

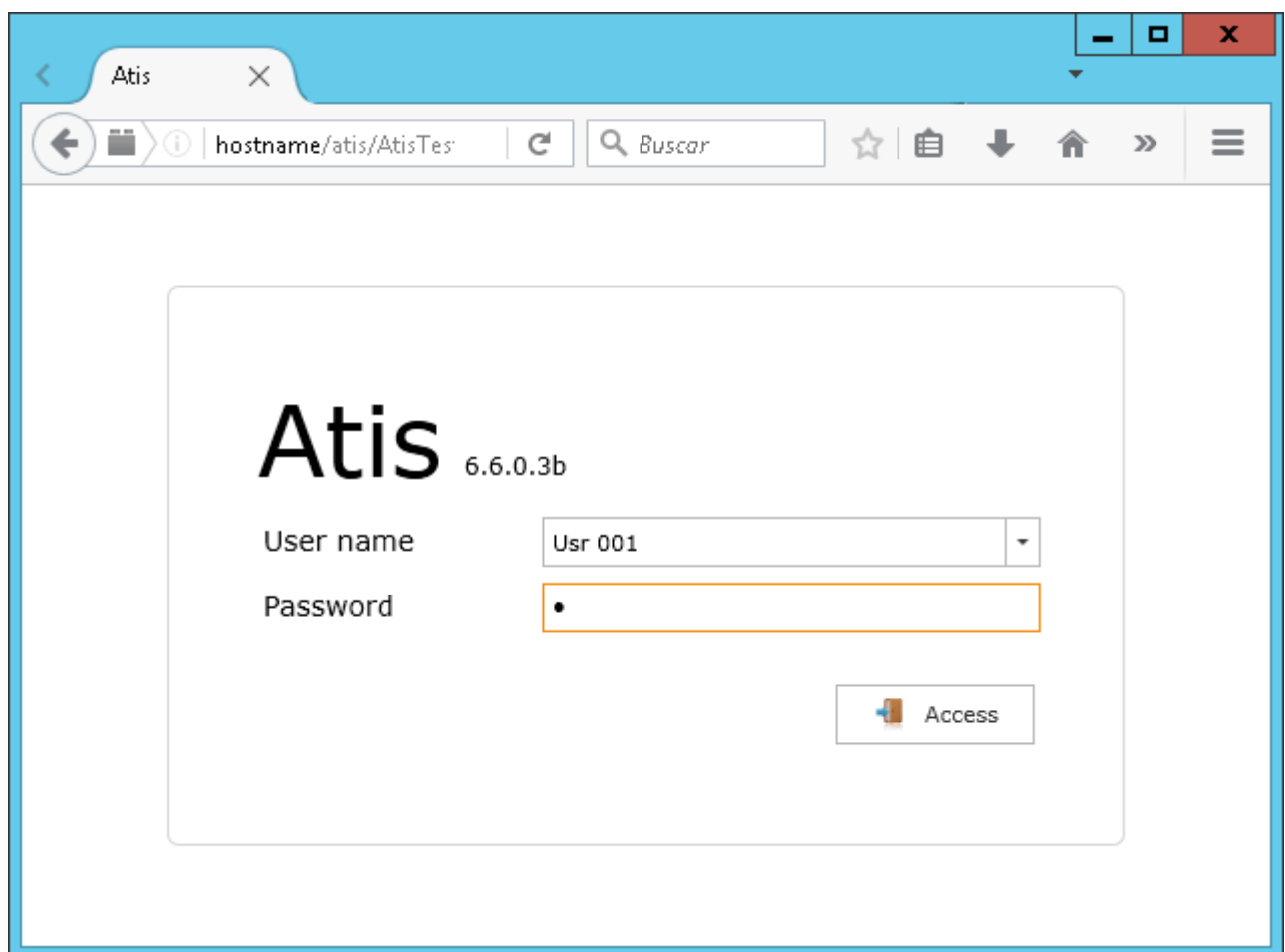
# How an user can ask for assistance

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.

A screenshot of a web browser window displaying the Atis end-user portal login page. The browser's address bar shows the URL 'hostname/atis/AtisTes'. The page features a large 'Atis' logo with the version '6.6.0.3b' next to it. Below the logo, there are two input fields: 'User name' with the value 'Usr 001' and 'Password' with a single dot. An 'Access' button is located at the bottom right of the login form. The browser window has a blue title bar and standard navigation buttons.

## 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.

Chat support




Chat subject

Monitor failing




Chat description

Hi,  
Recently I've started to notice that my monitor sometimes flickers or shows waves, making it very difficult to work with.

