

## Live Support User

(See [Live Support](#) for a general overview on this feature)

When there is no operator available for live support, the live support module shows *OFFLINE* with the bulb off (grey):

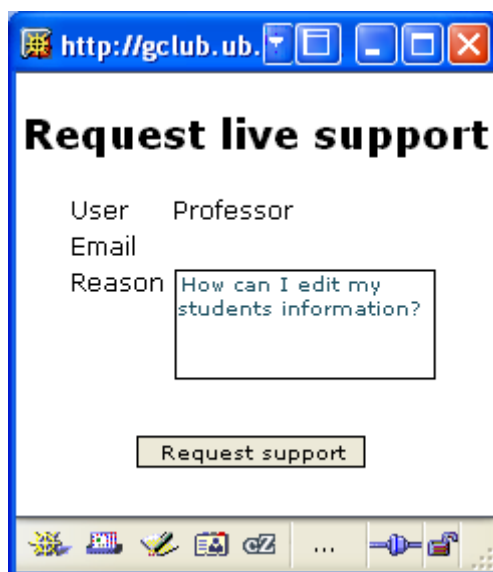


When Any operator is online, the icon changes to show *ONLINE* in blue and the bulb is on (yellow):

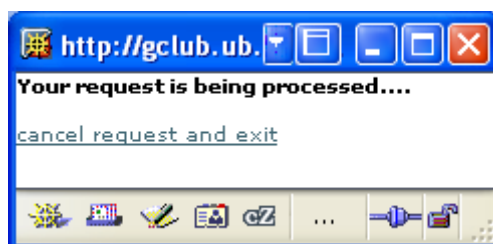


A user wanting Live Support, can click on the now Online image button.

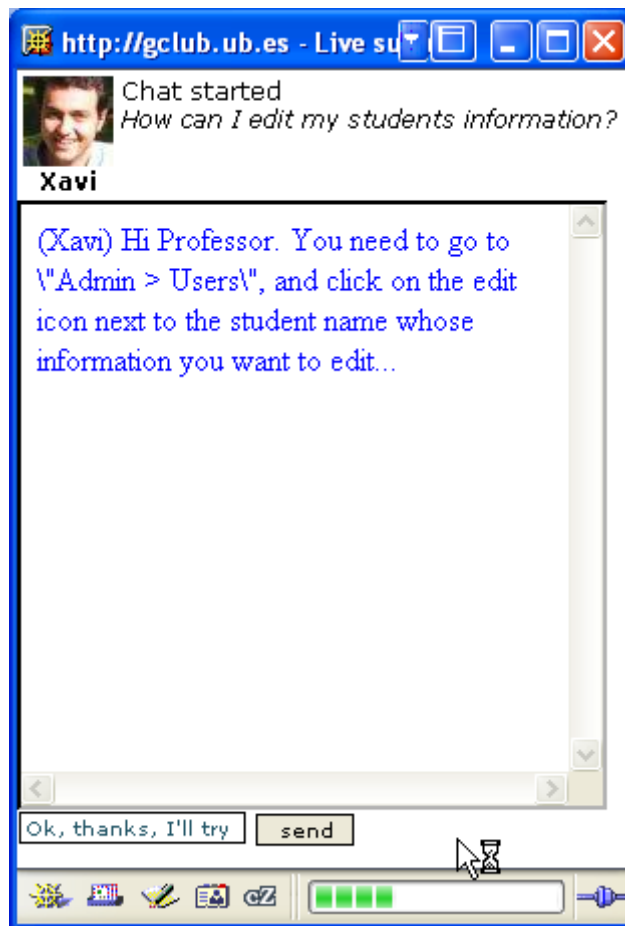
A new window will open asking for user name, email (only if they aren't logged into the site!) and a Request Reason. Once completed they can click "Request Support". In this example, the user "Professor" is requesting support to admin the tiki site of his/her students on an educational scenario. The question was: "How can I edit my students information".

A screenshot of a web browser window titled 'Request live support'. The address bar shows 'http://gclub.ub.'. The form contains fields for 'User' (filled with 'Professor'), 'Email', and 'Reason' (filled with 'How can I edit my students information?'). A 'Request support' button is at the bottom.

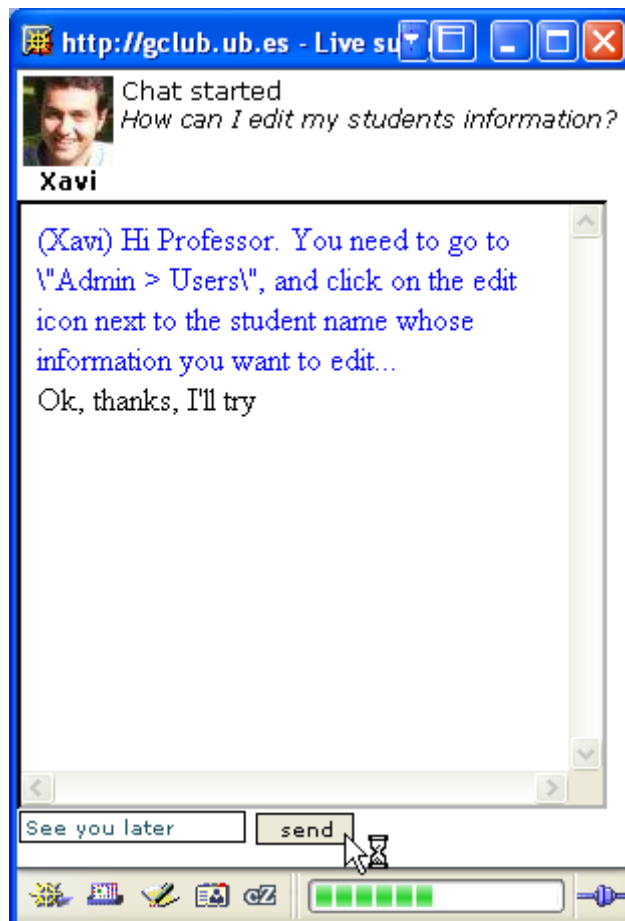
This is when the request will appear in the Operator console (see [Live Support Admin](#)).

A screenshot of a web browser window showing a confirmation message: 'Your request is being processed....' with a link 'cancel request and exit' below it.

If accepted, an online chat session between the operator and user will start. In this example, the operator "Xavi" was online, accepted the support request and answered: "Hi Professor. You need to go to "Admin > Users" and click on the edit icon next to the student name whose information you want to edit..."



In this example, user Profess replied back some messages, and after that, closed the window to end the conversation



See [Live Support Admin](#) to view the operator side of the same support request process.

Related pages

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- [Live Support](#)
- [Live Support Admin](#)
- [Live Support Details](#)