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Overview

Chatter is a communication tool within the Portal that allows users to send and receive messages in real-time. Chatter allows users to @mention or tag specific users in the post, similar to many social media sites. It is used to communication about projects, checklist items and change requests, among other things. Chatter is commonly located in the right-hand column of a page.

How do I send my Chatter post to a specific recipient?

To make sure that your intended recipient gets your message:

- **@mention** the user by typing the @ symbol and start to type the user's name.
- **Select the user's name from the dropdown** before continuing with your message. When you '@mention' the user, they get an email that includes the comment as well as a link to the Portal item related to the chat.
- **Include the name of the project** in the chatter message.
- Click **Share** when you are ready to post your message.
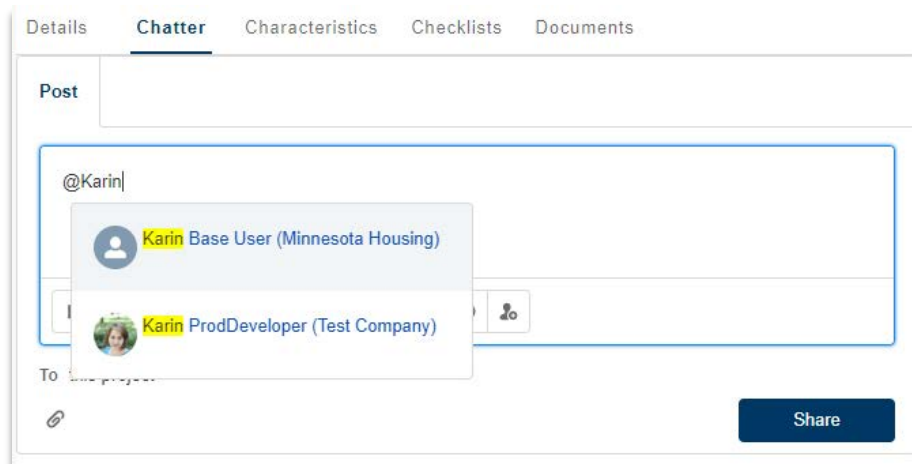
NOTE: You must be a Portal user to use Chatter. Only users that have been granted access to your project and Minnesota Housing staff can be @mentioned.

How do I know when someone sent me a Chatter message?

When you are tagged in chatter you will be notified through two channels:

- **Email.** Click 'View Post/Comment' in the body of the email to view the post or reply.
- **On-screen notification alerts.** When you are logged into the Portal, click on the notification bell at the top of the page to see your recent messages. To see more detail, click on the message.
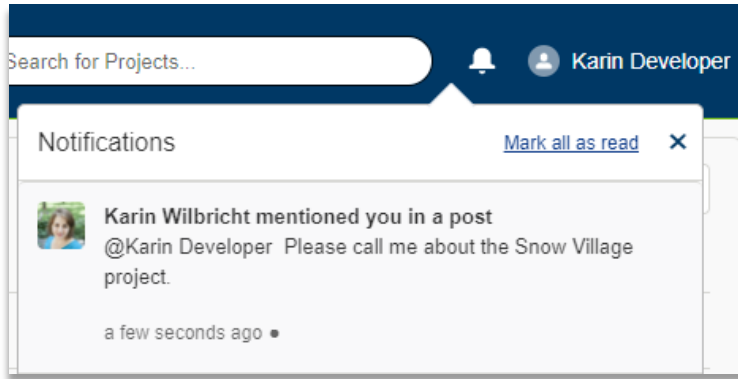
How do I respond to a Chatter message?

Similar to email, if you are continuing a previous conversation and want to keep all of the responses together:

- Click Comment below the original message.
- Type your response. **NOTE**: Anyone previously '@mentioned' in the message will see your reply. You can bring new people into the conversation by '@mentioning' them too.
- Click the Comment button to send your reply.
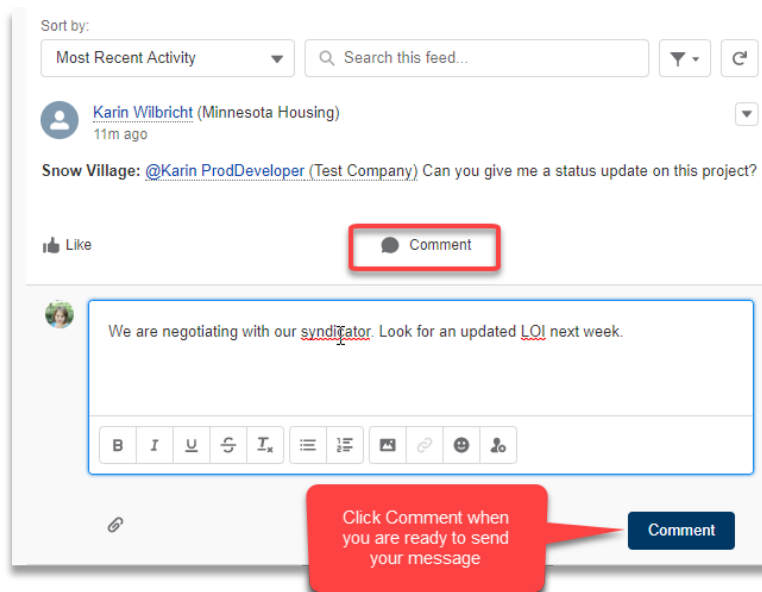
Questions

Contact mhfa.app@state.mn.us.