

# Junovy Talk

Junovy Talk is Junovy's secure real-time communication service, built on [Nextcloud Talk](#) and delivered as part of the Junovy Business Suite.

This book documents how Junovy Talk is used, configured, and supported within the Junovy platform. It covers messaging, audio and video calls, group conversations, guest access, and integration with other Junovy services. The focus is on practical usage, operational behaviour, and support scenarios rather than end-user marketing.

Junovy Talk is tightly integrated with Junovy's Cloud Storage and Document Sharing platform, sharing identity, permissions, and security controls with services such as file storage and collaboration tools. This ensures consistent access management, data sovereignty, and compliance across the Junovy Business Suite.

Use this book as a reference for:

- Service capabilities and limitations
- User and team communication workflows
- Administrative configuration and policies
- Common issues, troubleshooting, and support guidance
- Best practices for secure and reliable real-time communication

Junovy Talk is designed for teams that want dependable, privacy-respecting communication without relying on opaque third-party platforms—communication that lives where your work already lives.

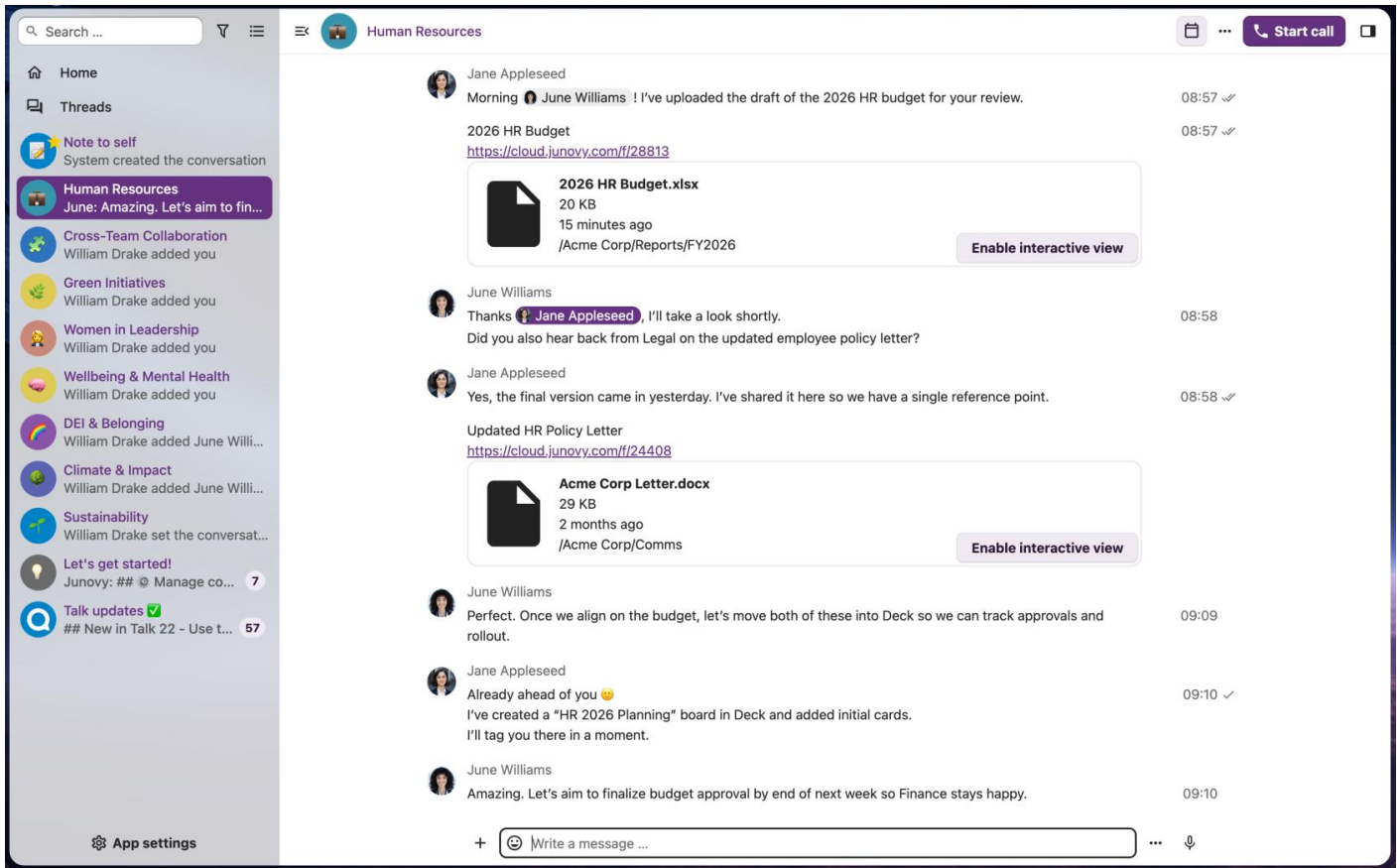
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# Getting Started

