android app, use the settings icon in the bottom right as seen below:

Once here, select the options menu (3 dots) in the top right to locate the logout option.
For iOS the settings cog can be found in the top right:

Once selected, the option to log out is presented at the bottom of the screen as seen below:
Uninstalling the Teamwork Chat app

Depending on your operating system, the steps for removing Teamwork Chat differ. You can follow the steps below to uninstall for your relevant operating system.

On Mac OS X
- Open Finder
- Open the Applications folder
- Drag the Teamwork Chat application to the trash can in the dock.

On Windows
- Open the Control Panel
- Click Uninstall a program under the Programs heading
- Select Teamwork Chat in the list
- Click Uninstall above the list

**Note:** To be ensure everything has been uninstalled, you should also delete this folder if it exists: C:\Users\YOUR-USERNAME\AppData\Local\TeamworkChat.

Using Teamwork Chat with Franz

Franz is a free communication app that brings all your social and business chat/messaging needs into one place. Users can easily switch between applications simply just by clicking on the tab found in header;

Getting setup couldn't be easier;

- If you haven't done so already, you can download Franz from here. [Please download legacy version: 4.0.4.]

- Once Franz is launched, by clicking the Franz logo in the top left-hand corner, you'll find 2 options; Add new service and Settings. We'll be looking at Settings - Plugins, but first, we'll need to import the Teamwork Chat plugin.

- To download the plugin click here. Once downloaded, you'll need to unzip the folder which can be done by double-clicking on the downloaded file. From here, click once on the folder titled "teamwork-chat_franz-plugin-master", and copy the folder to your clipboard. This can be down my right clicking on the folder - Copy or Ctrl + c / Cmd +c.
When you’ve copied the folder, back into Franz we go. By clicking Settings - Open the Franz plugin directory, locate the “Plugins” folder and paste in the previously copied folder "teamwork-chat_franz-plugin-master" into the plugins folder.

Once pasted into the plug-ins folder, in order for Franz to pick up on the newly added Teamwork Chat plugin, you'll need to restart the app by closing down Franz completely & re-launching. Upon restarting, you'll find Teamwork Chat is now listed under "Add a new service".

By clicking on the newly added Teamwork Chat plugin, you’ll be prompted with a pop-up to give a name to your Teamwork Chat account within Franz which will be your
Teamwork Chat URL. Note: simply add in the first part of your domain excluding https:///www. Along with this, you can enable to receive web notifications, to display the number of unread messages through a badge icon on the tab and finally to mute the sound on message notifications. Once you're happy to proceed, click on "Add Teamwork Chat".

From the top left corner, you'll see Teamwork Chat has been added with the name you chose earlier. By clicking on the Teamwork Chat tab, you'll be asked to sign into your Teamwork account.

Once you've authenticated your Teamwork.com profile, you'll be logged into the browser version of Teamwork Chat.