



GETTING STARTED WITH
THOMSON REUTERS EIKON

GETTING STARTED WITH EIKON MESSENGER



THOMSON REUTERS

CONTENTS

ADD CONTACTS TO YOUR CONTACT LIST	4
GROUP CONTACTS IN MESSENGER	6
MANAGING CONVERSATIONS	7
SETTING YOUR ALERTS PREFERENCES.....	10
SHARING APPS IN MESSENGER.....	12
COMMUNICATING WITH YAHOO! MESSENGER	15
SENDING MESSAGES TO MULTIPLE CONTACTS USING BLAST	16
COMPLIANCE	18
USE LIVE CHAT TO ACCESS EIKON CUSTOMER SUPPORT	19

INTRODUCTION

Thomson Reuters Eikon gives you access to a sophisticated Messenger service that allows you to easily communicate and share content with your colleagues.

After completing this workbook you should be able to:

- Add contacts to your contacts list
- Group your contacts in Messenger
- Set Alerts Preferences
- Share apps in Messenger
- Communicate with contacts using Yahoo! Messenger
- Send messages to multiple contacts using Blast
- Use live chat to access Eikon Customer Support

ABOUT THIS WORKBOOK

This workbook is designed to be used alongside Thomson Reuters Eikon. On the following pages you'll find a series of exercises that will introduce you to the features and functions available through Eikon Messenger.



Each exercise is marked with this icon, along with a summary of the exercise. Just follow the instructions in the left hand column to complete the exercise. Visuals are provided in the right hand column to guide you and to show you what your screen should look like.

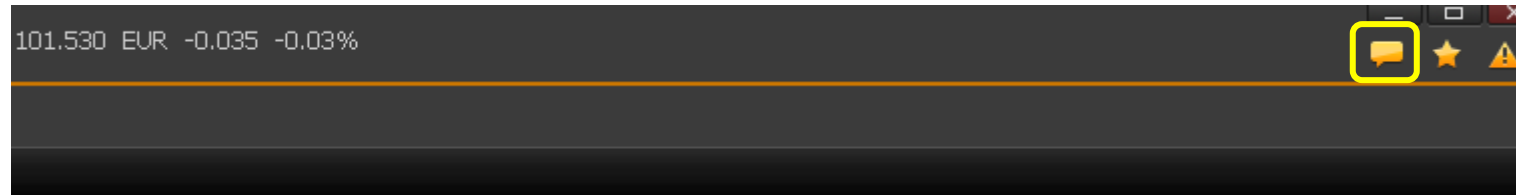
ADD CONTACTS TO YOUR CONTACT LIST

You can easily add contacts to Eikon Messenger.

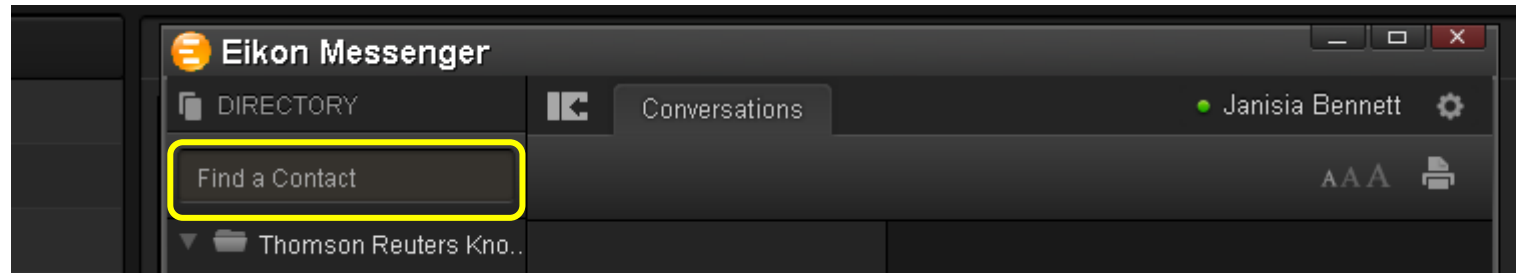


In this activity, you'll add a contact to your Contact List.

Open Eikon Messenger by clicking on the speech bubble icon at the top right of your Thomson Reuters Eikon screen.

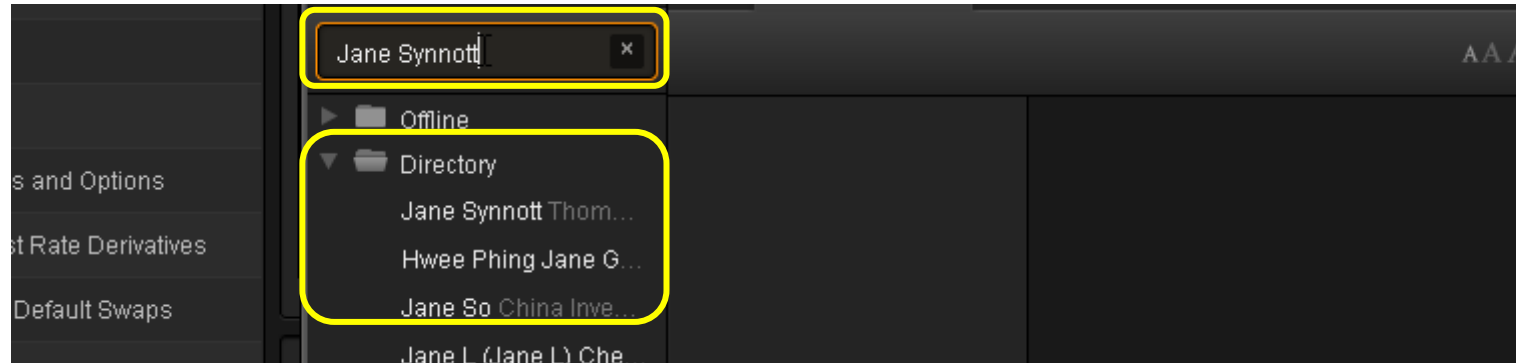


To add new people to your contact list, click inside the **Find a Contact** box.



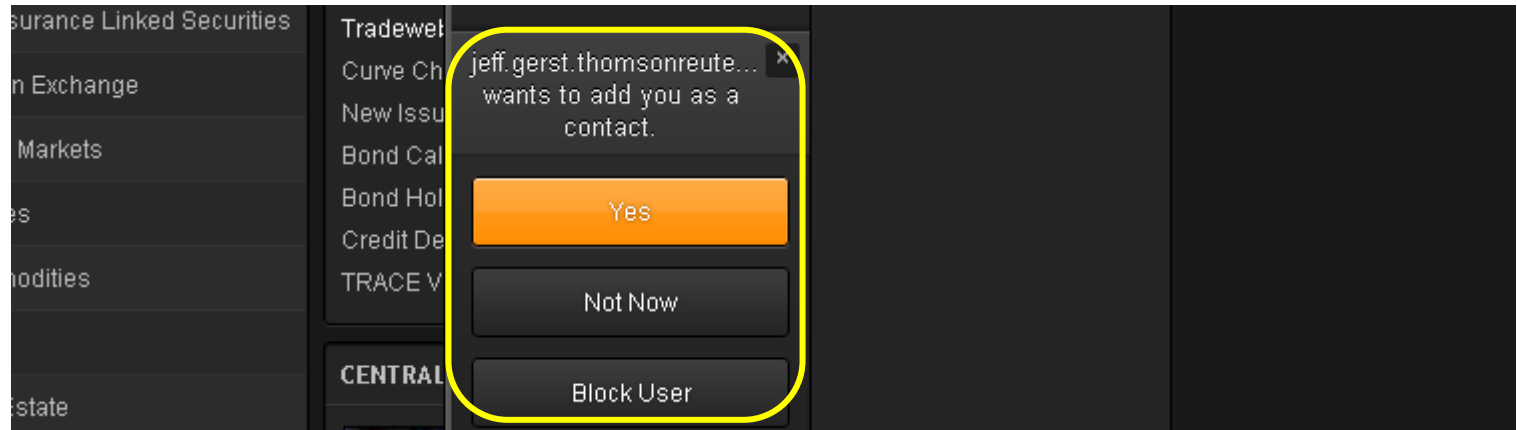
Type the **contact name**, and Messenger will autosuggest results for your contacts, the full Messenger directory, and chat room universe.

Check the list of matches, and click on a name to add that person to your contacts.

