

Quick Sheet: Live Chat

Audience: Grantors

INTRODUCTION

Use Live Chat to connect with a support agent online, in real time. Type your question, receive an answer, and save the chat to your machine for future reference.

START A LIVE CHAT

1. Log into GrantSolutions (www.grantsolutions.gov).
2. The “Grants List Simple Search” screen appears. The Chat Now icon is visible in the bottom left corner of the screen. A green check mark appears on the person in the Chat Now icon when an agent is available. Click the **Chat Now** icon.



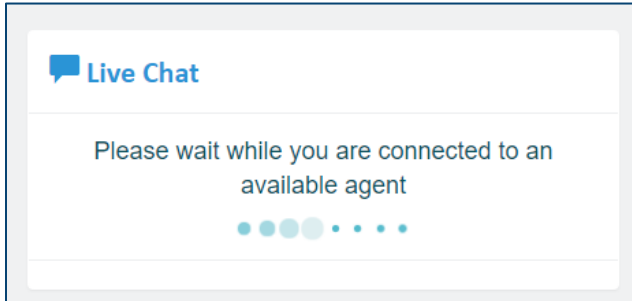
3. The “GrantSolutions Live Chat Support” window appears containing automatically populated user information. Verify/edit the pre-populated fields and click the **Start Chat** button.

Note: The *Knowledge Base* section at the bottom of the window is another option for resolving issues. Knowledge Base contains answers to frequently asked questions. To utilize this feature, enter search **text** in the *description* field and click the **Go** button to locate possible answers. Matching results appear below the description field.

A screenshot of the "GrantSolutions Live Chat Support" window. The window has a header with logos for "THE GRANTS CENTER", "EXCELLENCE", and "GRANTSOLUTIONS.GOV". Below the header, there is a section titled "Please fill in the details" with input fields for "First Name" (containing "Victoria"), "Last Name", "Email", "Phone", and "Subject" (containing "My Grants List - Page help"). A red rectangular box highlights the "Start Chat" button. At the bottom, there is a "Knowledge Base" section with a search input field and a "Go" button, also highlighted with a red rectangular box.

4. A message appears asking the user to wait while an available agent connects.

Note: There may be a slight wait for an agent depending on how many users are in the Chat Request queue. If there is a wait, the window indicates the number of pending requests.



5. The "Live Chat" window refreshes and an agent responds. In the text field at the bottom of the window, enter a **question** using as much detail as possible. Click the **Send** button. Continue to communicate until the issue is resolved.

Note: Click the **Save Chat** button to download and save a copy of the chat as a text file. Clicking the **End Chat** button enters the message, "You've ended the chat" into the chat thread.

