This document contains step-by-step instructions on how to transition instant message content to a record-keeping format from:

- Text Messaging (SMS, MMS or iMessage)
- BlackBerry Messenger (BBM)
- Skype for Business

Notes:
- Text Messaging includes messages sent via Short Message Service (SMS), Multimedia Messaging Service (MMS) or iMessage
- Copying, Pasting or Forwarding content
  - may not retain the date, time and author of the information when text is copied
  - may not copy complete conversation (select all vs. select each chat bubble separately)
- An ellipse (...) or tap and hold are often used by applications to provide a menu of more choices
- Taking a screen shot of the instant messaging conversation is also an option but should still be emailed, including typing the critical text from image.

Iris and Donna are having an instant messaging conversation, via Text Message or BBM when they realize that their conversation has evolved and now contains information that should be captured as a record.

### Text Messaging (SMS, MMS or iMessage)

**Step 1:**
Open the conversation and then tap and hold the chat bubble you wish to copy text from. You may have to select each chat bubble that you want to include if there is no Select All option.

**Step 2:**
Choose Copy.

**Step 3:**
Open a New Email Message, **Tap and Hold** in the message body and select PASTE.

**Step 4:**
Send the email to all those that participated in the Text Message instant messaging conversation

### BlackBerry Messenger (BBM)

**Step 1:**
Open the Conversation and then select your Menu button [may be BlackBerry logo, ellipse (...) or similar choice]

**Step 2:**
Choose **Copy Chat** or **Email Chat** (if selected email chat then skip to Step 4).

**Step 3:**
Open a New Email Message, **Tap and Hold** in the message body and select PASTE.

**Step 4:**
Send the email to all those that participated in the BBM instant messaging conversation.
Skype for Business

Iris and Donna are having a conversation using Skype for Business when they realize that their conversation has evolved and contains information that should be captured as a record.

Step 1:

Right Click anywhere in conversation and choose Select All.

Step 2:

Right Click anywhere in conversation and choose Copy.

Step 3:

Open a New Email Message, Right Click in the message body and select PASTE (Keep Source Formatting, Merge Formatting or Keep Text Only).

We recommend using Keep Text Only when pasting from Skype for Business.

Step 4:

Send the email to all those that participated in the Skype for Business instant messaging conversation.