



## iCPM: Send Images in a Private Message

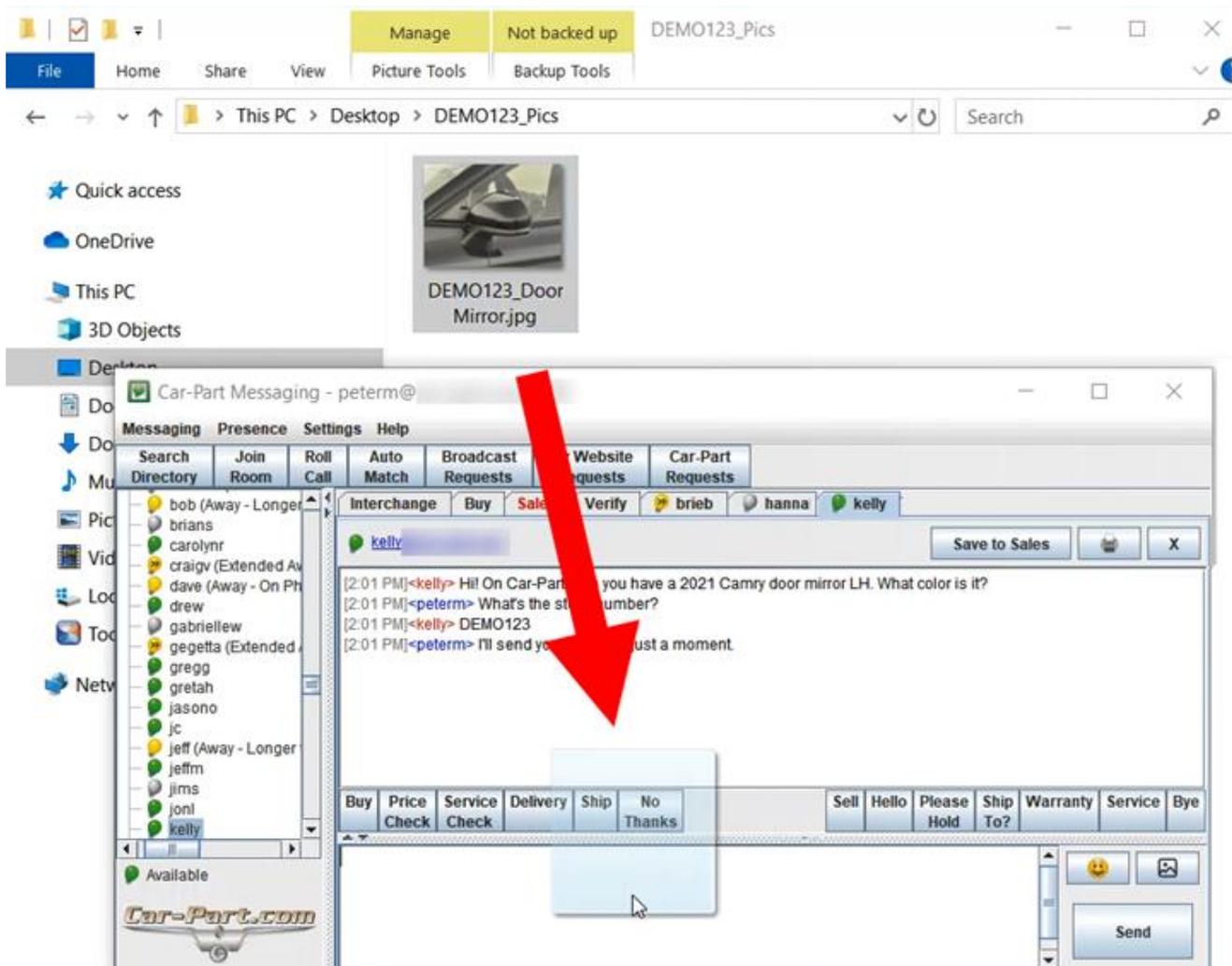
When you're sending a private message, you can include images! You can share an image (that you have saved to your computer) and in your message, the images will appear as links. When the receiver gets the message, they can click the link to open the image in new window.

Note: Only iCPM recyclers and iPro shoppers with our chat software have the ability to send images. A customer using Live Chat on Car-Part.com will not be able to send *you* messages with images, but you can send messages with images to *them*.