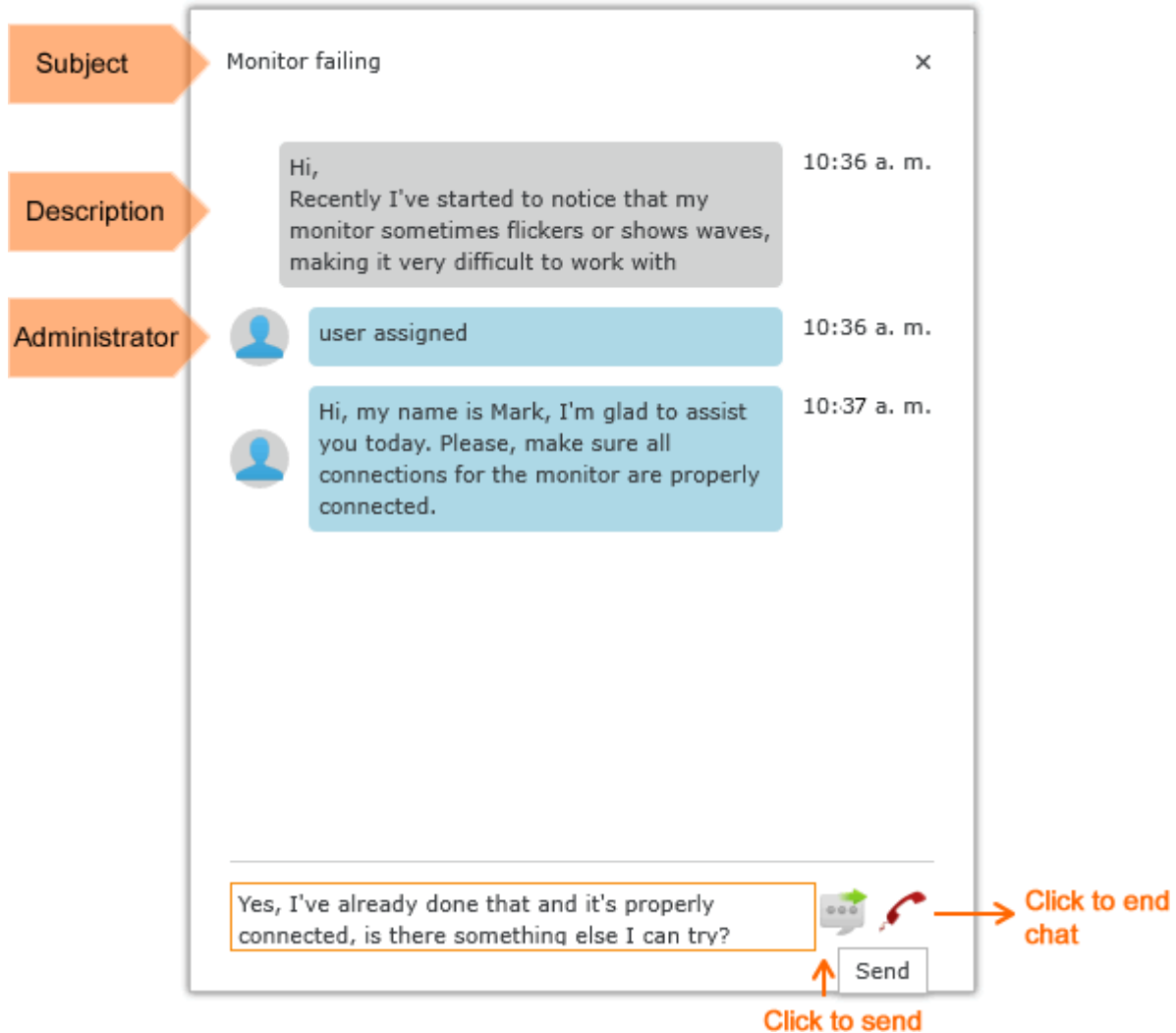
Click to send the request





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.

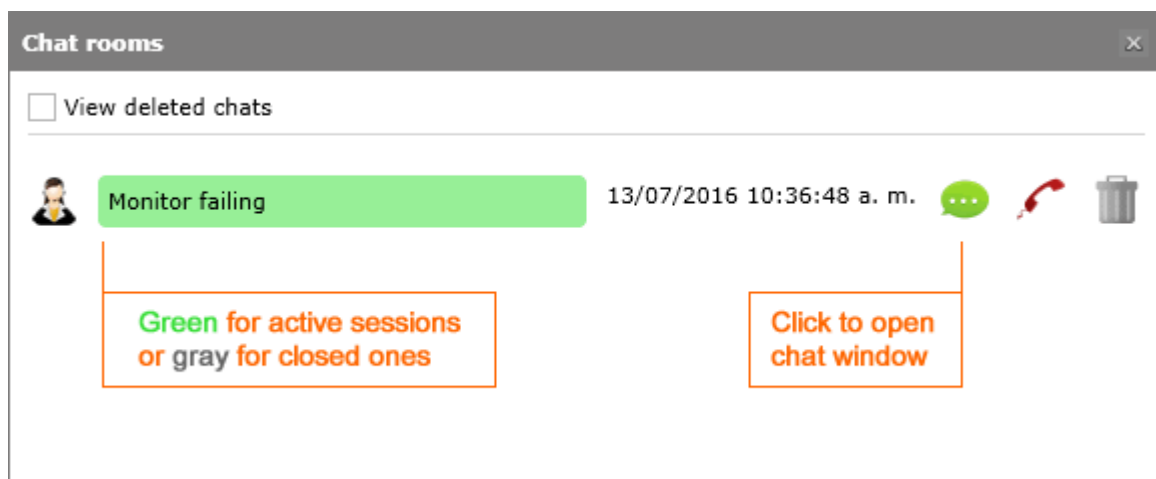
3. According to active administrators and the support queue, the system automatically will assign an administrator to initiate the chat.



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.

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