

Using Live Help

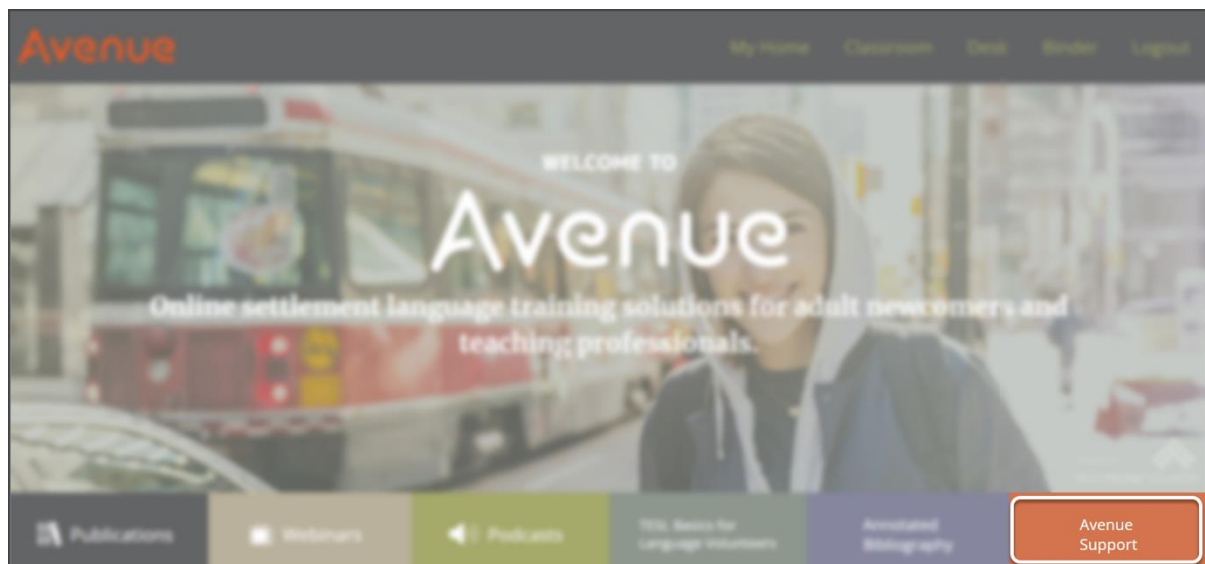
Live Help

Live Help agents, who are also project mentors, are available to assist instructors from 9 am to 8 pm ET Monday to Friday, and 9 am to 12 pm ET on Saturdays. These agents provide real time support and will answer questions about using the Avenue site and general questions about the training.

The **Live Help** widget can be accessed using the **Avenue Support** tab at Avenue.ca as explained in the **Accessing Live Help** section below. This widget is temporarily at learnIT2teach.ca and the **Avenue Support** tab (see below) links to that site. Eventually the **Live Help** widget and all of the Avenue help files will be moved to the Avenue site. (Avenue help files for instructors can be found under the **Support** tab on learnIT2teach.ca site. These help file will also be moved to Avenue.)

Accessing Live Help

1. Log in to Avenue.ca.
2. Click on **Avenue Support**.



You will be redirected to the **LearnIT2teach** project information portal.

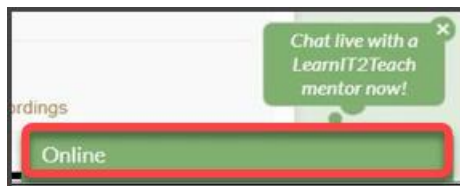


Using the Live Help widget (weekdays from 10 am to 6 pm ET)

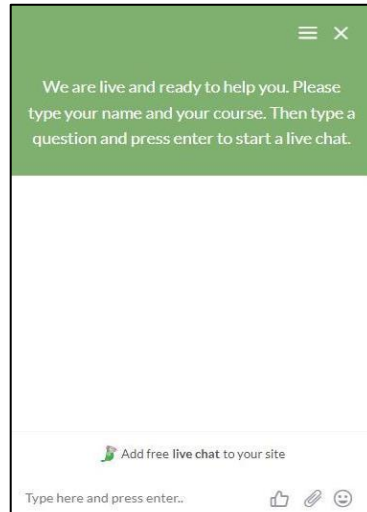
If **Live Help** agents are available, the following notification is displayed at the bottom right of the page: "Chat live with a LearnIT2Teach mentor now!"



