


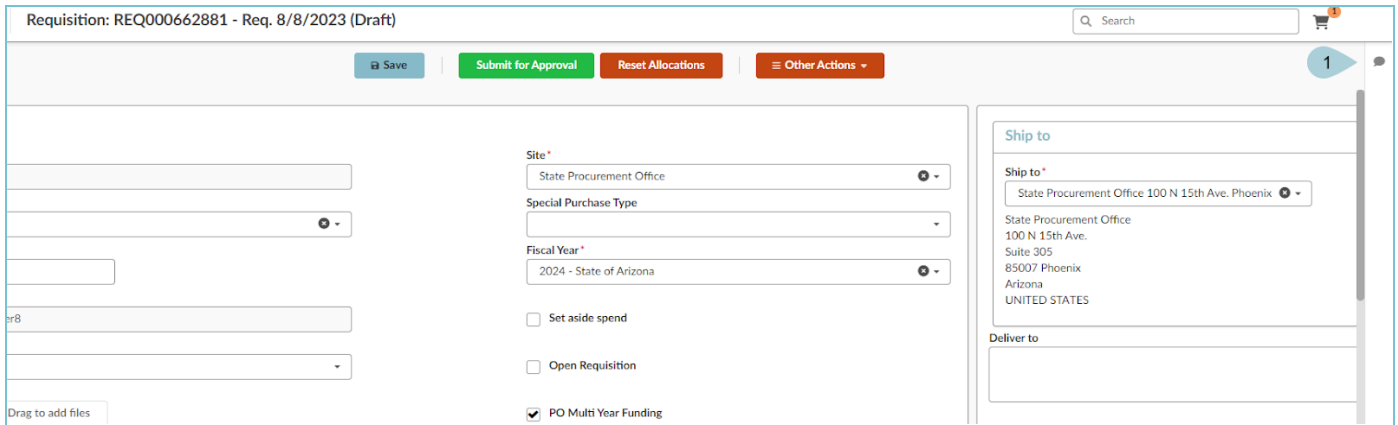
Internal Chat Communication

This document is a quick reference guide for users wishing to use the chat functionality in the Arizona Procurement Portal (APP). If you have any questions, please contact the APP Help Desk at app@azdoa.gov. Additional resources are also available on the SPO website: <https://spo.az.gov/>.

APP allows for communication between users via a requisition and a contract.

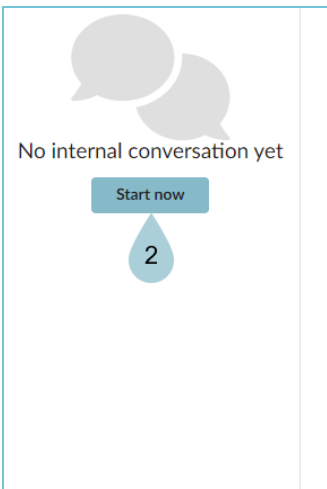
Open an Internal Conversation


1. While in a requisition or contract, click the **chat** icon  in the right corner of the page.

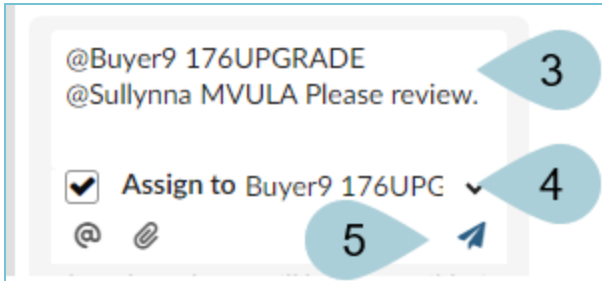


The screenshot shows the requisition page for 'Requisition: REQ000662881 - Req. 8/8/2023 (Draft)'. The top right corner features a search bar and a shopping cart icon with a notification badge. A blue chat icon with the number '1' is visible in the top right corner of the page content area. Below the navigation bar, there are several form fields and buttons. The 'Ship to' section is highlighted, showing the address: 'State Procurement Office 100 N 15th Ave, Phoenix'. The 'Deliver to' section is also visible below it.

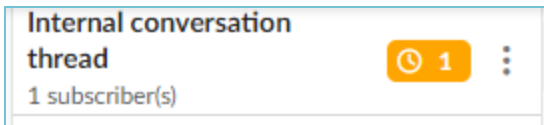
2. Click the **Start now** button.



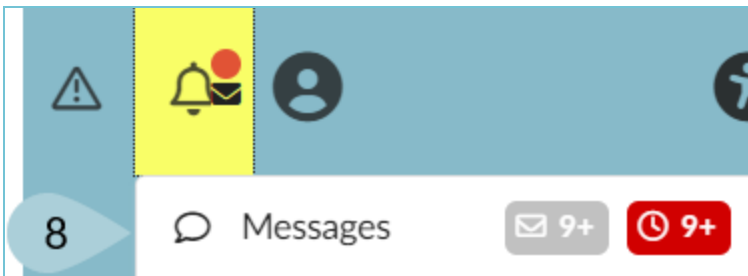
3. Add communication to the chat.
4. Assign a specific action to users when applicable.
5. Click the arrow  to send and open an **Internal conversation thread**.



