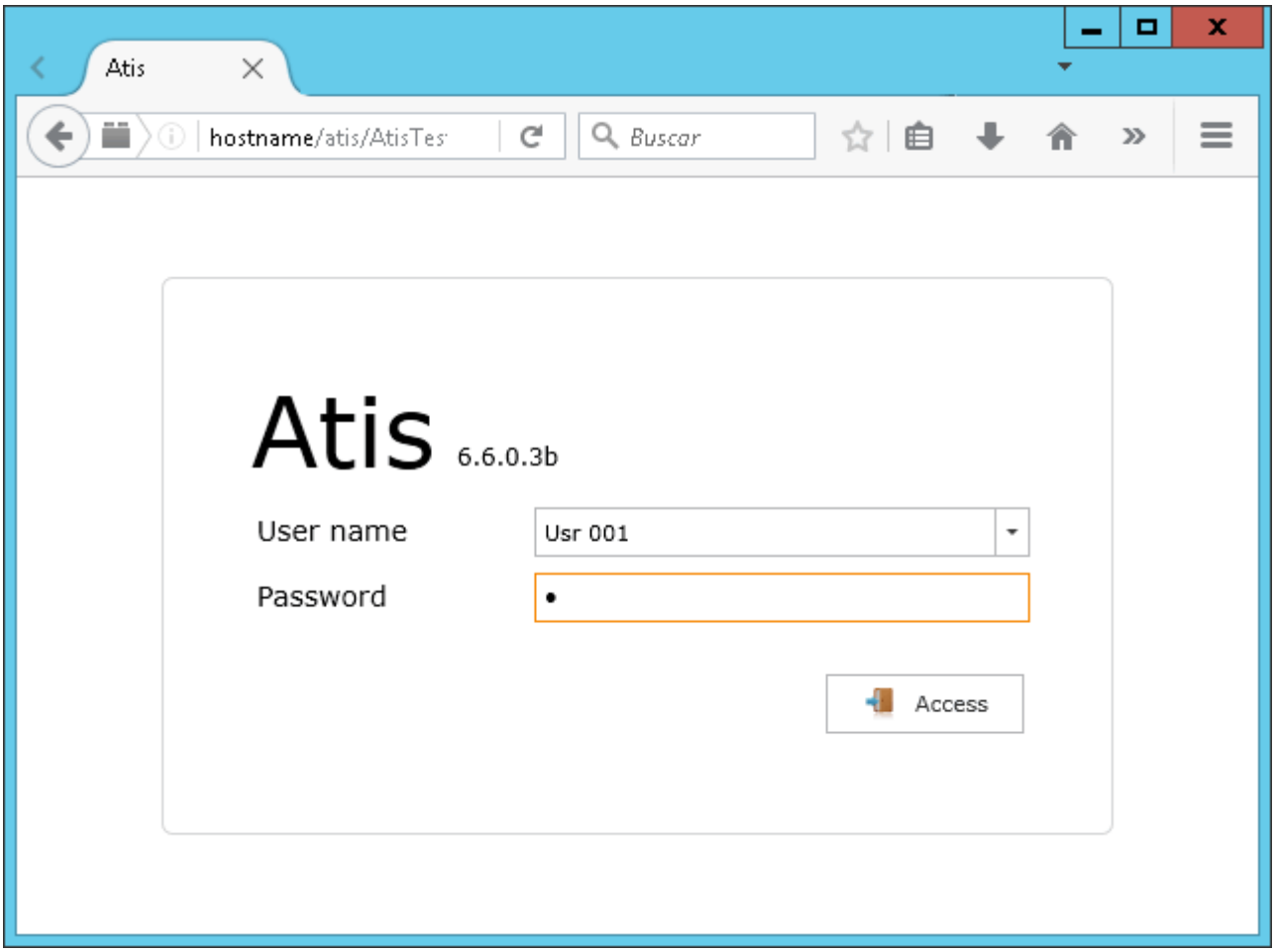
How an user can ask for assistance

To start a chat session with an administrator
To review chat history

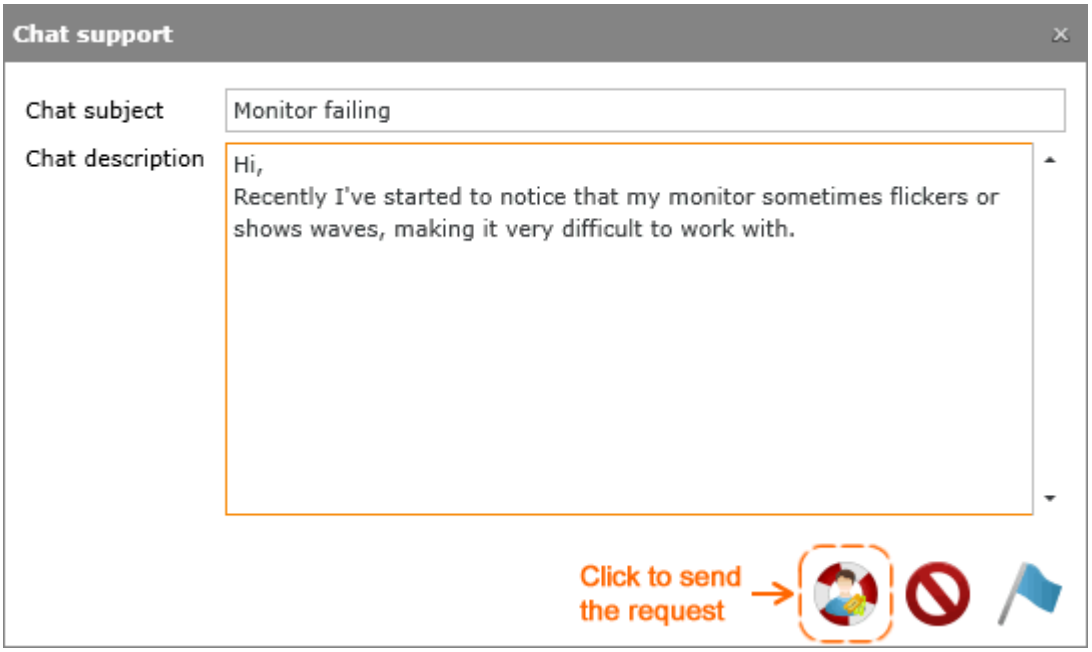
1. Log into the **Atis end-user portal**
