
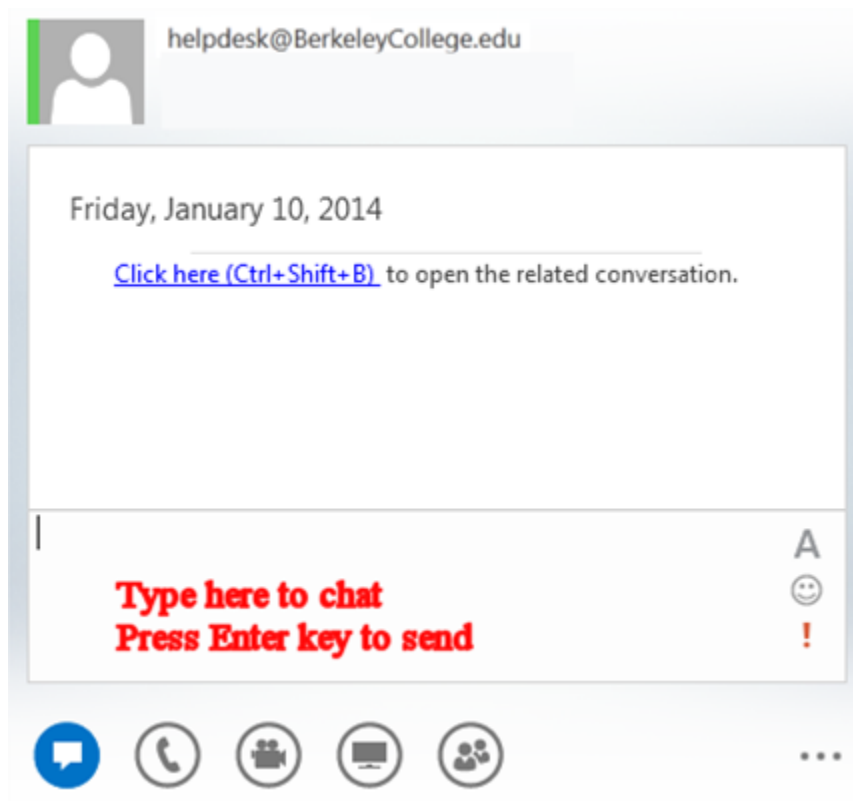
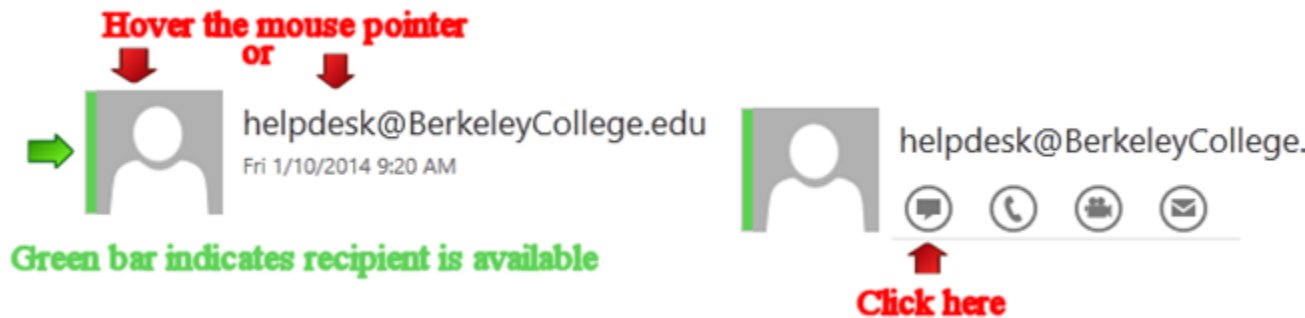



## **Start an IM conversation from an email in the Outlook 2013 client**

1. Open the Inbox and select a message with the desired contact as a recipient or sender.  
Make sure the recipient is available
2. In the People pane, hover the mouse pointer over the person's name or picture.(avatar)
3. On the menu that appears, click the  icon
4. Your chat window will open




## **Start an IM conversation from an email in the OWA client**

1. Open the Inbox and select a message with the desired contact as a recipient or sender.  
Make sure the recipient is available

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 Greg Matwijczyn;

**Type here to chat**  
**Press Enter key to send**