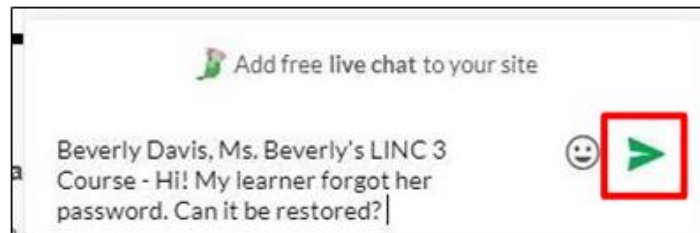
1. Click on the **Online** button to open a chat window.



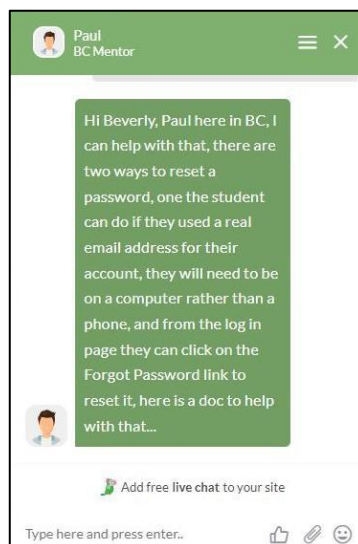
2. The chat window appears.



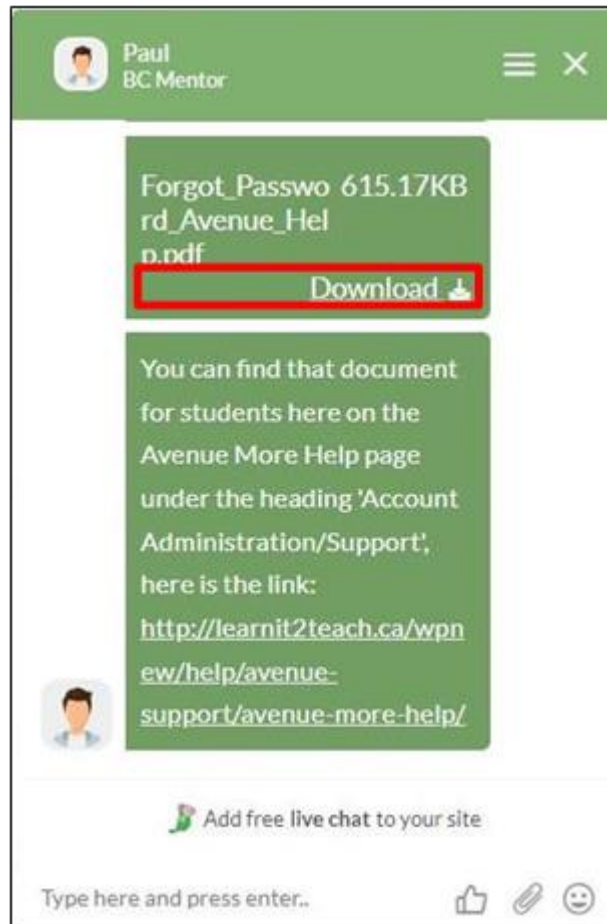
3. Type your name, your course name and your question in the message text box and click on the **Send** button.