6. The thread is now open.

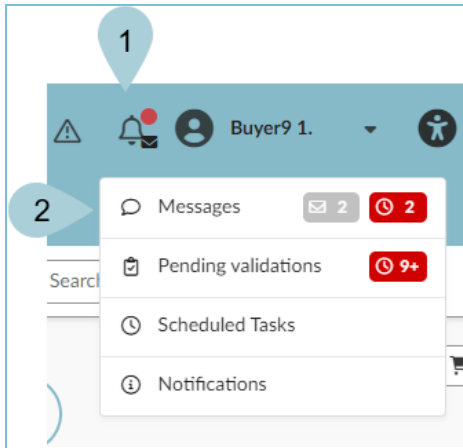


7. Click **Save**.
8. A notification email is sent to those users who are listed in the chat. They also receive a notification in APP advising of the communication and an action that requires attention when applicable.





Responding to an Internal Conversation

1. Log in to APP and access your messages by clicking the **Notification Bell**.
2. Click **Messages**.

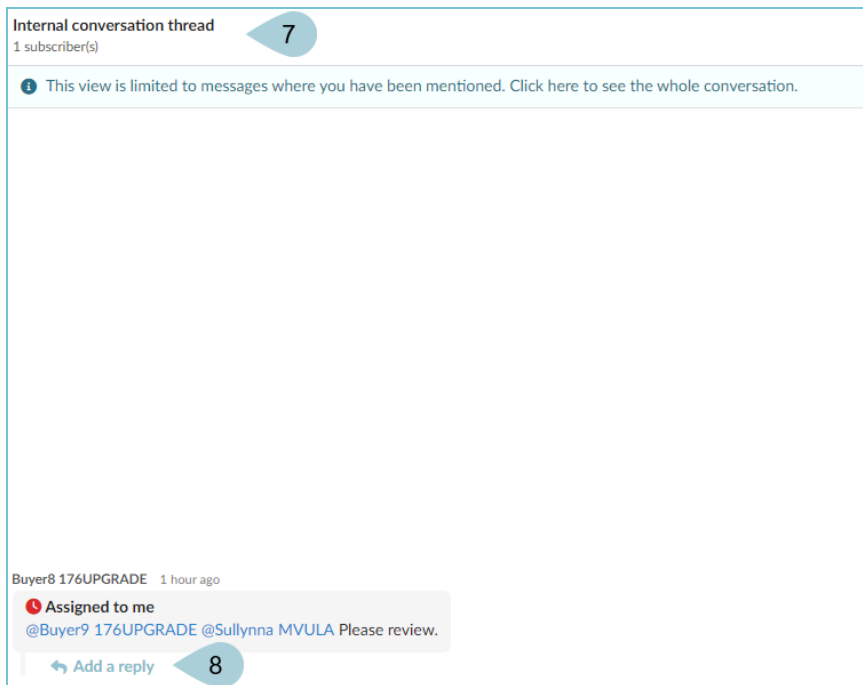


3. The Message Center opens.
4. Click on the **Conversation** you wish to open.

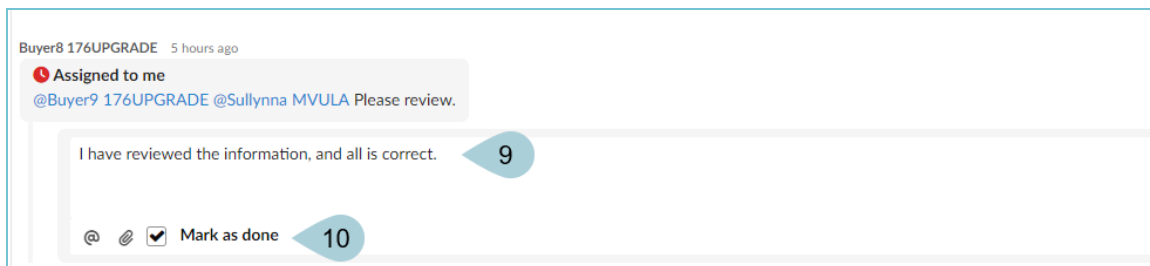





5. The **Envelope**  icon identifies unread messages.
6. The **Required Action**  icon identifies remaining actions assigned to you.

7. The Conversation Thread opens for you to identify any required actions, review and/or reply when applicable.
8. Click **Add a reply** to respond.



9. Add a response.
10. Once the task is complete, click the **Mark as done** checkbox.



11. Click the arrow  to send response.
12. Click **Save**.
13. The Message center no longer shows an unopened chat  or required action .

Resources

Click the link below for more general information on processes in APP:

<https://spointra.az.gov/arizona-procurement-portal/app-support/quick-reference-guides-176-upgrade/quick-reference-guides-176>