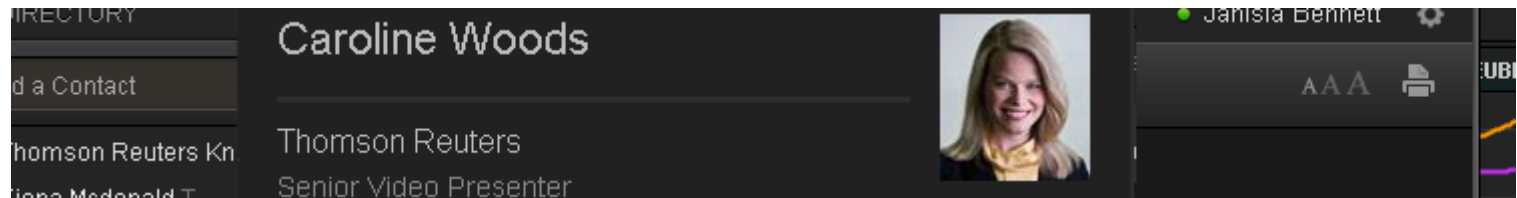


This person now appears in your **Messenger Contact List**. Your new contact will appear **offline** until he or she approves your **request** to add them.

Similarly, you can **accept** or **reject** requests by others to add you to their contact list. Requests will appear as pop-ups on your Contact List, which you can choose to accept, wait to respond or choose to block.



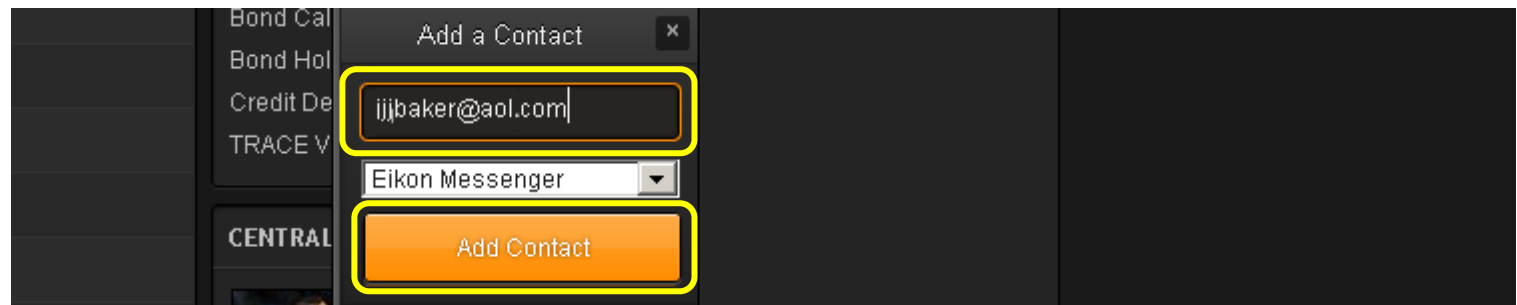
Hover over a name to view the contact details.



You can also add AOL contacts to Messenger.

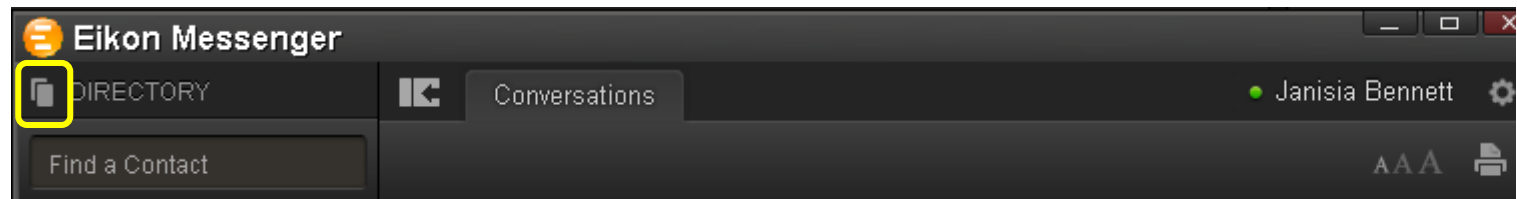
Click the **Add Contact** icon.

Enter the person's sign-in name. Then click **Add Contact**.



Thomson Reuters Eikon also makes it easy to manage all your windows and conversations.

Click the **Pop out** icon to separate your contact list from your conversation. You can then position the conversation anywhere on the screen.



GROUP CONTACTS IN MESSENGER

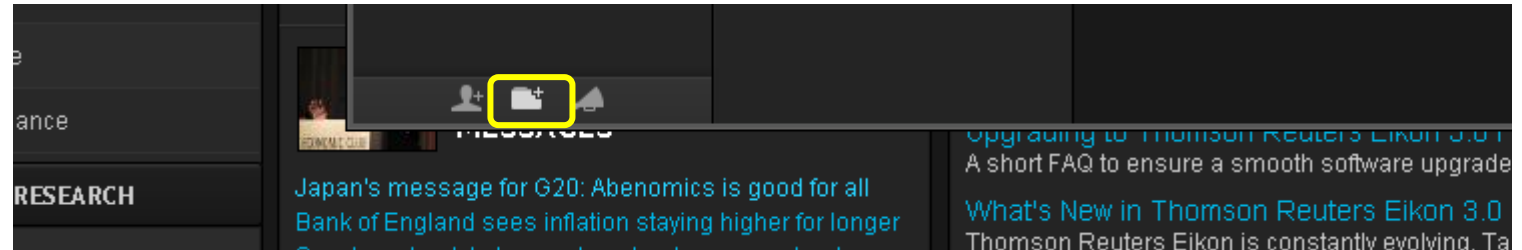
Within **Messenger** you can build and maintain a network of contacts and organize them into groups.



Create a group in Eikon Messenger and organize your contacts.

To create a group, **click on the Group icon at the bottom of the Messenger app.**

Type the name of your new group. Then click **Create Group**.



Your new group appears in **Messenger**.

To **add contacts** to this new group, **click on an existing contact and drag the name into the new group.**

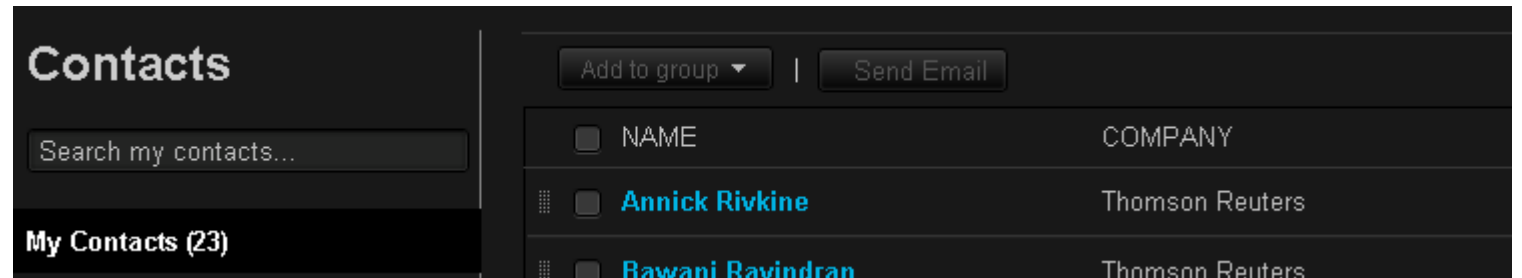
To **remove** a contact from a group, right-click that contact's name. Then select **Remove Contact**.



Or you can click on the contact and drag the name into your **Ungrouped** folder.

You can also use the **My Contacts** page to manage your contacts. Open **My Eikon** and click on **My Contacts**.

From here you can add and delete groups, and contact people by email



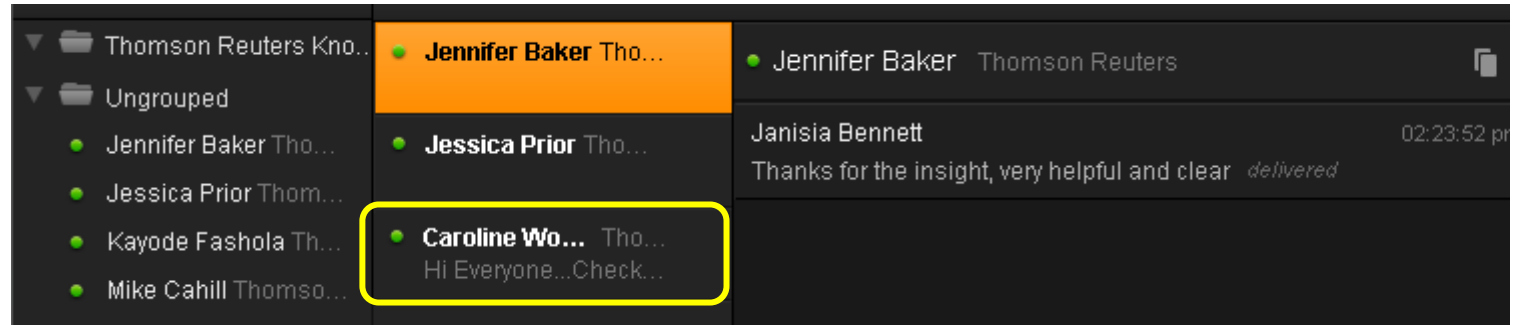
MANAGING CONVERSATIONS

Messenger lets you manage multiple conversations, your online status, and send objects and links to your contacts.

