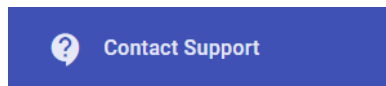




User Guide

The Chat to a Technician function in the Hub allows you to ask quick questions or get immediate support from our engineers.

The function will appear on your homepage when you first login, or it can be accessed via the 'Contact Support' tab in the left toolbar.



Chat to a Technician

Get the attention of a Technician for immediate support, or just to ask a quick question.



To begin a chat, click the 'Chat to a Technician' button.

You will be asked to enter a brief description of the issue using a maximum of 80 characters.

Once entered, the chat window will pop up in the bottom right corner of the screen. Your message will also be logged as a ticket and you will receive an email to confirm this. You will then be able to find your request under 'Tickets' in the left toolbar.

Once a technician has connected, you will be able to begin chatting:

The ticket number and your request are shown at the top of the chat

See who has joined the chat, as well as their status (online/offline)

[432282] Hi, I'm having issues with Outlook not open

Minimise the chat window



See which of our technicians has joined the chat, including the date and time

Toby Kalkman joined the chat.
26 May 1:29 PM

TK Toby Kalkman 1:26 PM
Hello Sam

Sam Brown 1:27 PM SB
Hello

TK Toby Kalkman 1:30 PM
Have you rebooted your workstation?

Type your responses here



Send messages

If our technicians are unavailable, you will see the following message pop up:

It doesn't look like there is a technician immediately available.

If you don't wish to continue waiting, you can get someone to contact you back, or try again later.

Call Me Back

Leave

There are three options you can take:

1. Use the 'Call Me Back' feature to request a call back from a member of our team to discuss the request further.
2. Leave the chat. Your request has been logged and a member of our team will be in touch to discuss the request further.
3. Leave the chat window open, a technician may become available.