4. A **Live Help** agent will send you a reply as soon as they are available.



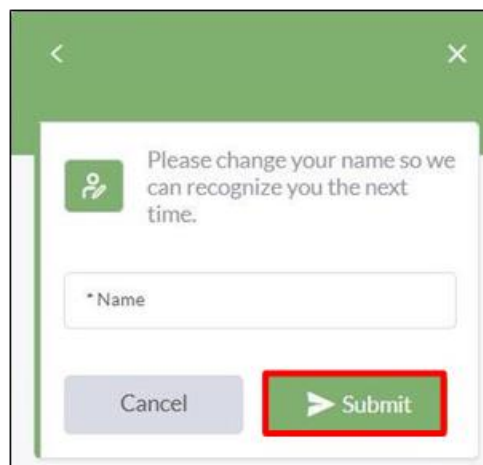
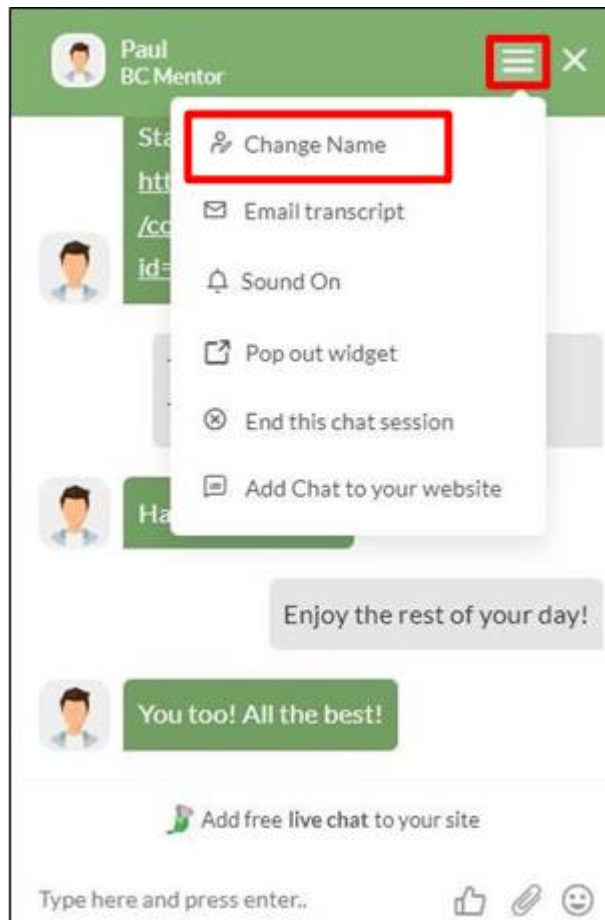
The **Live Help** agent might share a document with you. Click on the **Download** link to open the file.



Changing name

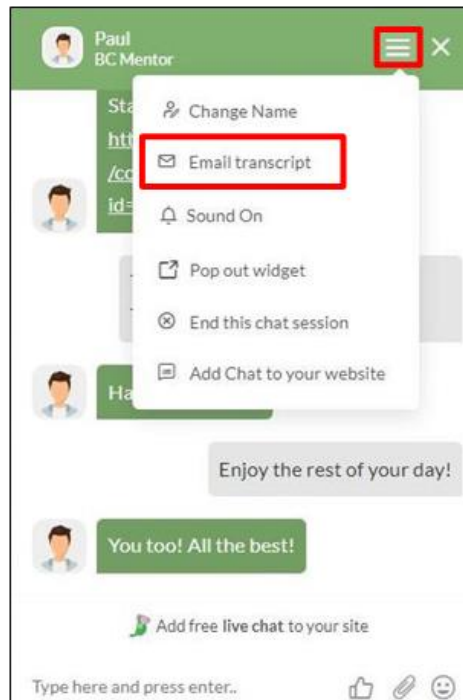
1. You can update your name in the **Live Help** widget. To do so, click on the chat menu icon and select **Change Name**.

2. Type your name and click **Submit**.

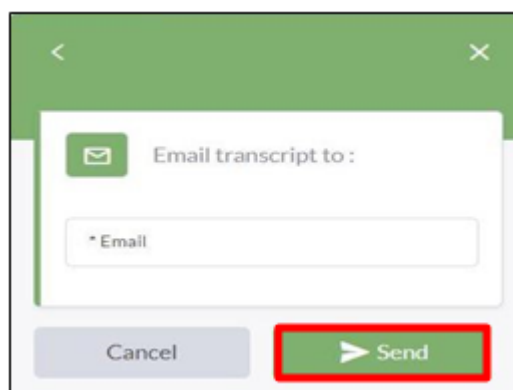


Requesting the chat session transcript

1. At the end of your session, you can request a transcript of your chat session. Open the chat menu and select **Email transcript**.