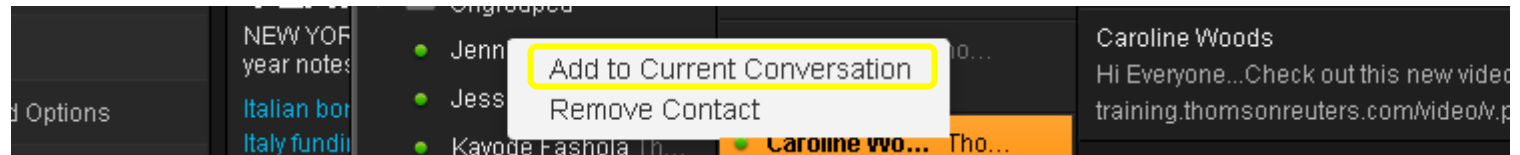


In this exercise, you will learn how to manage conversations in Thomson Reuters Eikon.

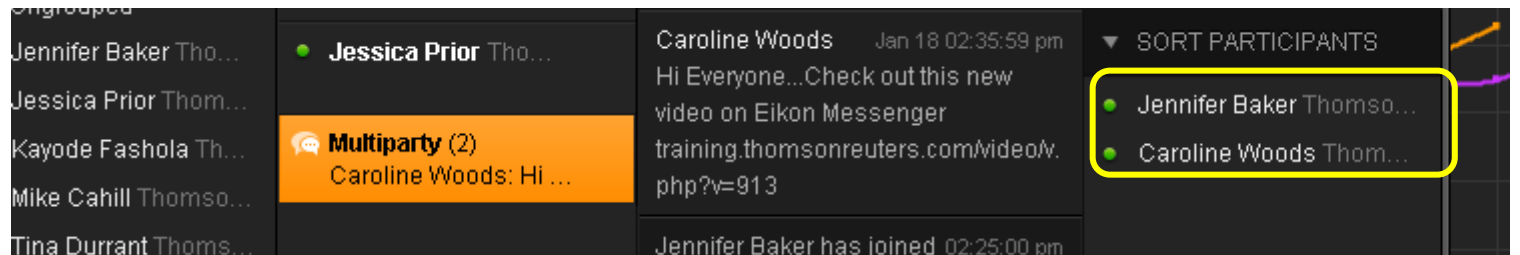
To switch from one conversation to another, click on the conversation you want to open.



To add another contact to a conversation right-click on the contact name, and select **Add to Current Conversation**.



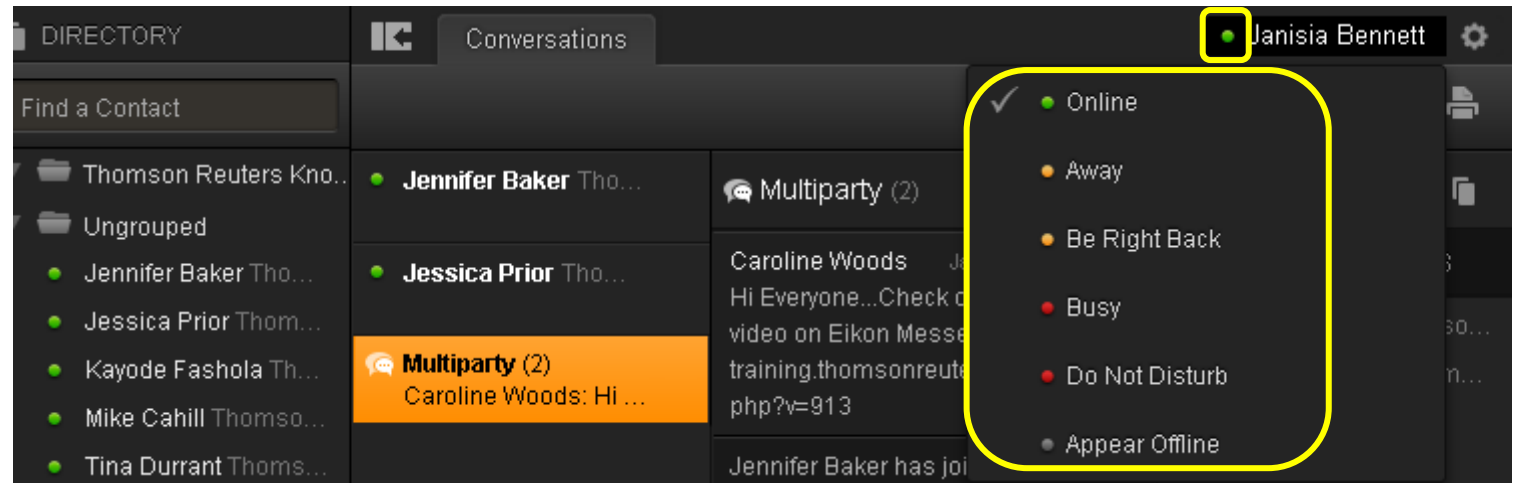
The **conversation header** displays a list of participants.



You can show your status to other Thomson Reuters Eikon users by changing your presence within Messenger.

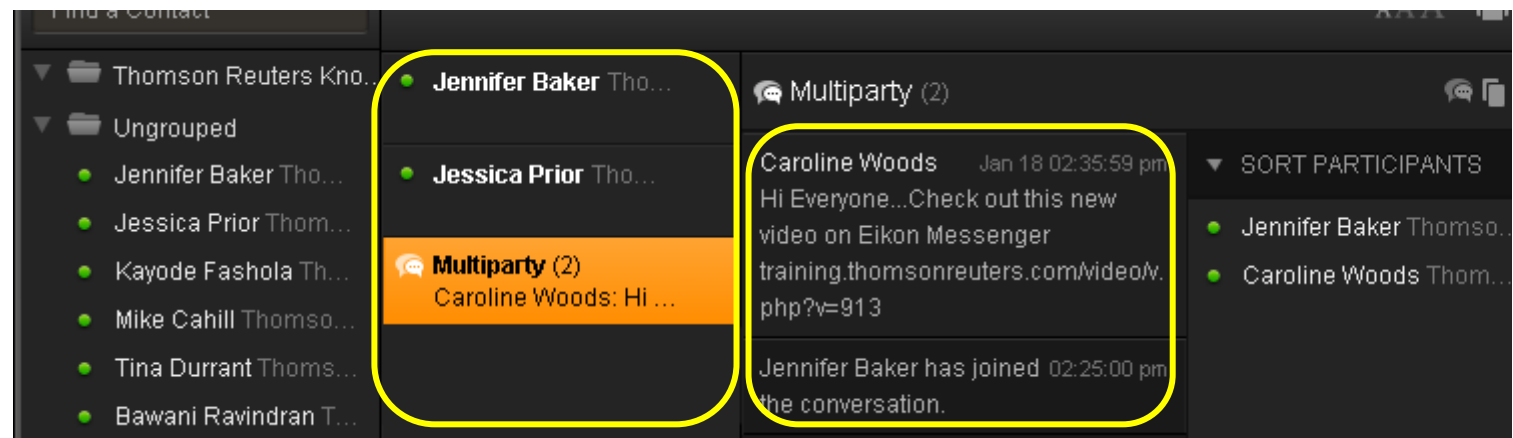
First, click on the **Status button** next to your name in the top left of the window

Then select a status from the list of options.

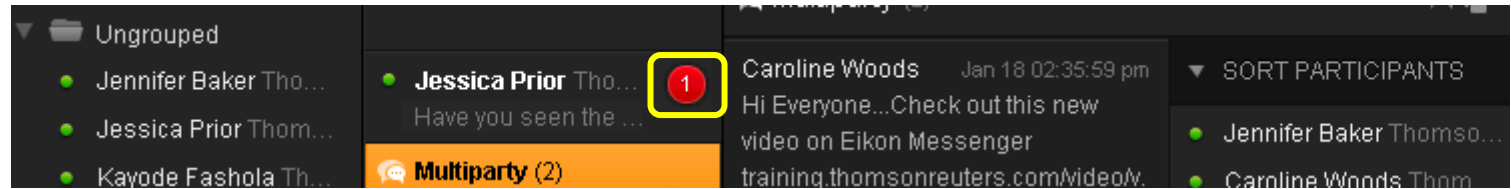


All open conversations are visible in the **Monitor list**.