Initial setup and onboarding guide for new Junovy Talk users, including account access and signing in procedures.

# Accessing Junovy Talk



Junovy Talk is a powerful communication and collaboration tool integrated into Junovy Cloud Storage. Powered by NextCloud Talk, it enables real-time messaging, voice calls, and video conferencing with your team.

Junovy Talk can be accessed in several ways depending on your needs and preferences.

## Web Browser Access

The quickest way to access Junovy Talk is through your web browser:

1. Navigate to <https://cloud.junovy.com>
2. Sign in to your Junovy account (see the Junovy Account guide for sign-in instructions)
3. Click on the Talk icon in the top navigation bar, or access it directly at

<https://cloud.junovy.com/apps/spread/>

For detailed instructions on signing in to your Junovy account, please refer to the Junovy Account documentation.

# Desktop Application

For a dedicated desktop experience, you can download the NextCloud Talk desktop application:

1. Visit the NextCloud Talk download page at <https://nextcloud.com/install/>
2. Download the appropriate version for your operating system (Windows, macOS, or Linux)
3. Install the application following the on-screen instructions
4. When prompted, enter the server address:

5. Sign in with your Junovy account credentials

# Mobile Applications

Junovy Talk is available on mobile devices through the NextCloud Talk app:

## iOS (iPhone/iPad)

1. Download the app from the [iOS/iPad App Store](#)
2. Download and install the app
3. Open the app and enter the server address:

4. Sign in with your Junovy account credentials
5. When prompted, grant the NextCloud Talk app access to your Junovy Cloud account.

## Android

1. Download the app from the [Google Play Store](#) or the [F-Droid Android App Store](#)
2. Download and install the app
3. Open the app and enter the server address:

4. Sign in with your Junovy account credentials
5. When prompted, grant the NextCloud Talk app access to your Junovy Cloud account.

# Integration with Junovy Cloud Storage

Junovy Talk is fully integrated with Junovy Cloud Storage, allowing you to seamlessly share files from your cloud storage directly in conversations. When you're logged into Junovy Cloud at [cloud.junovy.com](https://cloud.junovy.com), you can access Talk from the top navigation menu alongside Files, Calendar, Contacts, and other Junovy apps.

# Signing In To Junovy Talk

To use Junovy Talk, you'll need to sign in with your Junovy account credentials. Junovy Talk uses the same authentication system as all Junovy services.

## Your Junovy Account

Junovy Talk is part of the Junovy platform and uses your Junovy account for authentication. If you already have a Junovy account, you can use the same credentials to access Junovy Talk.

For complete instructions on signing in to your Junovy account, please refer to our dedicated sign-in guide:

### [Sign In to Junovy Account](#)

This guide covers:

- Signing in with your username and password
  - Using two-factor authentication (if enabled)
  - Troubleshooting sign-in issues
  - Password recovery

## Quick Sign-In Steps

1. Navigate to <https://cloud.junovy.com>
2. Enter your Junovy username or email address
3. Enter your password
4. Click the "Sign In" button
5. If two-factor authentication is enabled, enter your verification code

## After Signing In

Once signed in, you'll be taken to your Junovy Cloud dashboard. From here, you can access Junovy Talk by clicking on the Talk icon in the top navigation bar.

