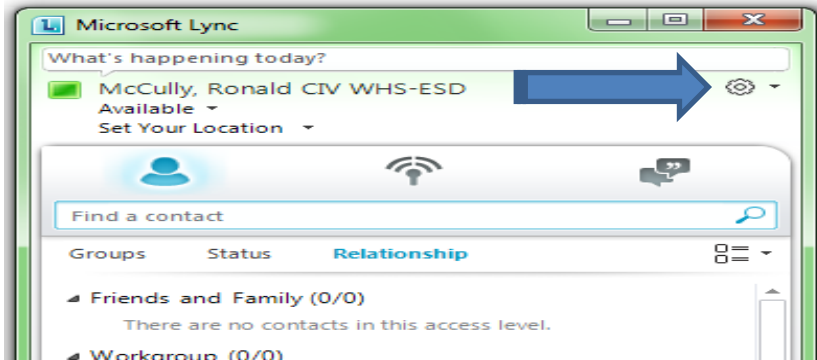
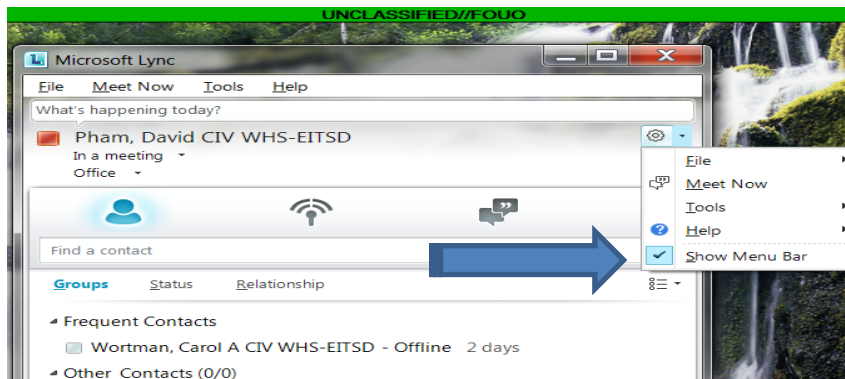


# Steps for saving IM conversations.

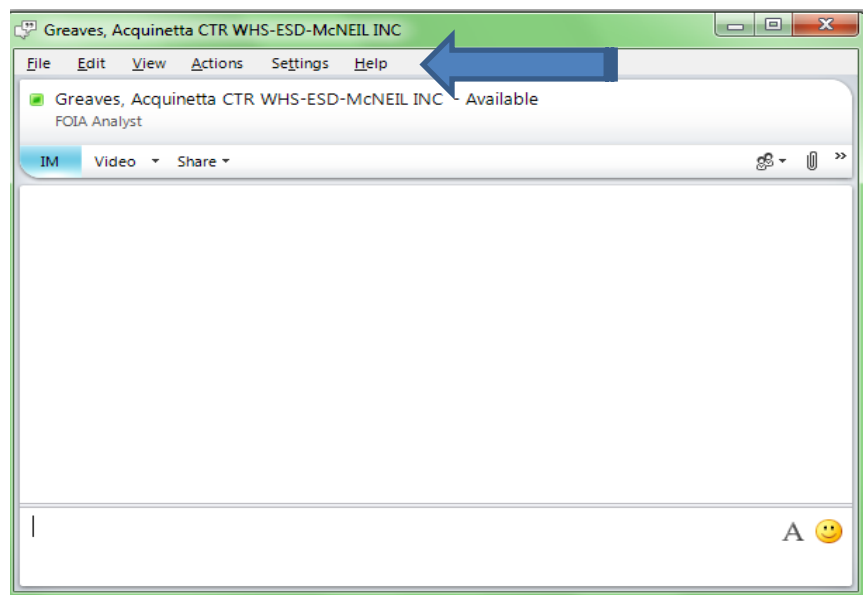
1. Turn on menu bar by clicking on the sprocket in the top right hand corner of Microsoft Lync.