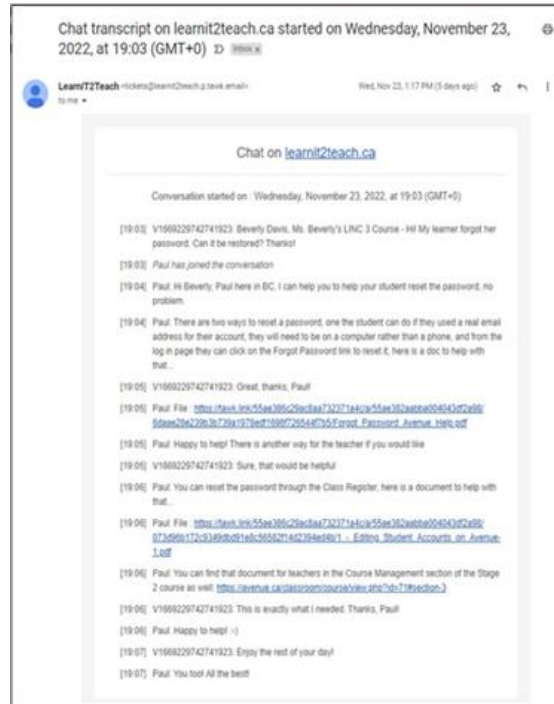


2. Type your email and click **Send**.



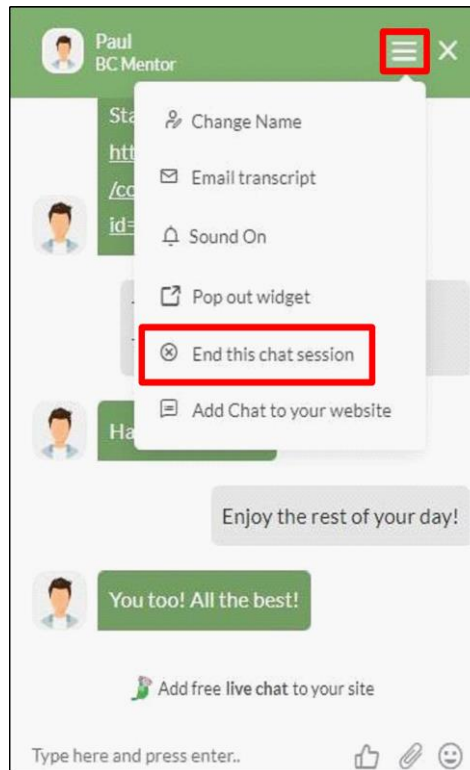
3. You will receive an email with the following subject line: "Chat transcript on learnit2teach.ca started on [date, time]".

Check your Spam / Junk Email folder if you cannot find the email in your primary inbox folder.

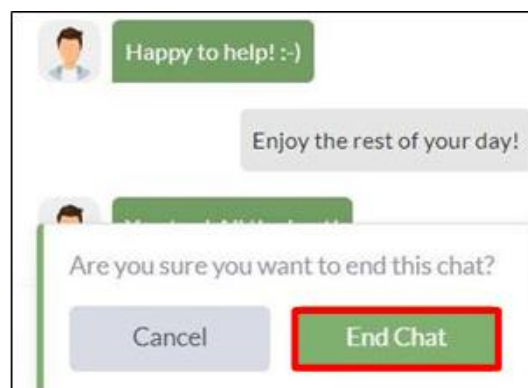


Ending the chat session

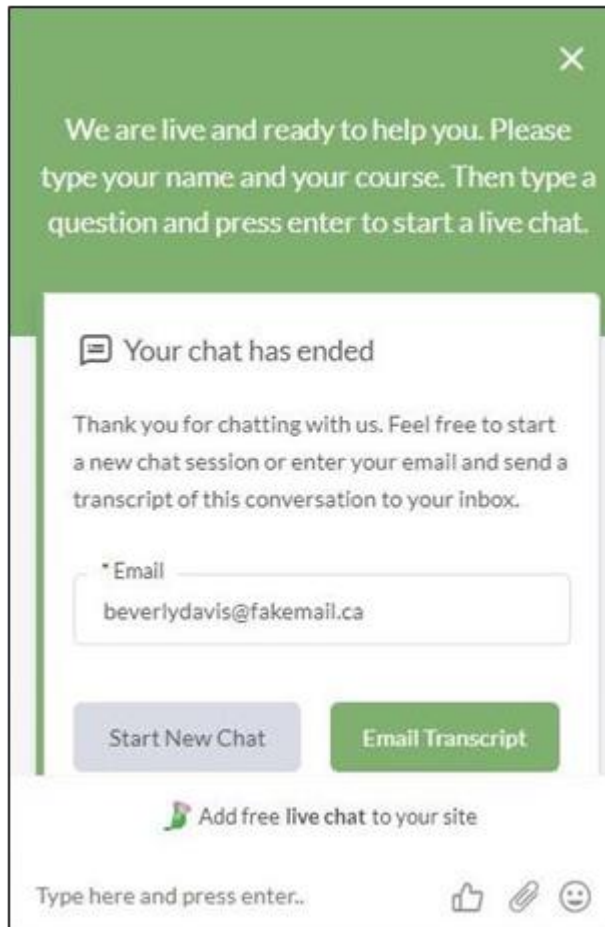
1. To end the chat session, open the chat menu and select **End this chat session**.