If you experience any issues signing in, please refer to the Junovy Account documentation for troubleshooting steps, or contact Junovy Support for assistance.

# Conversations and Messaging

Complete guide to creating and managing conversations, using chat features, messaging tools, threads, file attachments, and participant management.

# Creating And Managing Conversations

Conversations in Junovy Talk are spaces where you can communicate with one or more participants through messaging, voice calls, and video calls.

## Types of Conversations

Junovy Talk supports several types of conversations:

**One-on-One Conversations:** Private conversations between two users, perfect for direct messaging.

**Group Conversations:** Conversations with multiple participants, ideal for team discussions and collaboration.

**Public Conversations:** Open conversations that can be discovered and joined by other users in your organization.

## Creating a New Conversation

To create a new conversation:

1. Click the + button or search bar at the top of the conversation list
2. Search for and select the user(s) you want to add
3. For group conversations, you can add multiple participants
4. The conversation will be created automatically once you select participants

## Conversation Settings

You can customize your conversation by clicking the three-dot menu (⋮) at the top of the conversation and selecting "Conversation settings":

**Basic Info:**

- **Name:** Set a descriptive name for your conversation
  - **Description:** Add context about the conversation's purpose
  - **Picture:** Upload a custom avatar for the conversation

#### **Moderation:**

- **Open conversation to registered users:** Make the conversation discoverable in search
  - **Allow participants to mention @all:** Control whether users can notify everyone

#### **Guest Access:**

- **Allow guests to join via link:** Enable external users to join without a Junovy account

## Managing Participants

To manage conversation participants:

1. Open the conversation
2. Click on the sidebar panel to view "Participants"
3. Use "Search or add participants" to invite new users
4. Click on a participant's name to access actions:
  - Promote to moderator
  - Grant all permissions
  - Remove all permissions
  - Edit permissions
  - Remove participant

## Direct Messages

To send a direct message to a user:

1. Click the search/add button at the top of the conversation list
2. Search for the user by name or email
3. Select the user to start a one-on-one conversation
4. Type your message and press Enter to send

## Leaving or Deleting Conversations

**To leave a conversation:** Open conversation settings and scroll to the "Danger zone" section, then click "Leave conversation".

**To delete a conversation** (moderators only): In the "Danger zone" section, click "Delete conversation". This will permanently remove the conversation and all its messages.

# Chat Features And Messaging Tools

Junovy Talk offers a rich set of messaging features to enhance your communication experience. This guide covers all the chat tools available.

## Sending Messages

To send a message:

1. Open a conversation
2. Click in the message input field at the bottom (or press **C** to focus it)
3. Type your message
4. Press **Enter** to send

**Tip:** Use **Shift+Enter** to add a new line without sending the message.

## Emojis and Reactions

### Adding Emojis to Messages:

1. Click the emoji icon (😊) next to the message input field
2. Browse or search for an emoji
3. Click to insert it into your message

### Reacting to Messages:

1. Hover over a message
2. Click the reaction icon that appears
3. Select an emoji to react with

## @Mentions

Mention users to get their attention:

- Type @ followed by a username to mention a specific person
  - Type **@all** to notify all participants in the conversation (if enabled by moderators)
  - Mentioned users will receive a notification even if they have notifications set to "@-mentions only"

# Threads

Keep conversations organized by using threads:

1. Hover over a message you want to reply to
2. Click the reply/thread icon
3. Type your reply
4. Your response will be linked to the original message

Access all threads in a conversation by clicking "Threads" in the left sidebar.

# Attaching Files

Share files directly from Junovy Cloud Storage:

1. Click the + button next to the message input
2. Choose from:
  - **Upload from device:** Upload a file from your computer
  - **Share from Files:** Select a file from your Junovy Cloud Storage
  - **New document/spreadsheet/presentation:** Create a new collaborative document
  - **New whiteboard:** Create a collaborative whiteboard
  - **New diagram:** Create a diagram

Files shared from Junovy Cloud Storage maintain their sharing permissions and can be collaboratively edited.