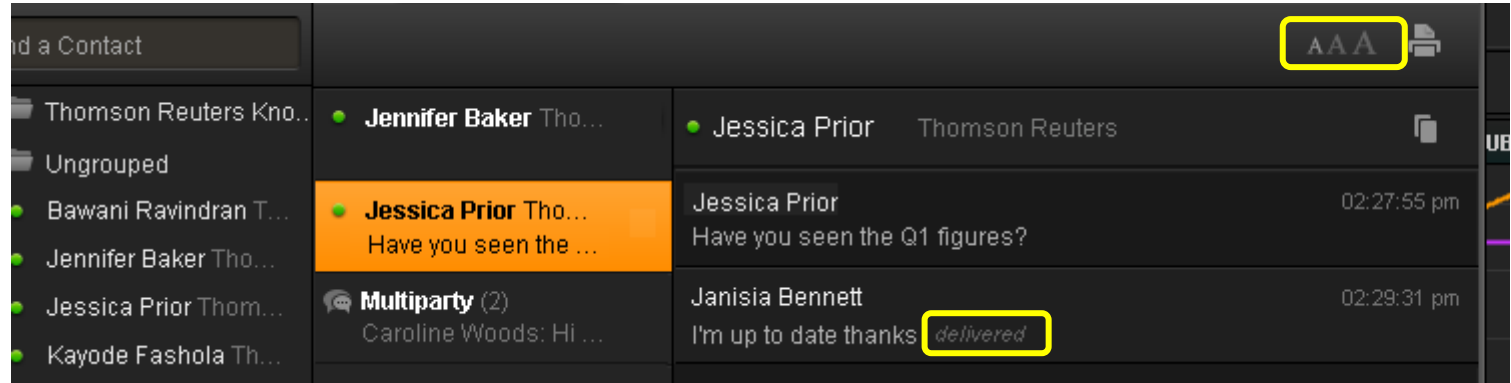
The active conversation displays in the conversation **window**.



Unread incoming messages appear in the **Monitor list** with the number of messages waiting to be read displayed in red.

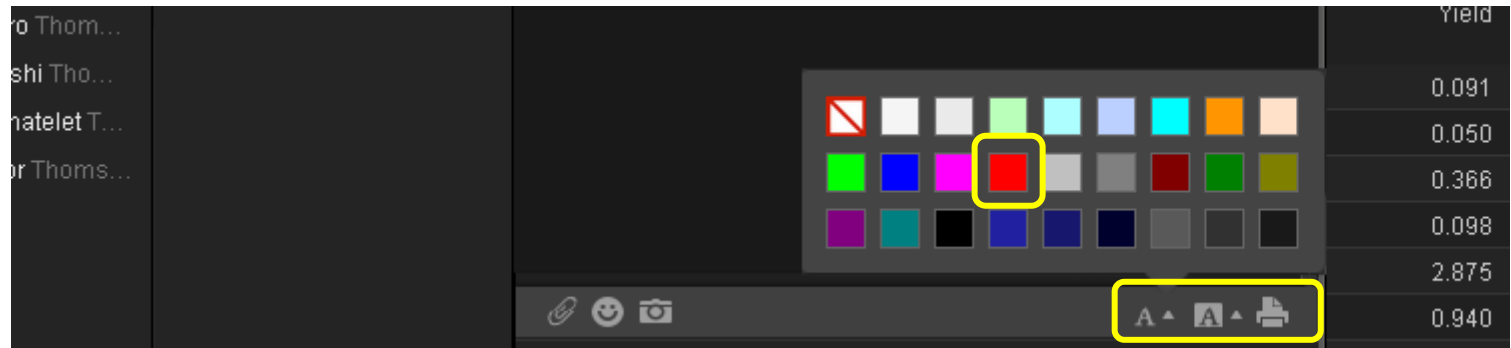


When you send a message, you will receive a delivery confirmation.



To enlarge or reduce the conversation text, click the icons in the top right of the Messenger window.

Use the icons at lower right to change the background and font color for individual conversations and chat rooms.



For example, click the **A** icon and change the text color to **red**.

SETTING YOUR ALERTS PREFERENCES

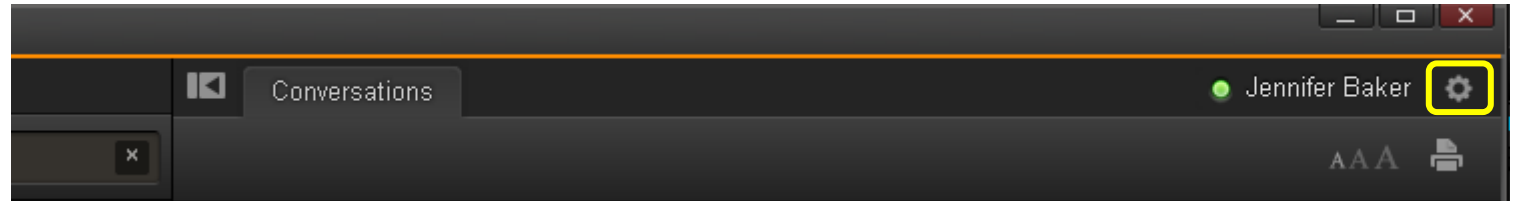
Eikon Messenger allows you to set your preferences so that you are notified when: you receive a message, you receive a message in a chatroom, a contact becomes available, or someone mentions you in a Messenger chatroom.



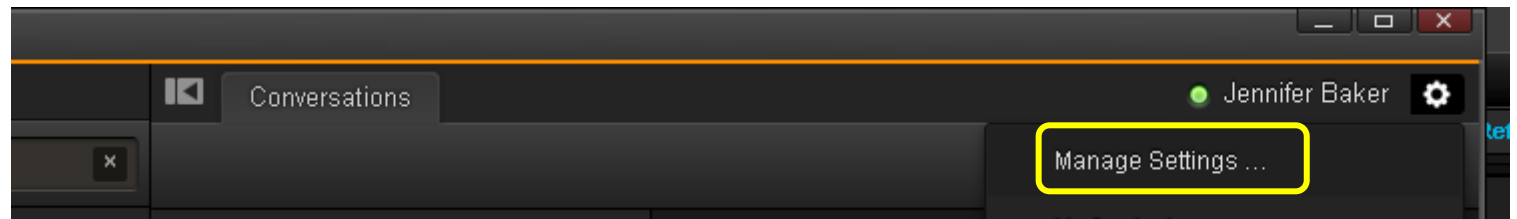
In this activity, you will set your alerts preferences.

In this example we'll change our alerts preferences so that we hear a sound and see a popup whenever a contact comes online.

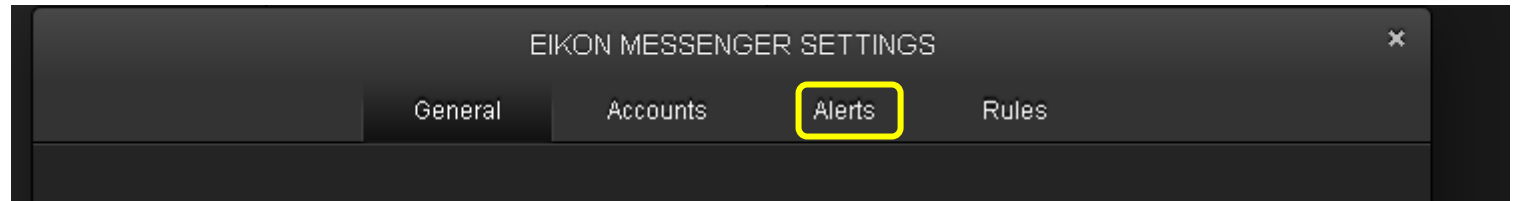
To open the alerts preferences, click the gear icon at upper right.



Next, select **Manage Settings**.



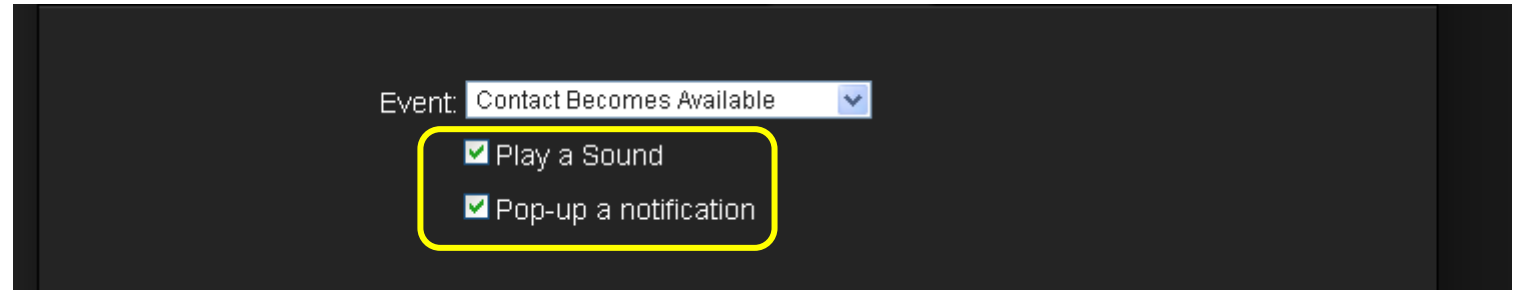
Then click **Alerts**.