2. Click on the **End Chat** button to confirm that you want to end the session.



2. You will be prompted to request the transcript if you have not done so yet.







We are live and ready to help you. Please type your name and your course. Then type a question and press enter to start a live chat.

 Your chat has ended

Thank you for chatting with us. Feel free to start a new chat session or enter your email and send a transcript of this conversation to your inbox.

* Email

 Add free live chat to your site

Type here and press enter..   

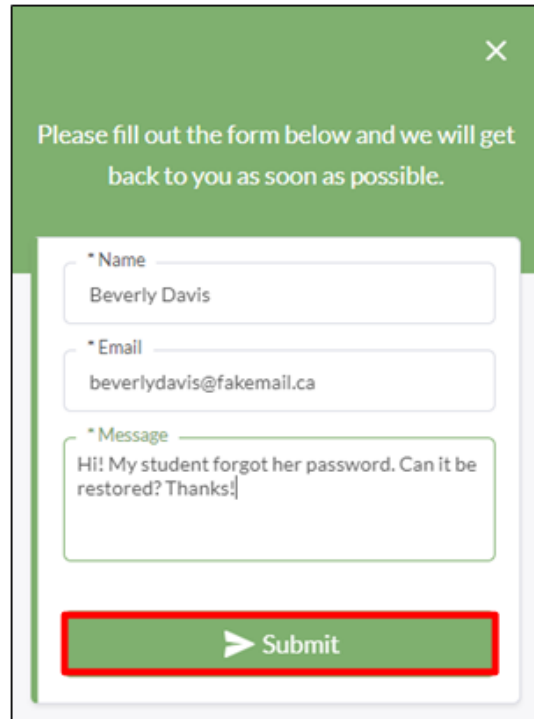
Using the Live Help widget after hours

1. Click on the **Send message** button at the bottom right of the page.



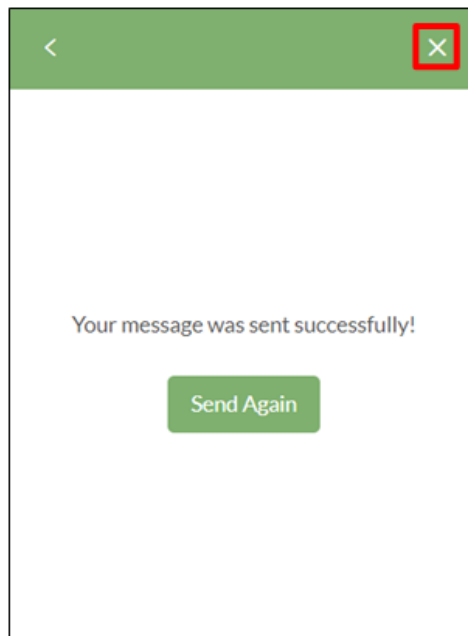
2. Fill out the form with your name, email and the question you have.

Click on the **Submit** button. The request will be forwarded to your mentor and they will get back to you via email at their earliest convenience



A screenshot of a feedback form widget. The widget has a green header bar with a close button (X) in the top right corner. Below the header, the text reads: "Please fill out the form below and we will get back to you as soon as possible." The form contains three fields: "Name" with the value "Beverly Davis", "Email" with the value "beverlydavis@fakemail.ca", and "Message" with the text "Hi! My student forgot her password. Can it be restored? Thanks!". At the bottom of the form is a green "Submit" button with a right-pointing arrow, which is highlighted with a red rectangular box.

3. Click on **X** to minimize the widget.



A screenshot of the widget after the form has been submitted. The widget has a green header bar with a back arrow (<) on the left and a close button (X) on the right, which is highlighted with a red square. The main content area is white and displays the message "Your message was sent successfully!". Below this message is a green button labeled "Send Again".