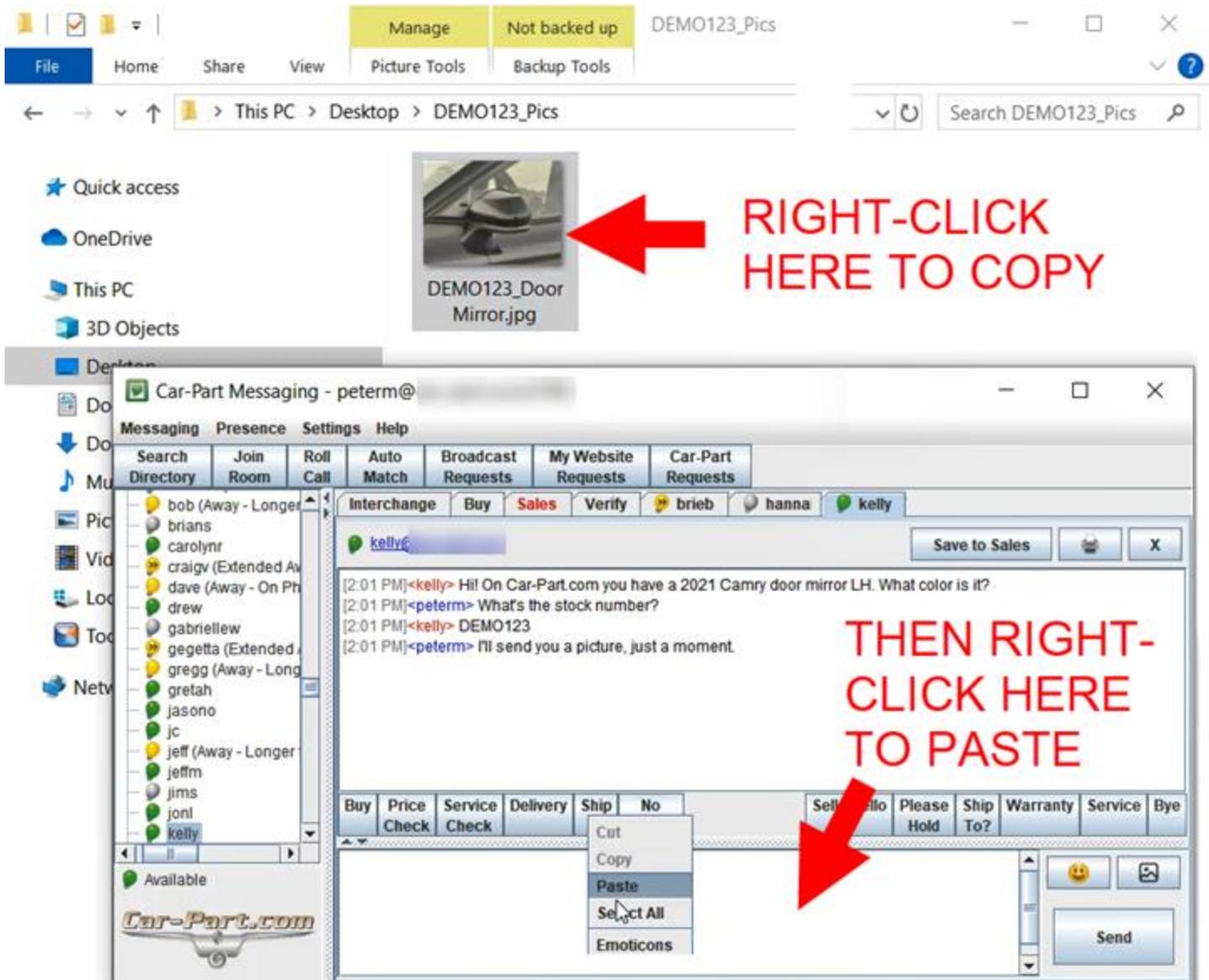
### Sending Images

There are 3 ways to send images:

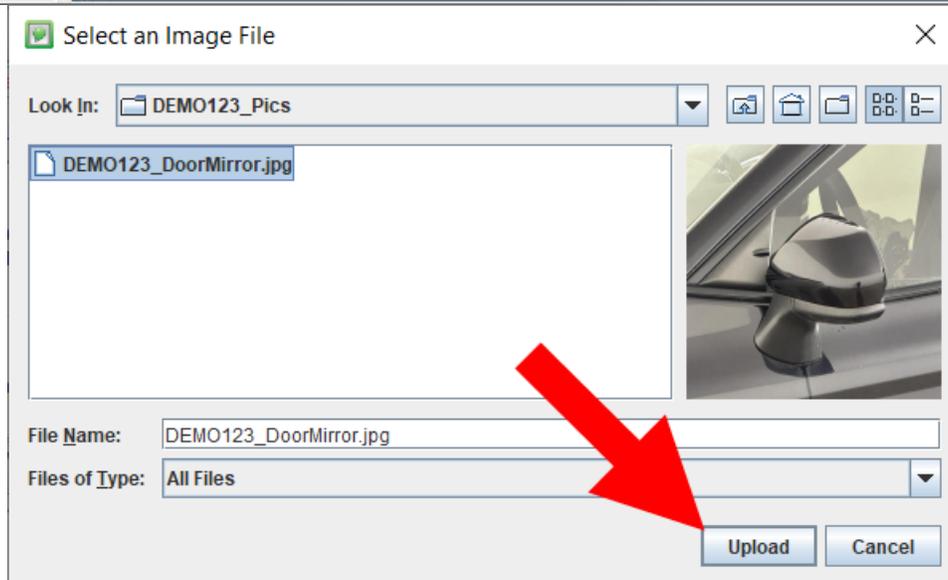
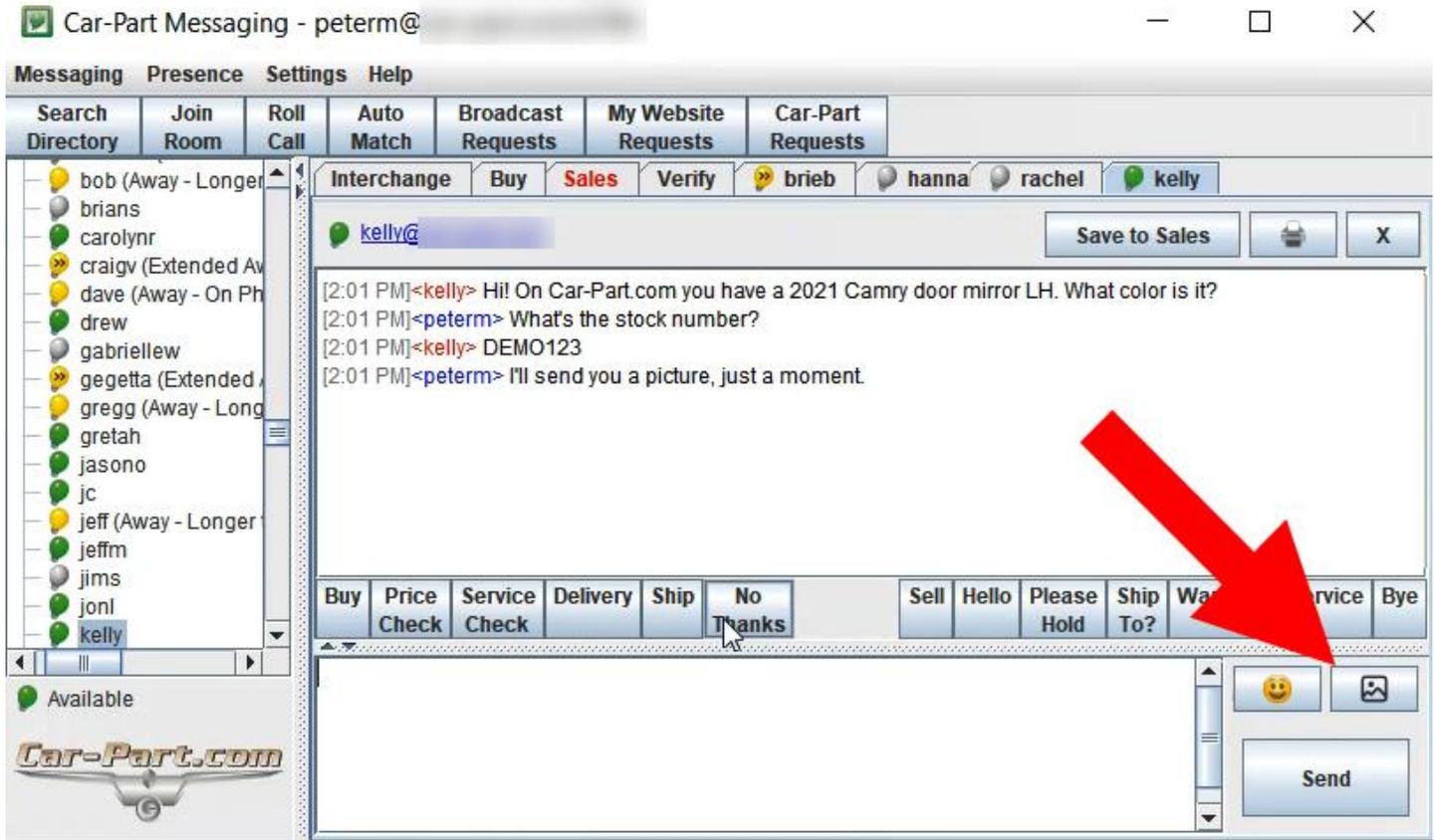
1. **Drag and drop** – Click the image file, and drag into the space where you type messages. After a few moments, a link will appear. Click **Send**, and whoever you're chatting with can click the link to view the image.