Use the dropdown menu to select the type of event that will trigger an alert. In the example at right we've selected **Contact Becomes Available**. This will notify us whenever a contact's status changes to Online.

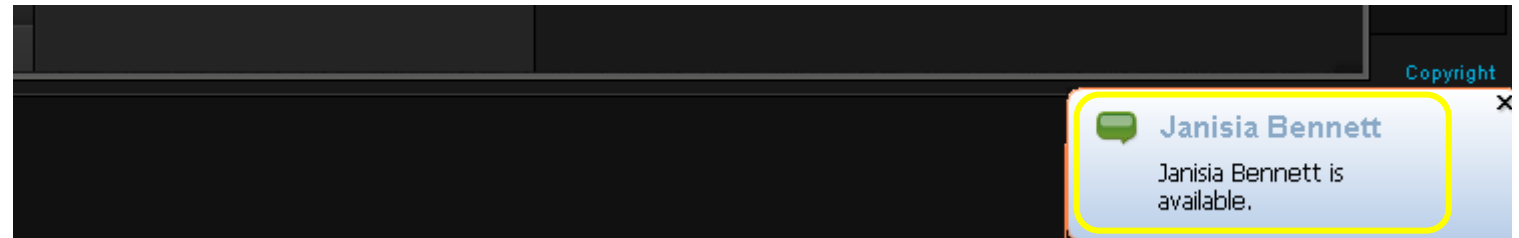


Next, indicate whether you want to receive the alert as a sound and/or a pop-up notification. In the example at right we've selected both check boxes.



When you're done editing your Alerts preferences, simply close the Messenger Settings dialog.

You will now hear a sound and see a pop-up whenever a contact goes online.



SHARING APPS IN MESSENGER

In addition to being able to send plain text, hyperlinks and emoticons, you can **share Thomson Reuters Eikon Apps** such as charts, quotes, news and calculators with your contacts.

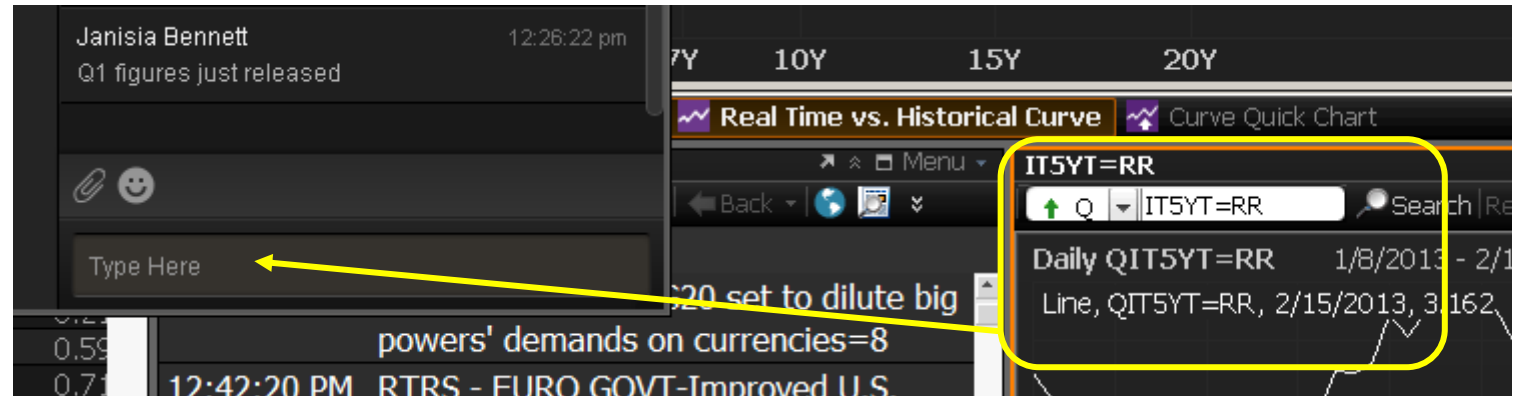


Share an app with a contact using Eikon Messenger.

In the visuals at right, you'll see us sending a chart over Eikon Messenger. However, you can complete this exercise by sending a news, quote, or calculator over Eikon Messenger. The steps for sharing these apps are the same.

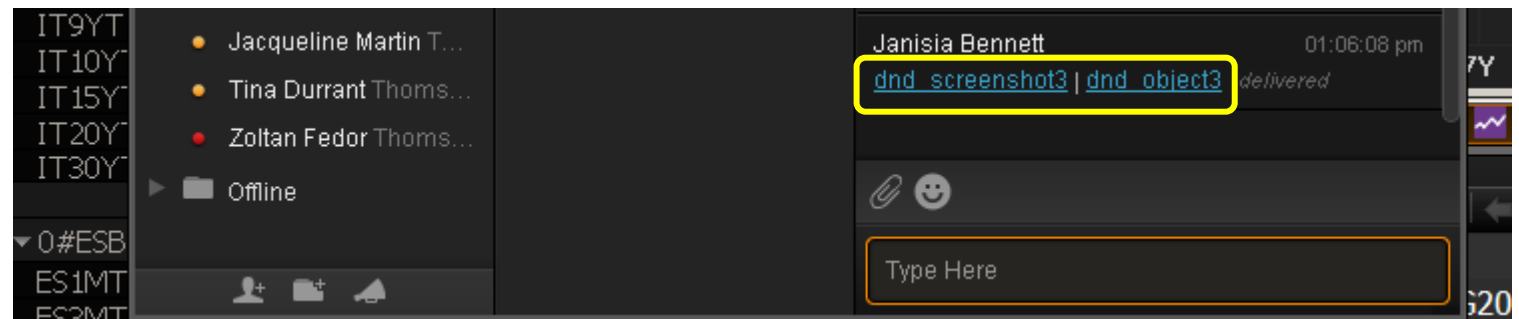
Simply drag the app directly into an open conversation window.

Press **Return** to send the message.



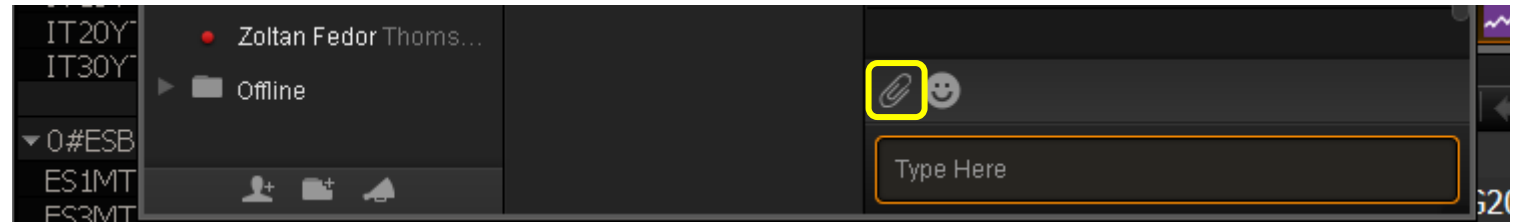
Your contact can **click the link** to open the original chart.

If your contact is not connecting via Eikon Messenger but by another messaging service, he or she will receive a **screenshot** of the chart.



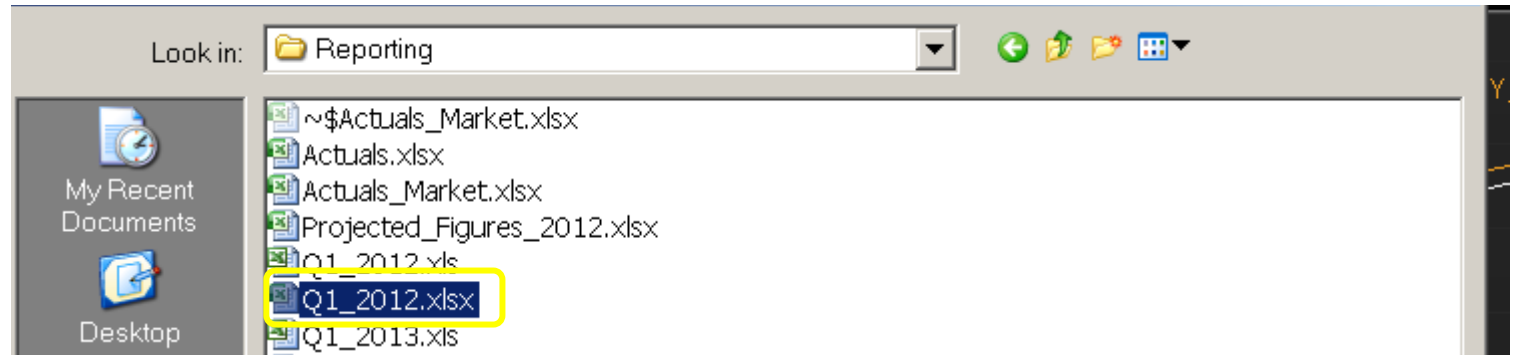
You can also share a file with your contacts.