# Voice Messages

Record and send voice messages:

1. Click the microphone icon (🎤) at the right side of the message input
2. Hold to record your message
3. Release to send, or drag away to cancel

# Creating Polls

Gather opinions with polls:

1. Click the **+** button next to the message input
2. Select **Create new poll**
3. Enter your question and answer options
4. Choose if multiple answers are allowed
5. Click "Create poll" to share it in the conversation

Participants can vote, and results are displayed in real-time.

## Message Actions

Hover over any message to access additional actions:

- **Reply:** Start a thread from this message
  - **Reply privately:** Send a direct message to the author
  - **React:** Add an emoji reaction
  - **Mark as unread:** Mark the message as unread
  - **Copy:** Copy the message text
  - **Forward:** Share the message in another conversation
  - **Pin:** Pin important messages (moderators)
  - **Delete:** Delete your own messages (or any message if you're a moderator)

## Send Without Notification

To send a message without notifying participants:

1. Click the three-dot menu (⋮) next to the send button
2. Select "Send without notification"
3. The message will be sent silently

## Smart Picker

Use the Smart Picker to quickly insert links and references:

1. Click the **+** button
2. Select **Smart picker**
3. Search for and insert links to files, calendar events, tasks, and more

# Voice and Video Calls

Instructions for making voice and video calls, along with comprehensive troubleshooting guide for audio, video, connectivity, and screen sharing issues.

# Making Voice And Video Calls

Junovy Talk provides high-quality voice and video calling capabilities directly within your conversations. This guide explains how to start and join calls.

## Starting a Call

To start a call from any conversation:

1. Open the conversation you want to call
2. Click the **Start call** button (green phone icon) in the top right corner
3. Choose whether to join with video enabled or just audio
4. The call will start, and other participants will be notified

## Joining a Call

When someone starts a call in a conversation you're a member of:

1. You'll receive a notification (if enabled)
2. Click the notification or open the conversation
3. Click **Join call** to enter the call
4. Select your audio and video preferences before joining

## Device Preview

Before joining a call, you can preview your camera and test your microphone:

1. The device preview appears when you're about to join a call
2. Check that your camera shows your video correctly
3. Speak to test your microphone levels
4. Adjust your camera and microphone selection if needed

You can also enable "Skip device preview before joining a call" in App Settings if you prefer to join calls directly.

# In-Call Controls

During a call, you have access to several controls at the bottom of the screen:

- **Camera** (V key): Toggle your camera on or off
  - **Microphone** (M key): Mute or unmute your microphone
  - **Screen share**: Share your screen or a specific window
  - **Raise hand** (R key): Raise or lower your virtual hand
  - **Reactions**: Send emoji reactions during the call
  - **Chat**: Access the conversation chat during the call
  - **Participants**: View and manage call participants
  - **Settings**: Adjust call settings
  - **Leave call**: Exit the call

# Push-to-Talk

Use push-to-talk for better control over your microphone:

1. Keep your microphone muted
2. Press and hold **Space** to unmute temporarily
3. Release **Space** to mute again

This is useful in noisy environments or when you only need to speak occasionally.

# Full Screen Mode

Enter full screen mode for a better call experience:

1. Press **F** during a call to toggle full screen
2. Press **F** again or **Escape** to exit full screen

# Default Camera and Microphone Settings

You can set default behavior for your camera and microphone in App Settings:

- **Turn camera and microphone off by default**: Start calls with both disabled

- **Blur camera background by default:** Apply a blur effect to your background automatically

# Screen Sharing

Share your screen during a call:

1. Click the **Screen share** button
2. Choose to share your entire screen, a specific window, or a browser tab
3. Click **Share** to start sharing
4. Click **Stop sharing** when done

**Note:** Screen sharing permissions depend on your browser and operating system settings.

# Troubleshooting Voice And Video Calls

If you're experiencing issues with voice or video calls in Junovy Talk, this guide will help you diagnose and resolve common problems.

