



Live Chat Integration

User Guide

Version 10 Service Pack 16

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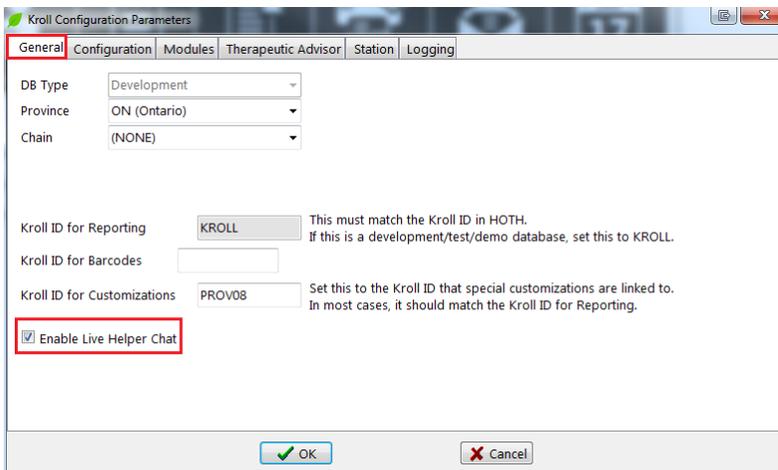
Live Chat Integration

Introduction

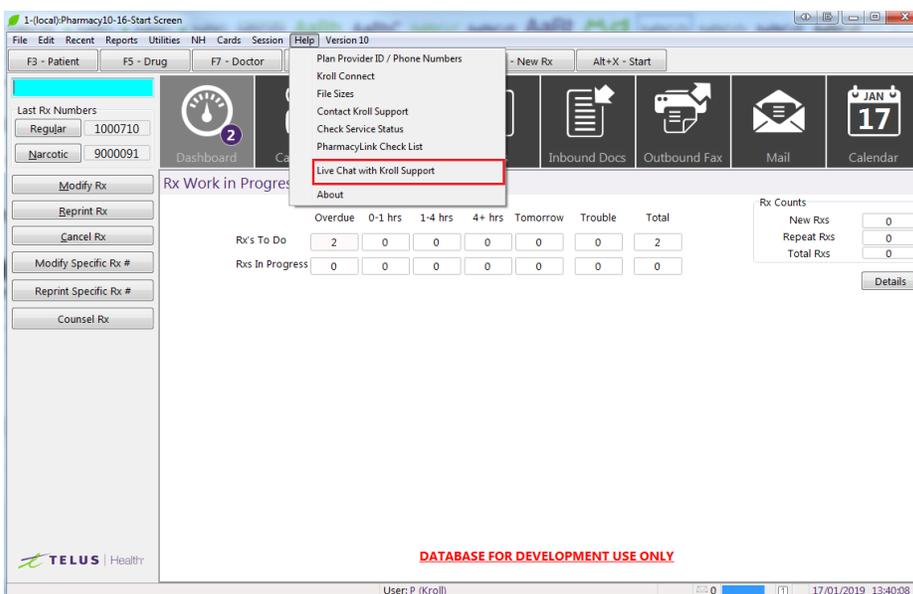
In order to facilitate communication with the support team, the Live Chat feature has been integrated into our latest service pack. This document will describe the steps on how to configure and access the Live Chat functionality from Kroll Windows Version 10 Service Pack 16.

Accessing Live Chat

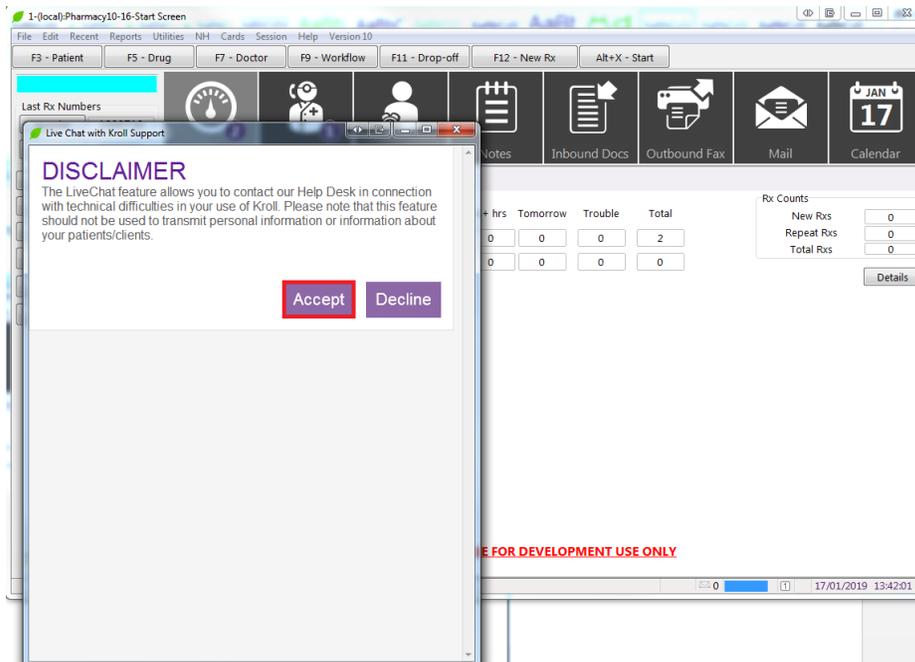
1. Navigate to **File > Configuration > Kroll > General** and check the 'Enable Live Helper Chat' box.



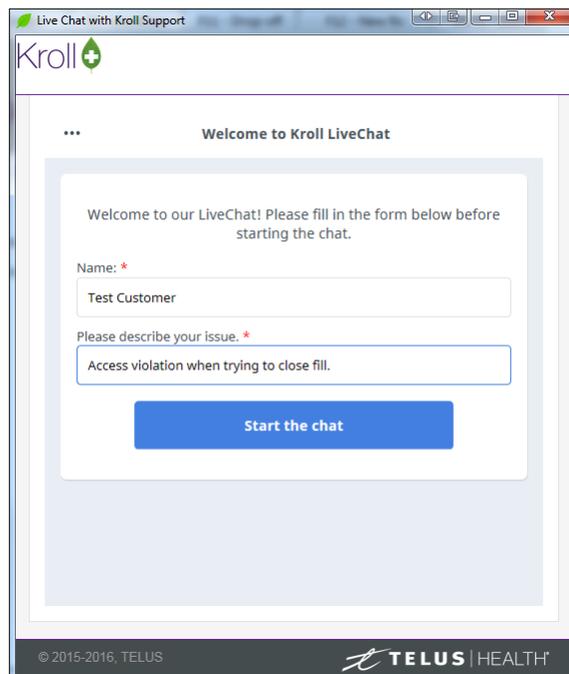
2. Return to the Start screen and from the 'Help' dropdown menu, select 'Live Chat with Kroll Support'.



- The 'Live Chat with Kroll Support' disclaimer will display. Select 'Accept'.



- The 'Live Chat with Kroll Support' screen will display prompting you to populate your name and your issue. Once these fields are populated, select 'Start the chat'.



5. The live chat will now open and you may begin your chat to solve your issue.