   Ask the system administrator for a valid username.



2. **Atis** provide end-users with a chat tool, allowing live, real-time assistance.

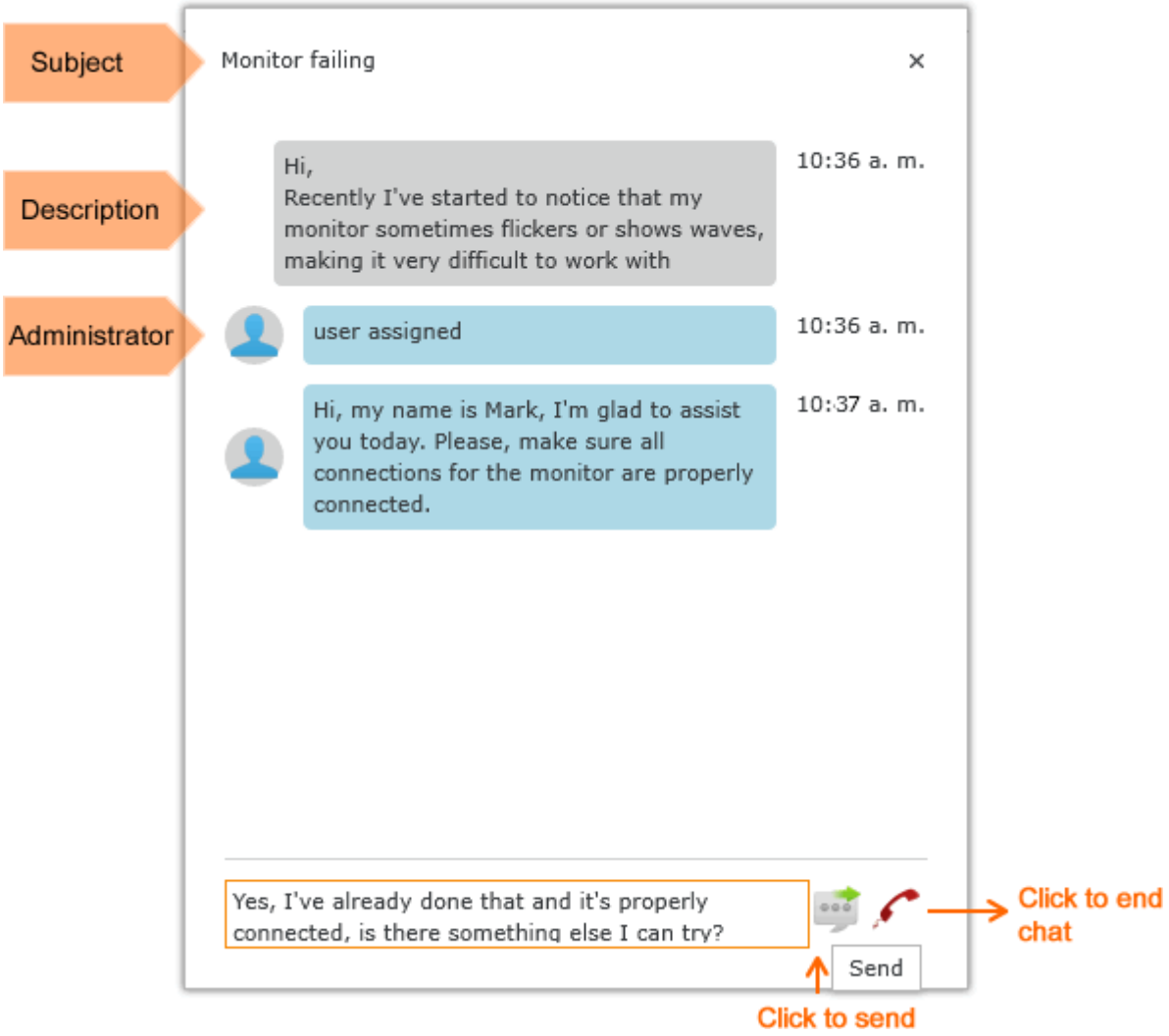
To start a chat session with an administrator