## Before You Start

Ensure you have:

- A stable internet connection (wired connections are recommended for best results)
  - An up-to-date web browser (Chrome, Firefox, Edge, or Safari)
  - Working microphone and camera (if using video)
  - Granted browser permissions for camera and microphone

## Common Issues and Solutions

### No Audio - Others Can't Hear Me

1. **Check microphone permissions:** Ensure your browser has permission to access your microphone
  - Look for a camera/microphone icon in your browser's address bar
  - Click it to review and grant permissions
2. **Select the correct microphone:**
  - Click "Check devices" in App Settings
  - Ensure the correct microphone is selected
3. **Check if you're muted:**
  - Look at the microphone icon in the call controls
  - Press **M** to toggle mute
4. **Test your microphone:**
  - Use the device preview before joining a call

- Speak and check if the audio level indicator responds

## No Audio - I Can't Hear Others

1. **Check your speakers/headphones:**
  - Ensure your audio output device is connected and working
  - Test with other applications to confirm
2. **Check browser audio permissions:**
  - Ensure the browser tab isn't muted
  - Check your system audio settings
3. **Select the correct output device:**
  - Click "Check devices" in App Settings
  - Verify the correct audio output is selected

## Video Not Working

1. **Check camera permissions:**
  - Ensure your browser has permission to access your camera
  - Some browsers show a camera icon in the address bar
2. **Verify camera selection:**
  - If you have multiple cameras, ensure the correct one is selected
  - Use "Check devices" in App Settings to test
3. **Check if camera is in use:**
  - Another application may be using your camera
  - Close other video applications and try again
4. **Restart your browser:**
  - Sometimes a browser restart resolves camera issues

## Poor Call Quality

1. **Check your internet connection:**
  - Run a speed test to verify your connection
  - A stable connection of at least 2 Mbps is recommended
2. **Close unnecessary applications:**
  - Background applications may consume bandwidth
  - Close streaming services or large downloads

### 3. **Use a wired connection:**

- Wi-Fi can be unstable; try connecting via ethernet

### 4. **Reduce video quality:**

- Turn off your camera if you only need audio
- This reduces bandwidth requirements

### 5. **Check network restrictions:**

- Some networks may block video calling traffic
- Try using a different network if available

## Call Keeps Disconnecting

### 1. **Check internet stability:**

- Intermittent connections cause disconnections
- Test your connection with other services

### 2. **Update your browser:**

- Outdated browsers may have compatibility issues
- Ensure you're using the latest version

### 3. **Disable VPN:**

- VPN connections can sometimes interfere with calls
- Try disconnecting your VPN temporarily

## Screen Sharing Not Working

### 1. **Grant screen sharing permissions:**

- Your browser needs permission to share your screen
- On macOS, check System Preferences > Security & Privacy > Screen Recording

### 2. **Use a supported browser:**

- Screen sharing works best on Chrome and Firefox
- Safari has limited screen sharing capabilities

## Testing Your Setup

Use the "Check devices" button in App Settings to:

- Preview your camera
  - Test your microphone
  - Verify your audio output

# Getting Additional Help

If you've tried the above solutions and still experience issues:

- Contact your IT administrator to check network configurations
  - Reach out to Junovy Support with details about the problem
  - Include information about your browser, operating system, and error messages if any

# Access Management and Invitations

Comprehensive guide to managing user access, inviting participants, configuring guest access, and understanding user roles and permissions.

# Managing Access And Inviting Users

This guide explains how to manage access to conversations and invite new users, including guest access for external participants.

## Inviting Users to a Conversation

To invite users to an existing conversation:

1. Open the conversation
2. Click on the "Participants" tab in the sidebar
3. Use the "Search or add participants" field
4. Search for users by name or email
5. Click on a user to add them to the conversation

## Guest Access

Guest access allows external users without Junovy accounts to join your conversations.

## Enabling Guest Access

1. Open Conversation Settings
2. Navigate to the "Moderation" section
3. Toggle "Allow guests to join this conversation via link"
4. A shareable link will be generated

## Sharing the Guest Link

Once guest access is enabled:

1. Copy the conversation link from the browser address bar
2. Share the link with external participants
3. Guests can join by entering a display name

# Guest Limitations

Guests can:

- Participate in chat messages
  - Join voice and video calls
  - View shared files

Guests cannot:

- Access other Junovy services
  - View conversation history before they joined
  - Invite other participants

# User Roles and Permissions

Junovy Talk has different user roles within conversations:

## **Moderator:**

- Full control over conversation settings
  - Can promote/demote other users
  - Can remove participants
  - Can delete any message
  - Can manage permissions

## **Participant:**

- Can send messages and participate in calls
  - Permissions vary based on conversation settings

# Promoting a User to Moderator

1. Open the Participants panel
2. Click on the three-dot menu next to the user's name
3. Select "Promote to moderator"

# Managing Individual Permissions

For fine-grained control:

1. Click on a participant's three-dot menu
2. Select "Edit permissions"

3. Customize specific permissions for that user

Available permission settings:

- Grant all permissions
  - Remove all permissions
  - Custom permission combinations

## Open Conversations

Make your conversation discoverable to all registered users:

1. Open Conversation Settings > Moderation
2. Enable "Open conversation to registered users, showing it in search results"
3. Users can find and join your conversation through search

## Importing Participants from CSV

For adding multiple participants at once:

1. Open Conversation Settings > Meeting
2. Click "Import email participants"
3. Upload a CSV file with email addresses
4. Users will be added to the conversation

## Removing Participants

To remove a user from a conversation:

1. Open the Participants panel
2. Click on the three-dot menu next to the user's name
3. Select "Remove participant"
4. Confirm the removal

Note: Removed participants will no longer have access to the conversation or its message history.

# Meetings and Calendar

Guide to creating, scheduling, and managing calendar meetings and events within Junovy Talk.

# Creating And Managing Calendar Meetings

Junovy Talk integrates with Junovy Calendar, allowing you to schedule and manage meetings directly from your conversations.

## Scheduling a Meeting from a Conversation

To schedule a meeting within a Talk conversation:

1. Open the conversation where you want to schedule a meeting
2. Click the calendar icon (📅) in the top toolbar next to the conversation name
3. Select a date and time for your meeting
4. Add a title and description
5. Click "Create meeting" to schedule

The meeting will be added to the calendar of all conversation participants.

## Meeting Settings in Conversations

Access meeting-related settings in Conversation Settings under the "Meeting" section:

**Enable lobby:** When enabled, participants must wait in a lobby until a moderator admits them. This helps control who can join your meeting and when.

**Import email participants:** Import a list of participants from a CSV file to quickly add multiple people to your meeting.

**Poll drafts:** Browse and manage poll drafts that can be used during your meeting for audience engagement.

## Viewing Upcoming Meetings

To see upcoming meetings:

1. Click the "Upcoming meetings" button (calendar icon) in the conversation toolbar
2. View all scheduled meetings for this conversation
3. Click on a meeting to see details or join when it's time

## Joining a Scheduled Meeting

When a scheduled meeting time arrives:

1. You'll receive a notification (if enabled)
2. Open the conversation associated with the meeting
3. Click "Join call" to enter the meeting

## Calendar Integration

Meetings created in Junovy Talk automatically sync with Junovy Calendar. You can:

- View Talk meetings in your Junovy Calendar
  - Receive calendar notifications before meetings
  - Add meetings to external calendars via iCal export

## Meeting Permissions

Control meeting behavior through Conversation Permissions:

**All permissions:** Participants can start calls, join calls, enable audio/video, and share screens freely.

**Restricted:** Participants can join calls but cannot enable audio, video, or share screen until a moderator grants permission. This is useful for webinars or large meetings.

**Advanced permissions:** Customize specific permissions for fine-grained control.

## Best Practices for Meetings

- **Set a clear agenda:** Use the conversation description to outline meeting topics
  - **Enable lobby for important meetings:** Control when participants can join
  - **Use polls for engagement:** Create polls beforehand to gather feedback during the meeting

- **Record important meetings:** Consider using the call summary bot to capture meeting notes
- **Start on time:** The host should be ready to admit participants promptly

# Breakout Rooms

Instructions for setting up and using breakout rooms during calls to facilitate smaller group discussions and collaboration.

# Setting Up And Using Breakout Rooms

Breakout rooms allow you to divide participants of a larger meeting into smaller groups for focused discussions. This feature is ideal for workshops, training sessions, and collaborative meetings.