Click the **File Share** icon in the Conversation window.

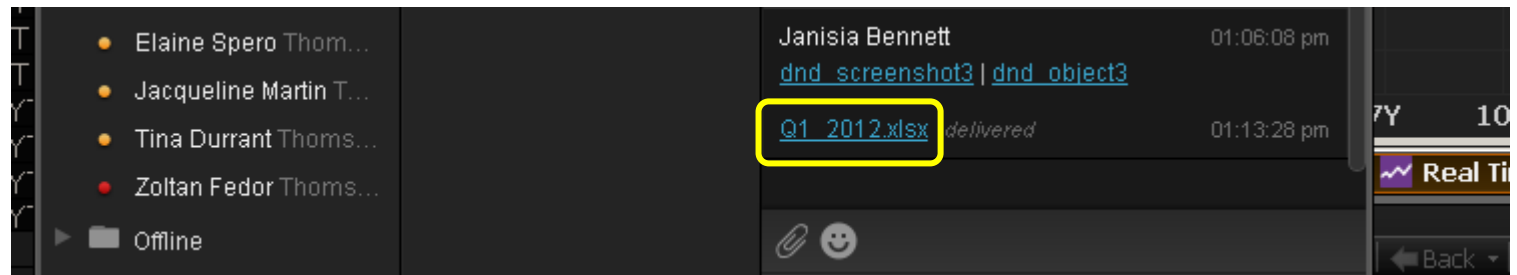


Select the file to share. Then click the **Open** button.

Note: To complete this exercise, you can select any file you don't mind sharing with your contact.

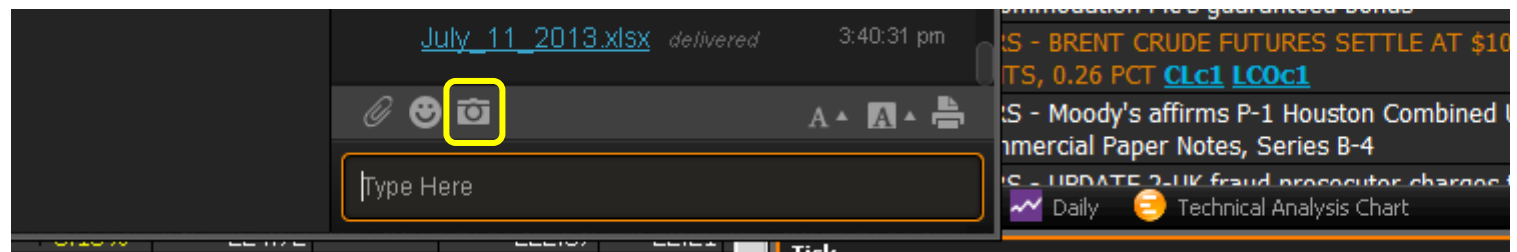


All participants in the conversation will be able to click the hyperlink to open the file.



You can also send screenshots through Eikon Messenger.

To do this, click the **camera icon**.

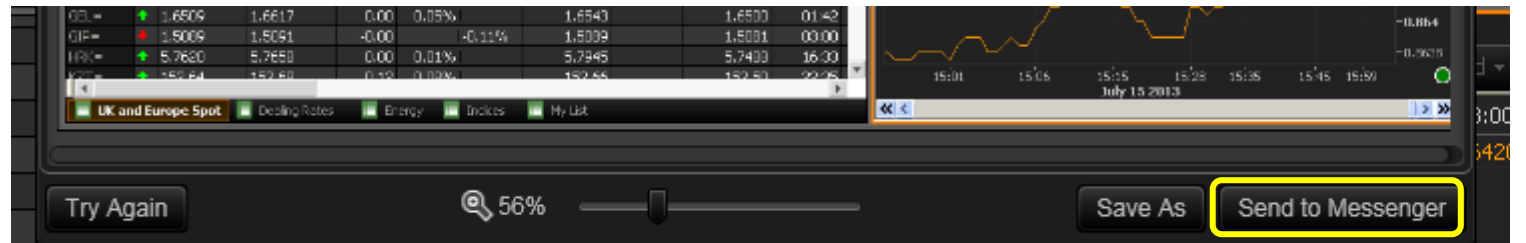


Then select the type of screenshot you want to send.



A review screen will appear. If everything looks ok, click **Send to Messenger**.

Then press **Enter** to send the screenshot to your contact.



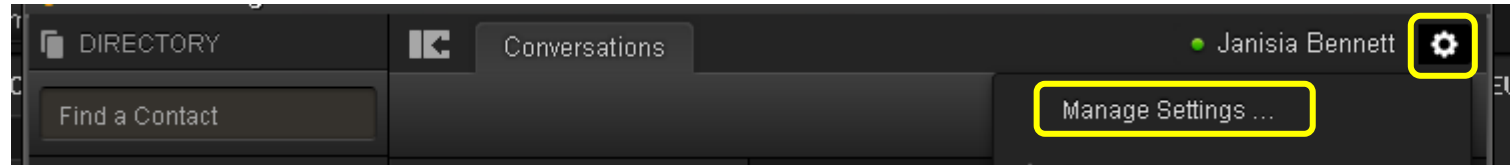
COMMUNICATING WITH YAHOO! MESSENGER

You can communicate with your **Yahoo!** contacts in Thomson Reuters Messenger using your **Yahoo! identity**.

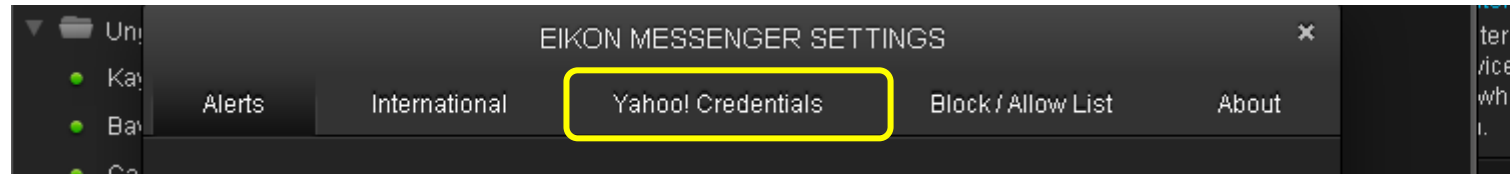


In this activity you'll see how to communicate with contacts who use Yahoo! Messenger.

To begin this exercise, open the **Settings** menu and select **Manage Settings**.



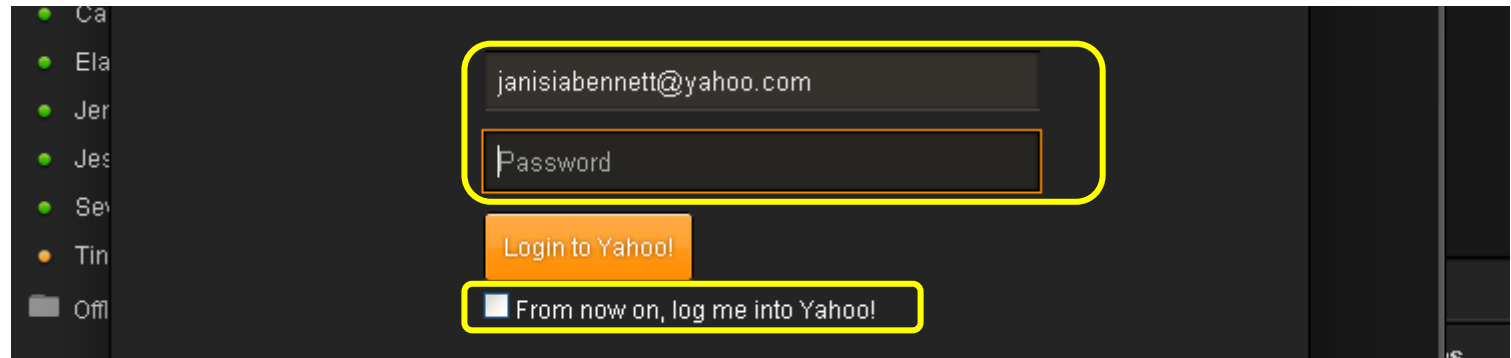
Click on the **Yahoo! Credentials** tab.