2. **Copy/Paste** – Right-click the image file, and select **Copy** in the list of options. Then right-click in the space where you normally type messages, and select **Paste** in the list of options.
- After a few moments, a link will appear. Click **Send**, and whoever you're chatting with can click the link to view the image.

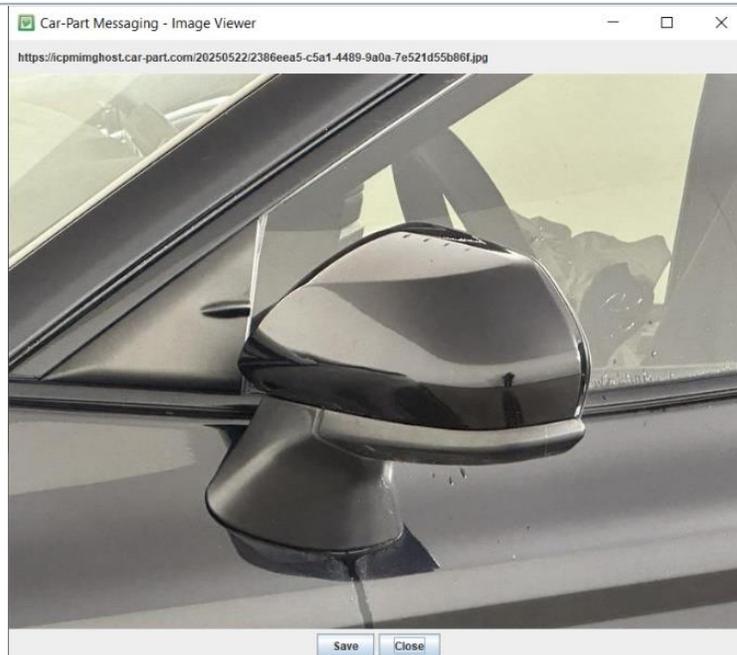
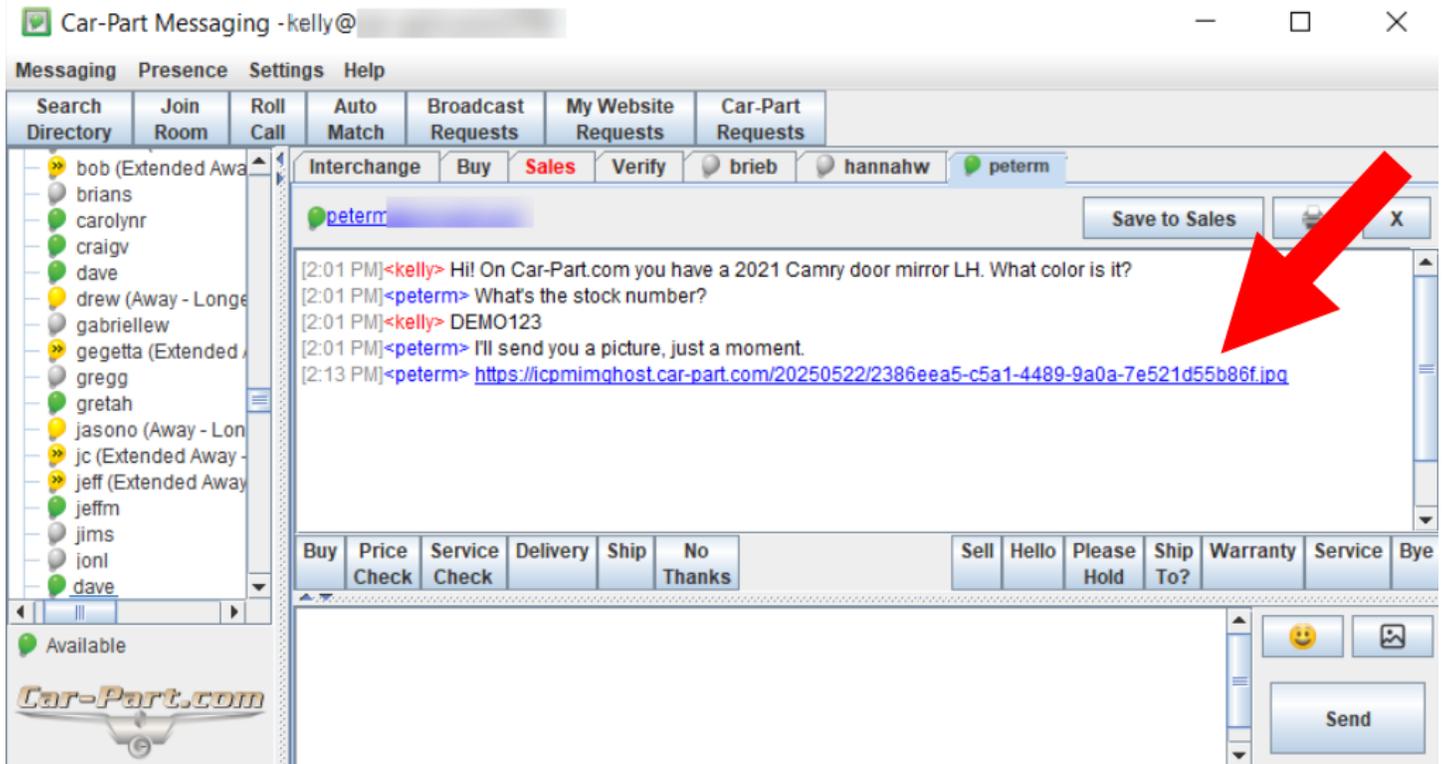