Once you log in, in the left pane, click on ***User case > Support,*** a chat support form will open, fill Subject and Description fields, and explain the issue you need help with.



1. To cancel the form click on
2. To minimize the chat window click on
3. When the chat window is minimized the icon will show in the top left corner of the main window, click on the icon to restore the form.

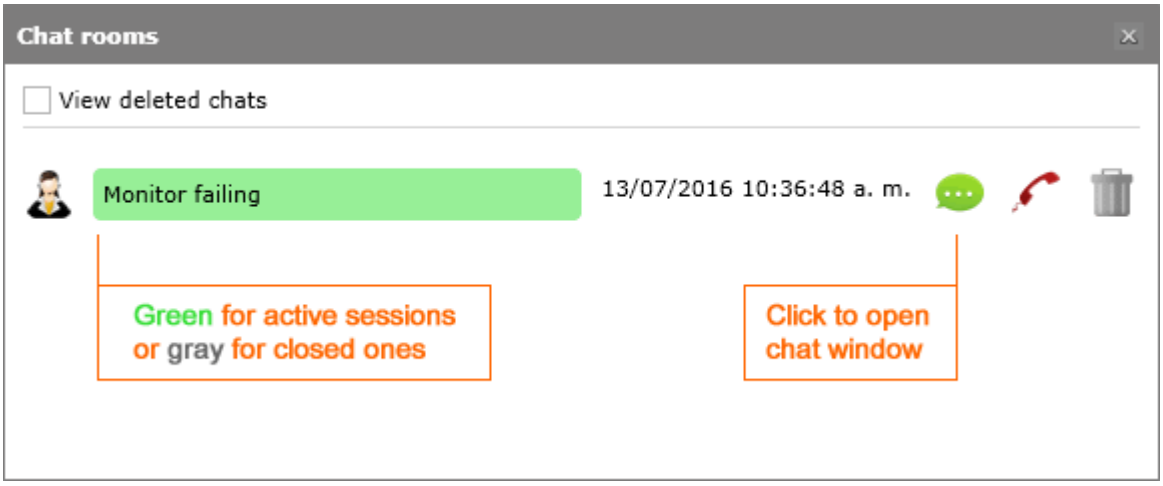
3. According to active administrators and the support queue, the system automatically will assign an administrator to initiate the chat.



4.

To review chat history

On the main window, in the top right corner click on to open the chat rooms window. The user can select and review any previous chat session.



5. If the indications and instructions given by the administrator does not resolve your inquiry, the

administrator must open a new case.

From:
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