Enter your Yahoo! credentials. If you don't have a Yahoo! account, you can sign up at <http://messenger.yahoo.com/>.

You may want to check the option to log in automatically to Yahoo! When you open Eikon Messenger. Once you're done entering your credentials, close the dialog box.

A new group will be created for your Yahoo contacts.



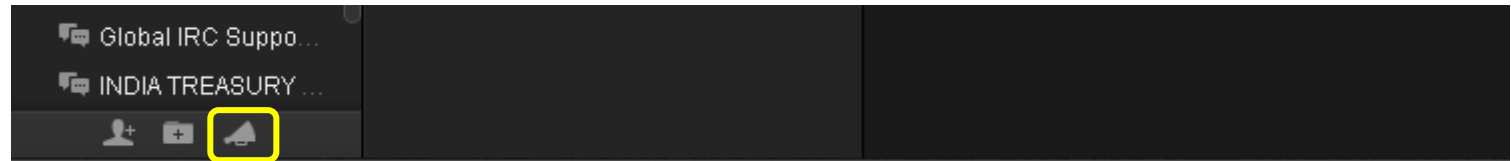
SENDING MESSAGES TO MULTIPLE CONTACTS USING BLAST

The **Blast** feature enables you to send a message to an unlimited number of contacts.



Send a message to multiple contacts using the Blast feature in Eikon Messenger.

To send a Blast, click the **Blast icon at the bottom of the Messenger app**



A new window displays, listing your **contacts as a checklist**.

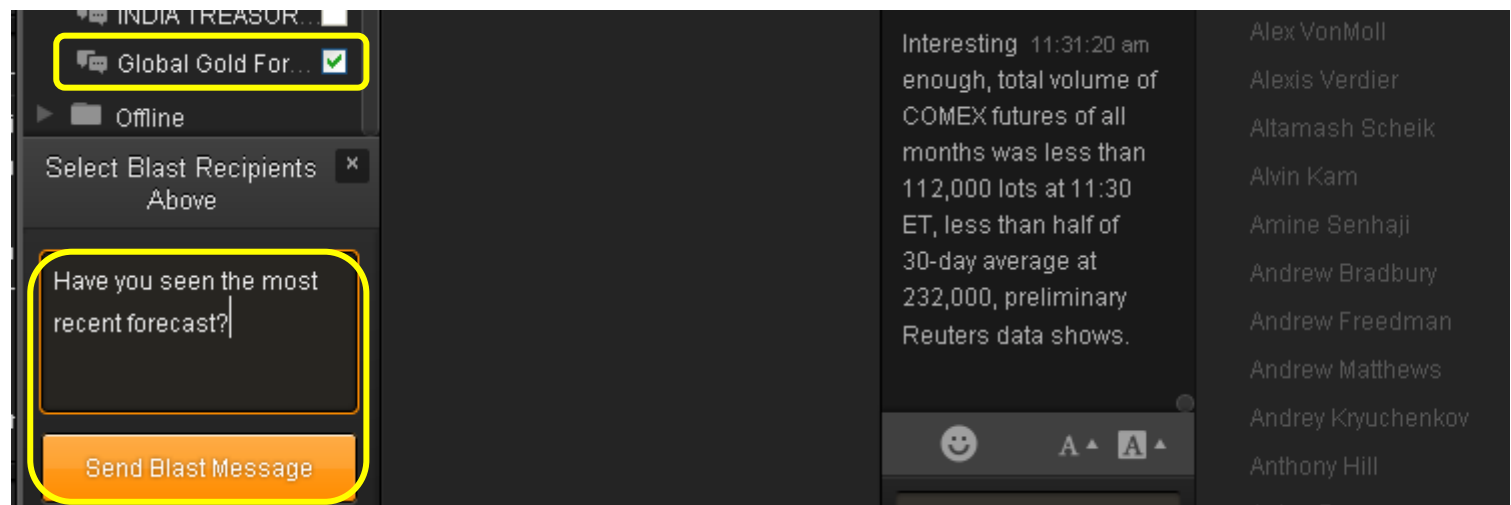
Click a group name to select all contacts in that group, or **check the box for the individuals** that you wish to include in the Blast.



You can also click on a chatroom to join the conversation; then select the checkbox to add it to your blast.

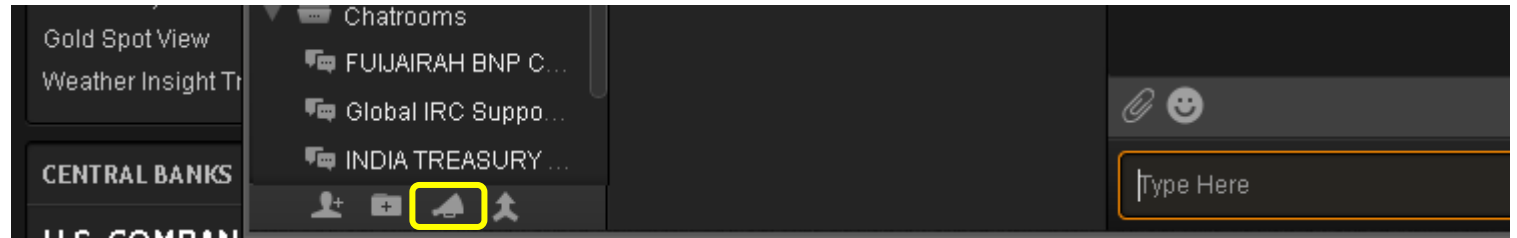
When you're done selecting your contacts, enter your message in the conversation window and press **Send Blast Message**.

Note: *Recipients receive the Blast as a personal message, and do not see the distribution list and responses display as individual conversations.*

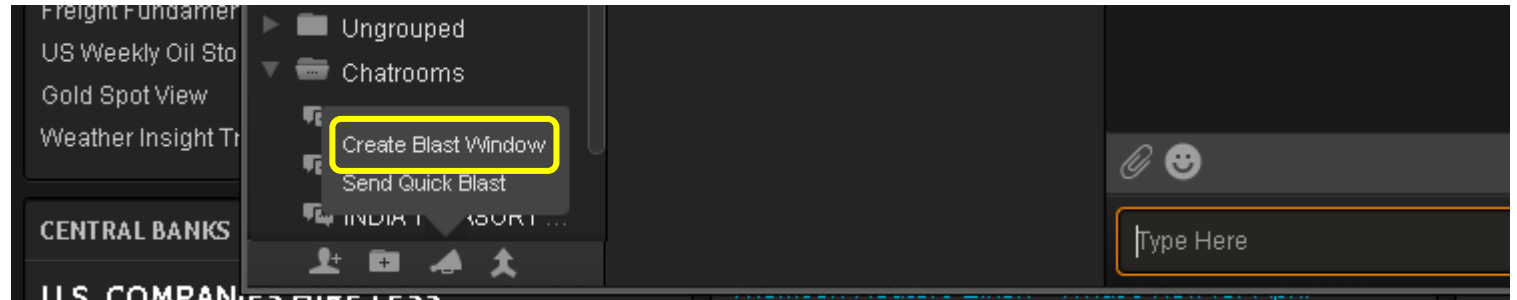


If you need to send blast messages to the same group of contacts often, you can create a blast window using Create Blast Window.

To do this, click the **Blast icon**.



Select **Create Blast Window**.



Select the contacts you want to include.

Type a name for the blast window.

Then click **Create Blast Window**.



To close the Blast feature, **click the Blast icon** again.



COMPLIANCE

Thomson Reuters Eikon includes a built-in hosted **compliance solution** helping customers meet regulatory requirements and business needs.



Learn about the Compliance features included with Eikon Messenger.

All user communications from and to **Thomson Reuters Eikon** are logged, including **messages** and **commentaries**.

Let's take a look.

Open a new conversation in Messenger.

You'll notice that a disclaimer is displayed at the beginning of the conversation.

Thomson Reuters Eikon offers compliance officers **intelligent tools** to access or export logs for further processing.