## What Are Breakout Rooms?

Breakout rooms are separate sub-conversations created from a main conversation. Participants can be moved to different rooms for smaller group discussions, then brought back together to the main room.

## Setting Up Breakout Rooms

To set up breakout rooms for a conversation:

1. Open the conversation where you want to create breakout rooms
2. Click the three-dot menu (⋮) next to the "Start call" button
3. Select "Set up breakout rooms"
4. Or go to Conversation Settings > Breakout Rooms section
5. Click "Set up breakout rooms for this conversation"

## Creating Breakout Rooms

When setting up breakout rooms:

1. **Choose the number of rooms:** Select how many breakout rooms you need
2. **Name your rooms:** Give each room a descriptive name (e.g., "Team Alpha", "Discussion Group 1")
3. **Assign participants:** You can:
  - Automatically distribute participants across rooms
  - Manually assign participants to specific rooms
  - Allow participants to choose their own rooms

# Managing Breakout Rooms During a Call

As a moderator, you can:

**Start breakout sessions:** Send participants to their assigned rooms

**Broadcast messages:** Send a message to all breakout rooms simultaneously

**Move participants:** Reassign participants to different rooms as needed

**End breakout sessions:** Bring all participants back to the main room

## Participant Experience

When breakout rooms are started:

1. Participants receive a notification to join their assigned room
2. They can communicate with others in their breakout room via chat and calls
3. They can request help from a moderator if needed
4. When the session ends, they're automatically returned to the main room

## Best Practices

- **Prepare in advance:** Set up your breakout rooms before the meeting starts
  - **Give clear instructions:** Tell participants what they should discuss or work on
  - **Set time limits:** Let participants know how long they have in their breakout rooms
  - **Check in periodically:** As a moderator, visit different rooms to see if help is needed
  - **Leave time for sharing:** Allow groups to share their discussions when they return

## Deleting Breakout Rooms

To remove breakout rooms:

1. Go to Conversation Settings > Breakout Rooms
2. Click "Delete breakout rooms"
3. Confirm the deletion

Note: Deleting breakout rooms does not affect the main conversation or its message history.



# Notifications

Configuration guide for notification settings including per-conversation preferences, global settings, browser permissions, and managing notification overload.

# Configuring Notification Settings

Junovy Talk provides flexible notification settings to help you stay informed without being overwhelmed. You can configure notifications both globally and per conversation.

## Per-Conversation Notification Settings

Each conversation can have its own notification preferences:

1. Open the conversation
2. Go to Conversation Settings (click the three-dot menu)
3. Navigate to the "Personal" section

## Notification Levels

**All messages:** Receive notifications for every message in the conversation.

**@-mentions only:** Only receive notifications when you're specifically mentioned using @username or when @all is used.

**Off:** No notifications for this conversation (except important conversations override this).

## Additional Options

**Notify about calls in this conversation:** Toggle to receive (or silence) call notifications for this conversation.

**Important conversation:** Mark conversations as important so they override your "Do not disturb" status.

**Sensitive conversation:** Hide message previews in notifications and the conversation list for privacy.

## Global Notification Settings

Access global settings through App Settings (gear icon at the bottom of the conversation list):

# Appearance & Sounds

**Play sounds when participants join or leave a call:** Get audio feedback during calls.

**Notification settings:** Opens system notification settings to configure sounds for chat and call notifications.

## System-Level Notifications

Junovy Talk uses your browser's notification system. Ensure notifications are enabled:

### Browser Permissions

1. Click the notification bell icon in your browser's address bar (or check site settings)
2. Allow notifications from cloud.junovy.com
3. Check that your browser has permission to show notifications in your system settings

### Desktop Notifications

On desktop, notifications typically appear in your system's notification center. You may need to:

- Enable browser notifications in your operating system settings
  - Check that "Do Not Disturb" mode isn't blocking notifications

### Mobile Notifications

On mobile devices:

1. Ensure the NextCloud Talk app has notification permissions
2. Check that battery optimization isn't blocking background notifications
3. Verify that notification settings in your phone's Settings app allow the app to send alerts

## Managing Notification Overload

If you're receiving too many notifications:

1. **Use @-mentions only:** Set less active conversations to only notify on mentions
2. **Mute conversations:** Turn off notifications for conversations you don't need immediate alerts for

3. **Mark important ones:** Use the "Important conversation" setting for critical conversations
4. **Use Do Not Disturb:** Set a status to pause notifications temporarily while still allowing important conversations through

## Do Not Disturb Mode

When your status is set to "Do Not Disturb":

- Regular notifications are suppressed
  - Only conversations marked as "Important" will notify you
  - Incoming calls may still ring (depending on your settings)

This helps you focus during important work while ensuring critical messages still reach you.

