

Facebook Messenger

Facebook is continually updated, so it is almost inevitable that this document will be out of date as soon as it is published! You can use Facebook on so many devices and in so many different formats – they all do the same job, just in a slightly different way and with a slightly different layout. All illustrations/instructions in this document are from Facebook used on a computer via the Windows Edge browser.



Sending Facebook messages can be quick and easy. It can also be very frustrating as it is impossible to tell whether the person you are trying to contact is deliberately ignoring you or simply has no idea that there is a message waiting for them. Part of the problem is that Facebook tries to protect their users from unwanted messages, so there is a filtering system in place, much like the spam filter on most email systems. If you don't know how to look beyond your immediate messages you may be missing out!

Facebook uses Messenger as its communication system. The two systems work alongside each other, and may sometimes appear in different windows on the same screen, or can be separated out into different windows (or apps).

Messaging your Facebook Friends

1 The **Messenger icon** is shaped like a speech balloon and its location on screen will depend upon the version of Facebook that you are using. It is often found in the top right-hand corner of the Facebook screen, next to the Friend Request icon.



2 **Receiving messages** from your Facebook friends is straightforward. If you have messages waiting for you, the Messenger icon will show a red square with a number (indicating how many new messages you have received):



Click the **Messenger icon** and the messages will appear underneath it as a list. Unread messages have a coloured background. A number in brackets after the sender's name indicates how many messages they have sent you. You can click on any message (new or old) to read it, then reply by typing in the box underneath the message.



3 **Sending a new Message** to a Facebook Friend is equally straightforward – click the **Messenger icon**, click **New Message**, then start to type your friend's name.

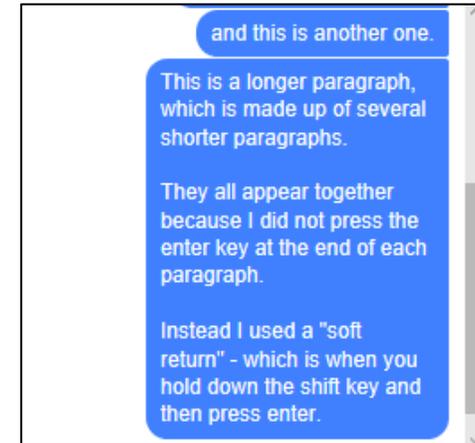
As you do so, the names of your friends/previous contacts will be listed – you can either keep typing or, if you spot the person you want, click on their name.



4 All that's left to do now is to type the text of your message.

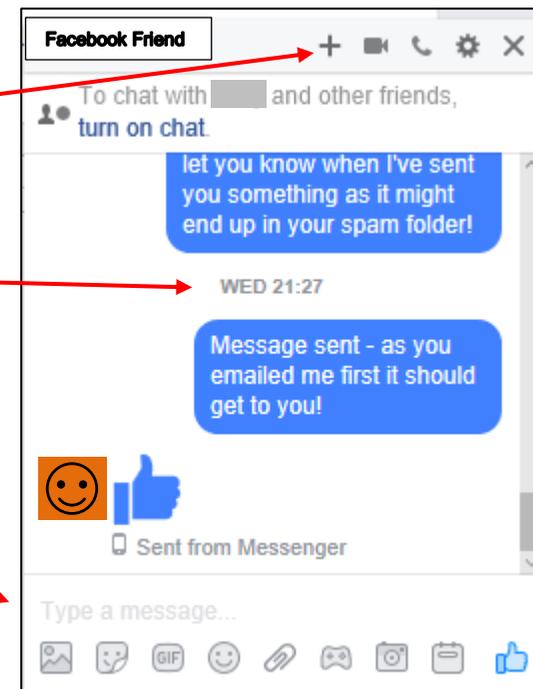
As soon as you press the **Enter key** your message will be sent. This often means that you end up either with lots of short paragraphs (which are at least easy to read) or one enormously long paragraph!

To break up a message into shorter paragraphs, **hold down the SHIFT key and then press Enter at the same time** – this creates what is known as a “soft return” and inserts a blank line within the text without sending the message.