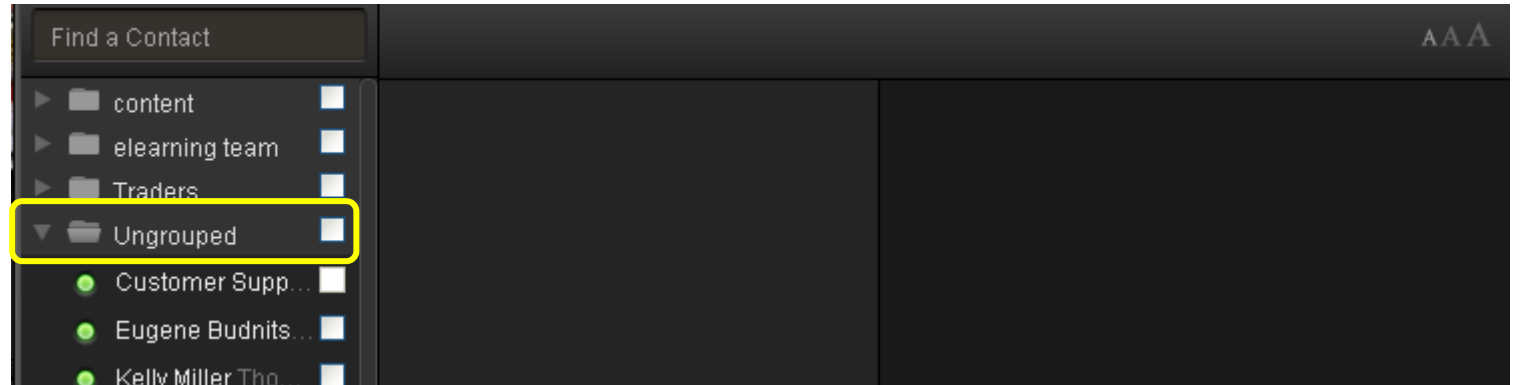
The screenshot displays the Eikon Messenger application window. On the left is a 'DIRECTORY' pane with a search bar and a list of contacts under 'Ungrouped'. The main area shows a conversation with 'Jennifer Baker Thomson Reuters'. The conversation history includes a message from 'Janisia Bennett' dated 'Feb 13 02:23:52 pm' which contains a compliance disclaimer: '[: Conversations may be recorded or monitored by the participants and their employers, and may be disclosed to governmental or other regulatory bodies in compliance with applicable laws. :]'. This message is highlighted with a yellow border. Subsequent messages show a thank you from Jennifer Baker, a question about Q1 figures, and a response from Janisia Bennett. At the bottom, another message from Jennifer Baker is partially visible.

USE LIVE CHAT TO ACCESS EIKON CUSTOMER SUPPORT

Eikon Messenger gives you instant access to live customer support.

To begin this exercise, open the **Ungrouped** folder in Messenger.

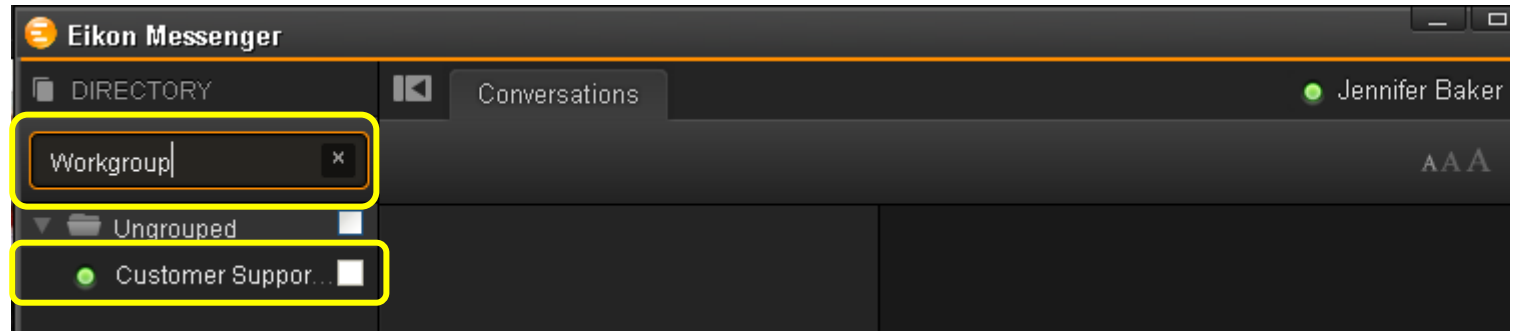
Within this folder, you'll find a link to live customer support.



If you have a large number of contacts, the Customer Support link may not be visible.

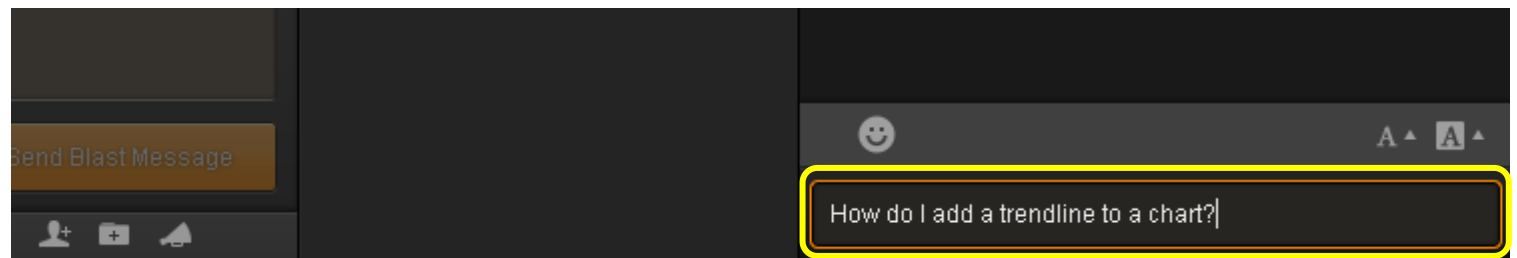
To locate it, simply type **Workgroup** in the Find a Contact box.

To start a conversation with the help desk, click the **Customer Support** Thomson Reuters Contact.



Then type your question.

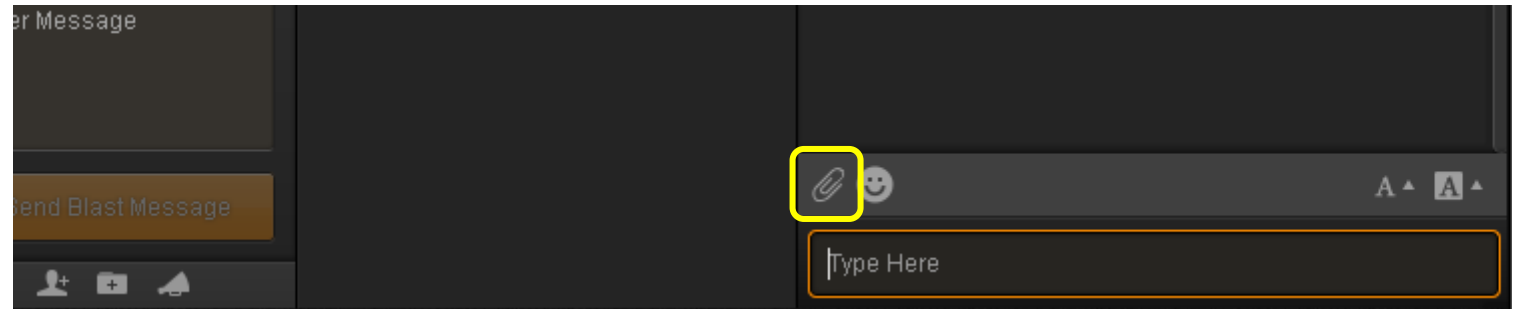
And press **Enter**.



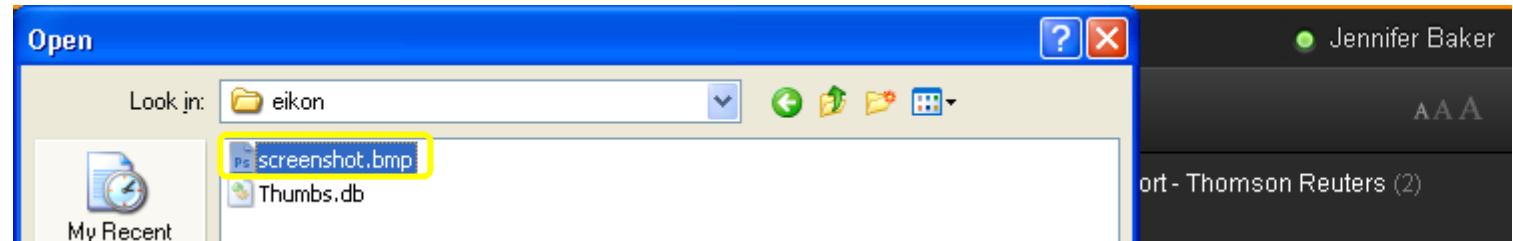
The support representative will respond to your query, giving you instant help when you need it.

You can also send a file to provide Customer Support with an example, like a Thomson Reuters Flex document.

To do this, click the paperclip icon.



Then select the file and click **Open**.



Customer support will then receive a link to your file.

English customer support is available twenty-four hours a day, seven days a week.

Japanese support is available during core business hours.