# Security and Privacy

Best practices for security and privacy including privacy settings, sharing guidelines, account protection, conversation security, and compliance considerations.

# Security And Privacy Best Practices

This guide covers security features and privacy best practices to help you use Junovy Talk safely and protect sensitive information.

## Privacy Settings

### Read Receipts

Control whether others can see when you've read their messages:

1. Open App Settings (gear icon)
2. Navigate to the "Privacy" section
3. Toggle "Send read receipts"

When disabled, others won't see read indicators for your messages, but you also won't see read receipts from others.

### Typing Indicators

Control whether others see when you're typing:

1. In App Settings > Privacy
2. Toggle "Share typing status"

When disabled, the "typing..." indicator won't appear for your messages.

## Sensitive Conversations

For conversations containing confidential information:

1. Open Conversation Settings > Personal
2. Enable "Sensitive conversation"

This will:

- Hide message previews in notifications
  - Hide message previews in the conversation list
  - Protect content from appearing on lock screens

# Sharing Best Practices

## Before Sharing Files

- Review files before sharing to ensure they don't contain sensitive information
  - Use password-protected documents for highly confidential content
  - Remember that shared files from Junovy Cloud maintain their sharing permissions

## Guest Access Considerations

When enabling guest access:

- Share conversation links only with intended recipients
  - Consider using time-limited access for temporary collaborators
  - Remember that guests can see all messages after they join
  - Disable guest access when external collaboration is complete

## Screen Sharing Safety

Before sharing your screen:

- Close applications containing sensitive information
  - Consider sharing only a specific window rather than your entire screen
  - Be aware of what's visible on your desktop and notifications
  - Disable notifications temporarily to prevent private messages from appearing

# Account Security

## Protect Your Account

- Use a strong, unique password for your Junovy account
  - Enable two-factor authentication (2FA) if available
  - Don't share your login credentials with others
  - Log out when using shared or public computers

# Recognizing Suspicious Activity

Be cautious of:

- Unexpected password reset emails
  - Messages asking for your login credentials
  - Suspicious links in messages, even from known contacts
  - Requests to share sensitive information via chat

# Conversation Security

## Moderator Responsibilities

As a conversation moderator:

- Regularly review participant list and remove inactive or unauthorized users
  - Monitor for inappropriate content or behavior
  - Use permission settings to control what participants can do
  - Delete sensitive messages when no longer needed

## Private vs. Public Conversations

Choose the right visibility for your conversations:

**Private conversations** (default):

- Only invited participants can access
  - Not discoverable through search
  - Best for sensitive discussions

**Public conversations:**

- Discoverable by registered users
  - Anyone in the organization can join
  - Best for general announcements or open discussions

# Data Handling

## Message Retention

- Messages are stored on Junovy servers
  - Deleted messages may still exist in backups temporarily
  - For highly sensitive information, consider time-sensitive sharing methods

## Leaving Conversations

When you leave a conversation:

- You lose access to the conversation history
  - Your previous messages remain visible to other participants
  - You'll need to be re-invited to rejoin

## Reporting Issues

If you encounter security concerns or suspicious activity:

1. Do not engage with suspicious messages or links
2. Contact your organization's IT administrator
3. Report the issue to Junovy Support
4. Change your password if you suspect account compromise

## Compliance Tips

For organizations with compliance requirements:

- Use the lobby feature for controlled meeting access
  - Enable "Restricted" permissions for webinar-style events
  - Keep conversation membership current and remove former team members
  - Document retention policies for important conversations
  - Use sensitive conversation settings for confidential discussions