5 The standard Messenger window sits on top of the Facebook site, and crams a lot of information into a very small space:

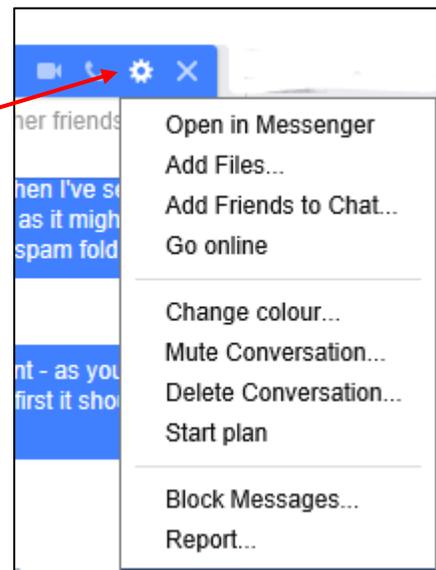
- Buttons at the top of the Messenger window let you add more than one person to the conversation, or you can opt to video or voice call them instead.
- You can see any previous conversation between you and your friend, and the day/date/time of these messages is shown as well.
- At the bottom of the window is a space to type your message.
- Finally, there are various buttons to let you add more to your message than just text. The options vary according to the version you are using, but usually include the ability to send pictures/photo or files – so Messenger can work in a very similar way to email.



6 The Messenger window can be enlarged to make it easier to work with – the small window that floats about on top of the Facebook screen is very fiddly!

To switch to seeing Messenger at full screen size, **click on the Cog** in the top right-hand corner of the window, then click **Open in Messenger**.

NB You can see that there are many other options here, including **Block Messages**. If you really do not want to receive further communication from someone you can click this option.



The larger layout of Messenger also offers you a few more useful options, including different icons that are displayed next to your sent messages to indicate how far your message has gone on its journey:

- Is being sent
- Has been sent
- Has been delivered
- Has been read (shows your friend's profile picture)

Messaging between people who are not Facebook Friends

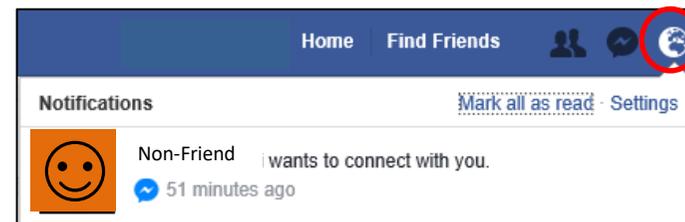
1 **RECEIVING MESSAGES FROM NON-FRIENDS**

Message requests folder – if you don't check this regularly you could have messages that you never knew were there! As with the main messages section, you should see a number in brackets to indicate how many messages are waiting for you inside the Message Requests section.

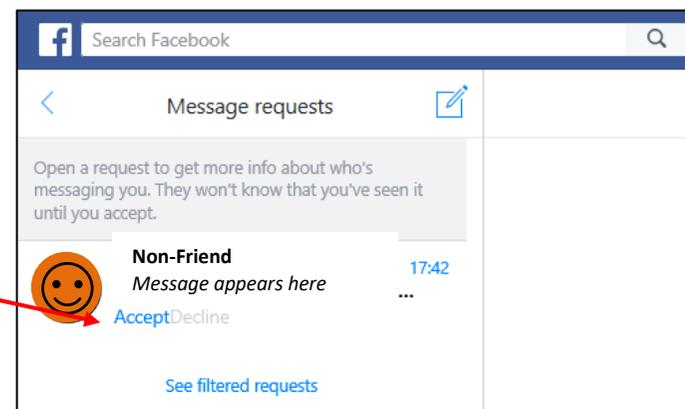
It is worth clicking Message Requests every so often, even if there appear to be no messages, as there is a further filter which may reveal more messages:



- 2 The introduction of Messenger has improved communication between “non-Friends”. If someone who is not a Facebook Friend sends you a message, you should get a notification (in the same way that you would get notified of a reply to one of your Facebook posts – the **Notifications icon** will have a red number showing).

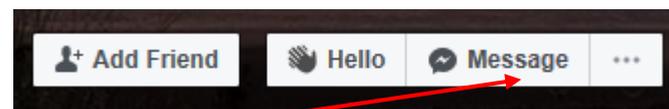


If you **click the icon and then the Notification about the message** you are transferred to Messenger, where you can find out more about the person and their message. You can then opt to **Accept or Decline** the request.



3 **SENDING A MESSAGE TO SOMEONE WHO IS NOT YOUR "FRIEND"**

If you start creating a new message to a “non-Friend” it can be hard work addressing it to the right person. Firstly you have to try to remember the correct spelling of their name and then you may find that there are many people with the same name. It is usually simpler to go to the profile of the person you want to message, then click the **Message button** there instead.



As mentioned above, it is possible to block people from sending you messages – if you have been blocked by someone it will be impossible to message them.

- 4 The person you message will have the choice of accepting or declining your message, assuming they are aware it has arrived! If they choose to accept this will show in your Messenger screen. There is then just the agonising wait to see if they respond...



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