

## Setting up a Facebook Messenger Group

Messenger, is an instant messaging service owned by Facebook, replacing Facebook Chat. The Messenger app is a separate app to Facebook. However, Messenger profiles can be set using their Facebook account or telephone.

As the App is connected to Facebook it will use your Facebook friends to recommend people to connect with. If you don't have a Facebook account you will need to set that up first in order to use the Messenger App.

The main functions of Messenger are instant messaging, photo/video sharing, group chats, voice messages and live video chat.

### 1. Getting started

Messenger can be used in conjunction with Facebook on your computer, at Messenger.com, or by accessing Google Play on Android devices and the App Store on iOS devices. For this guide we will focus on using the App on your smartphone.

Search for the Messenger App Once you have downloaded the App to your smart phone open the App.

When you open the App for the first time you will be prompted to log in with your Facebook log in information. If you do not have a Facebook account you will need to set one up first to begin to use Messenger. If you are already logged into Facebook on the same device you can just click on **Continue as <Your Name>**. As the App is connected to Facebook it will use your Facebook friends to recommend people to connect with.

Once logged in you will see two icons on the bottom of the screen – **Chats** and **People**.

In the **Chats** tab you will see all your recent conversations and the people you have connected with.

Click on the **People** icon at the bottom right of the screen to see a list of your friends on Facebook who are active on Messenger at the time you are logged into the App.

On the top of the screen you will see a function to **Search** where you can search any messages or people or groups.

The **Create Room** icon is used to create “rooms” for people to hang out. This feature will not be covered for the purpose of this guide.

Click on your profile icon in the top left hand side of the screen. This will open up **Settings**. There are useful features in here to use such as Switch Account if you have a number of Accounts in Facebook or Messenger.

In **Message Requests** this is where people who send you a message that are not your friends on Facebook will be stored here where you will need to actively check and respond to.

### 2. To start a group chat



Select the **New Chat** button in the top righthand corner of the Chats page and a new message window will appear.

Enter or select recipients. Tap one of the suggested contacts, or start typing a name into the field at the top of the page. You can create a group message by adding more than one friend.

Select **Done** or **Ok** when you are finished.

Alternatively, you can click on **Create a new group** and give the Group a name.

The App will then show a list of people that are options to include in the Group.

You can search your own Friends on Facebook or anyone else that isn't a Friend with you on Facebook. As long as someone has a Facebook profile you can search their name and add them to the Group.

Once you have created the Group, you can then start communicating with the Group. Anyone that is part of the Group can then start communicating with each other using the Group chat that has been created.

As the point of Neighbourhood Watch is about getting to know your neighbours, we recommend contacting your neighbours first to let them know you are creating the Group and asking them if they would like to join. You can then find out if they have a Facebook account.

Again, Neighbourhood Watch is about getting to know your neighbours. If you do not know your neighbours use our resources to start a conversation with them today.

### **3. Send a Message**

Now you are ready to go! You can use Messenger to share information about anything relevant to your Group; new neighbours arriving, or just things going on in your vicinity.

Click or tap in the typing area at the bottom of the message to enter your text. Once you have finished tap on the paper airplane icon to send your message. Your message will be delivered to all members of the chat.

Then, members of your Group can post their own messages, responding and adding to the information.

### **4. Setting Guidelines**

As with Facebook, you might want to set some community guidelines for use of the Group and Post these early on. You can find some inspiration for these amongst our resources.

**Please note – Police do not monitor social media pages. It is important to report all suspicious activity to Police. Consider setting this in your Guidelines that all suspicious activity shared to the Group must first be reported to Police.**

### **5. Blocking and Unblocking**



Tap the **Chats** tab to view your conversations. When you launch Messenger, you will see all of your Facebook conversations in the **Chats** tab. You can also get to this tab from anywhere by tapping the chat bubble icon at the bottom of the screen.

Blocking someone in Messenger is different than blocking someone on Facebook. When you block someone on Messenger, they won't be able to contact you via Messenger but they'll still be able to view and comment on your Facebook posts.

Open a chat with the person you want to block. You can do this by selecting the conversation from the **Chats** list.

Tap the person's name at the top of the screen. Scroll down and tap **Block**. A confirmation message will appear. Tap **Block** again to confirm. Messages from this participant are now blocked.

Follow the same process to unblock them.

## **6. Further help and support**

If something doesn't make sense while you are following these guides, or you have a question that isn't answered here, the best thing to do is simply to Google your problem. The internet is a great resource and should provide you with the answer to any question about using these social media platforms.