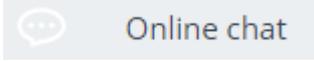


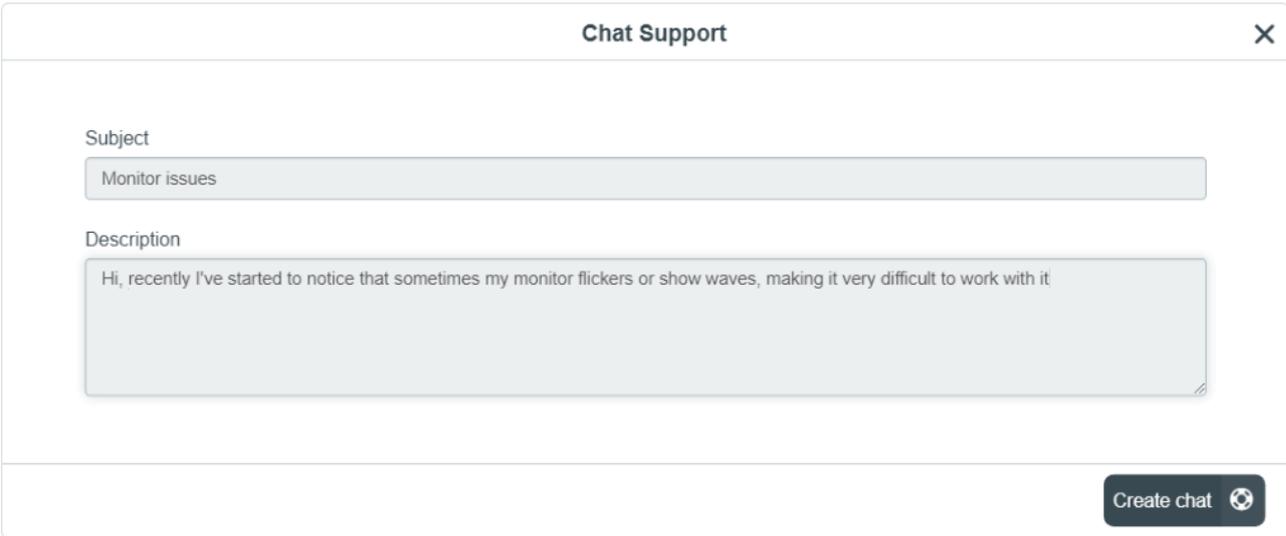
# How an user can ask for assistance

ITHC provide end-users with a chat tool, allowing live, real-time assistance.

## To start a chat session with a service desk advisor

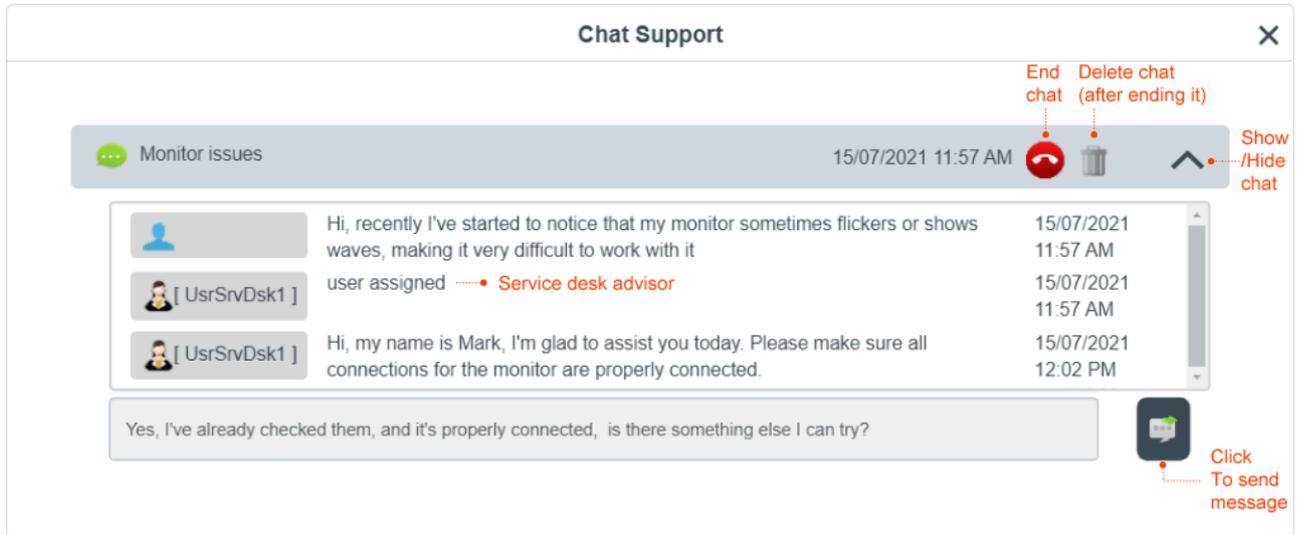
1. Login to the ITHelpCenter<sup>1)</sup> portal with the user assigned by the ITHC<sup>2)</sup> administrator.