3. **Images Button** – Click the images button to open a file explorer window. Locate the image file, and click **Upload**.
- After a few moments, a link will appear. Click **Send**, and whoever you're chatting with can click the link to view the image.



## Viewing Images Sent to You

In iCPM, the images appear as links. Click the link, and the image opens in a new window.



# Getting Help

For more information about this product, including access to online training videos and documentation, visit [Products.Car-Part.com](http://Products.Car-Part.com) for our recycler resources.

Car-Part.com takes customer service seriously. We have a variety of support options available to help you if you have questions about our products or if you need help for any reason. Your questions are very important to us and we want your experience to be a positive one. Please contact us with any questions or concerns using any of the following methods.

## Phone Support

If you have a question not covered in this guide, Car-Part.com offers phone support. Please call 859-344-1925 with your questions.

## Online Support using Car-Part Messaging (iCPM)

Support technicians are available online using Car-Part Messaging (iCPM) support rooms. These technicians are available LIVE to help answer any questions you may have.

The support rooms are staffed Monday–Friday, 8:00AM–6:00 PM Eastern Time.

To enter an iCPM support room:

1. Double-click the **iCPM** icon on your desktop.



2. **Car-Part Messaging** opens.
3. Double-click the name of the **Support Room** from your bookmark list.
4. Type **HELP** and a brief explanation of your issue. A Car-Part.com support technician will answer and help with your issue.

# Training

If you have ongoing training needs, Car-Part.com has a team of product training specialists to help you learn how to use our products quickly. If you are interested in product training, please call our training department at 859-344-1925 and a trainer in your area will call to schedule training.

# Comments

We welcome your comments and suggestions concerning the content and organization of this guide as well as the accuracy and the usability of the instructions it contains. Email us at [documentation@car-part.com](mailto:documentation@car-part.com). We're listening!

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