2. Scroll down and click on "Show Menu Bar", then standard Microsoft tool bar will appear.



3. The tool bar will now appear on each conversation window that opens.

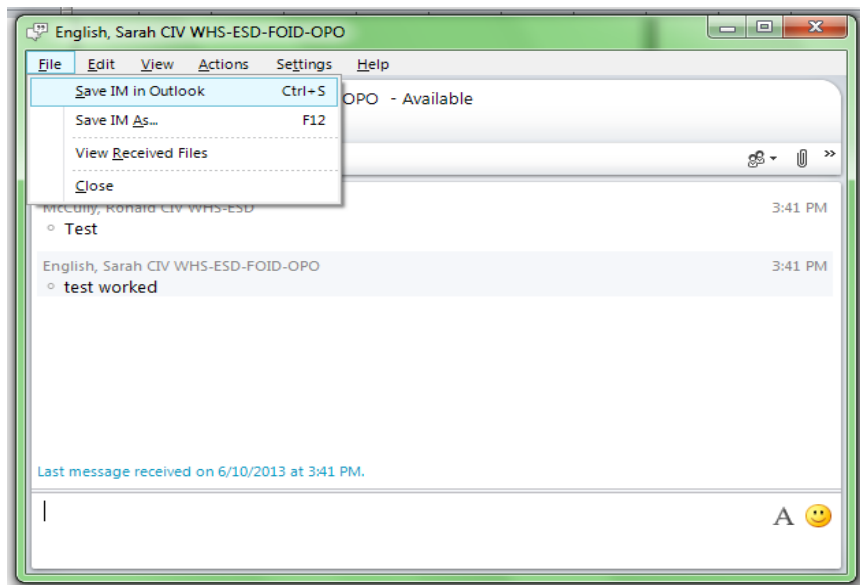


## Steps for saving IM conversations.

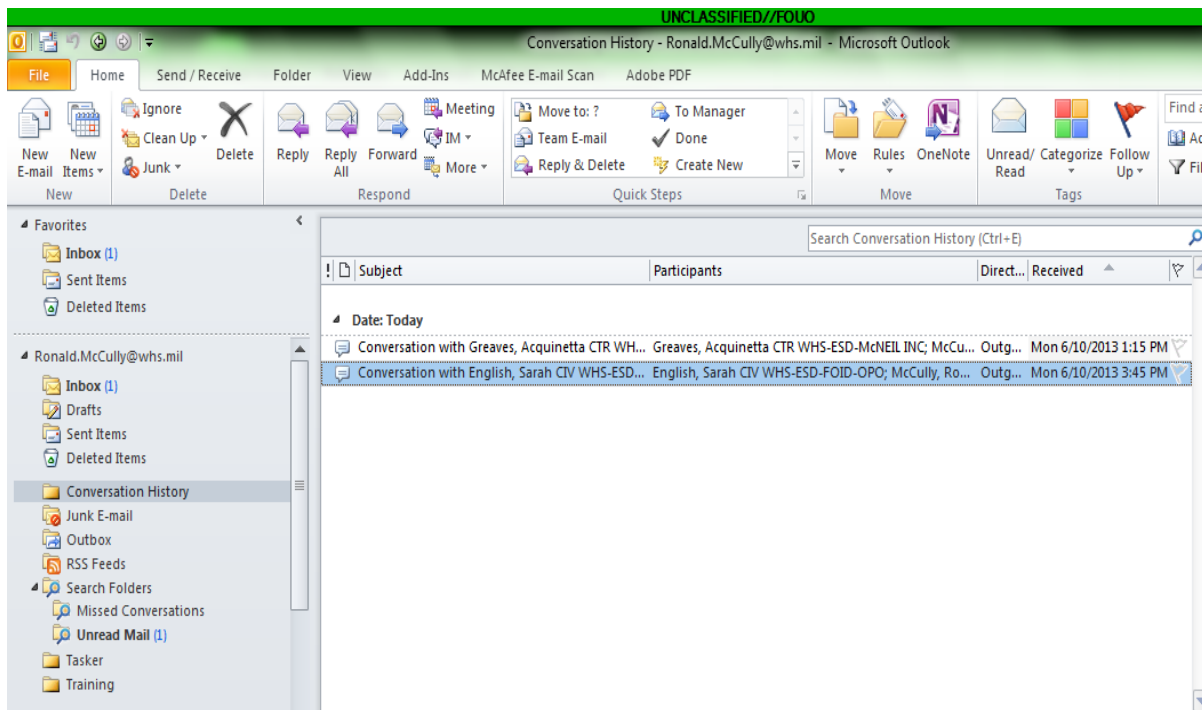
4. Conversations can be saved 2 ways.

First select file; then chose "Save IM in Outlook" or "Save IM as" "

For Save IM see step 7



5. If you select "Save IM in Outlook" the conversation will be saved in the "Conversation History folder" in Outlook.

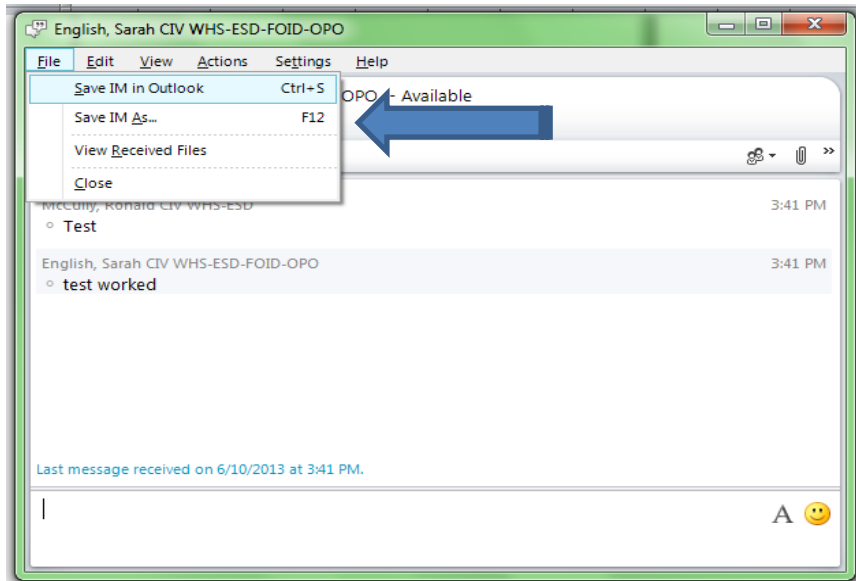


6. From here these messages can be moved to your email folders as appropriate.

**(WHS/RDD recommends converting E-mails & IM conversations to .PDF files and saving to RM Folders instead of Outlook.)**

## Steps for saving IM conversations.

7. If you select "Save IM as". You will be prompted to save the conversation into a file folder. Follow the prompts after the window appears and save into your components RM Folder structure.



8. Users can save their conversations into one of the follow formats.

1. Rich Text File
2. Unicode Text Document
3. Text File

**RDD recommends converting any conversations in these formats to .PDF, .TIFF or .JPEG images, once saved. PDF, TIFF or .JPEG images are unalterable format and ensure the integrity of the information within the conversations.**