Once logged in, go to page bottom and click on  to open **Chat** form. Fill **Subject** and **Description** fields, and explain the issue you need help with.



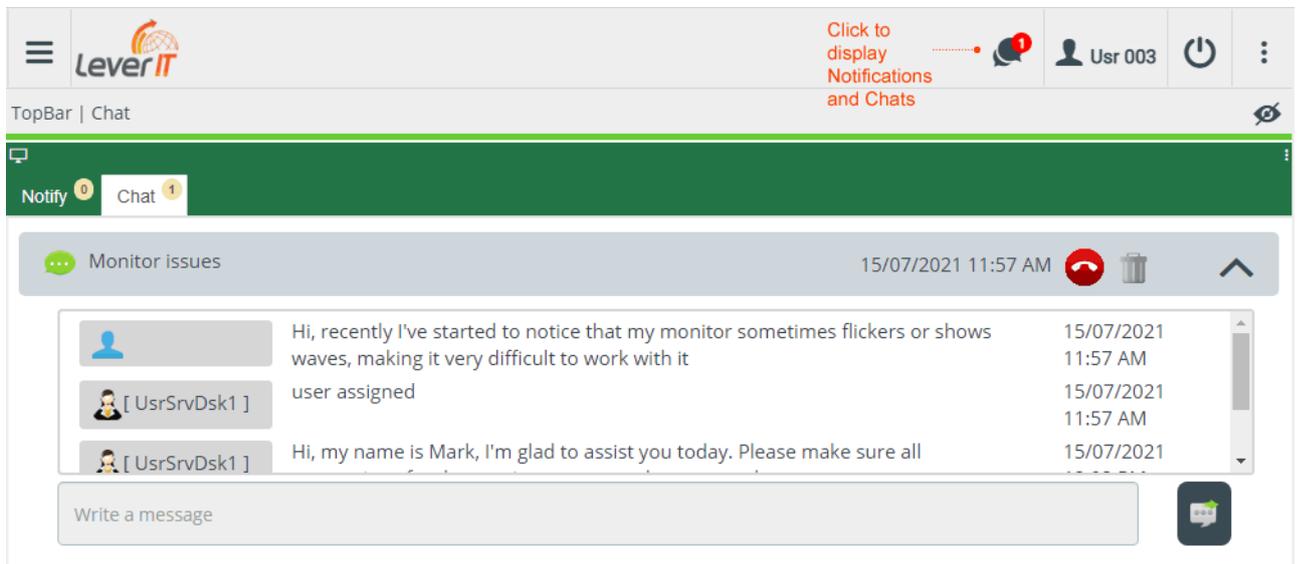
The screenshot shows a 'Chat Support' dialog box with a close button (X) in the top right corner. It contains two input fields: 'Subject' with the text 'Monitor issues' and 'Description' with the text 'Hi, recently I've started to notice that sometimes my monitor flickers or show waves, making it very difficult to work with it'. A 'Create chat' button with a refresh icon is located at the bottom right.

2. According to active advisors and the support queue, the system automatically will assign an advisor to initiate the chat.



## To review chat history

1. On the top bar, click on Notifications icon to display notices and chats. Go to **Chat** tab and select a chat to review.



2. If the indications and instructions given by the administrator does not resolve your inquiry, the administrator must open a new case.

### How to create a new case

1)

Link provided by each organization

2)

## ITHelpCenter

From:

<http://leverit.com/ithelpcenter/> - **IT Help Center**

Permanent link:

[http://leverit.com/ithelpcenter/en:saved:ask\\_assitance](http://leverit.com/ithelpcenter/en:saved:ask_assitance)

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