

# 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):

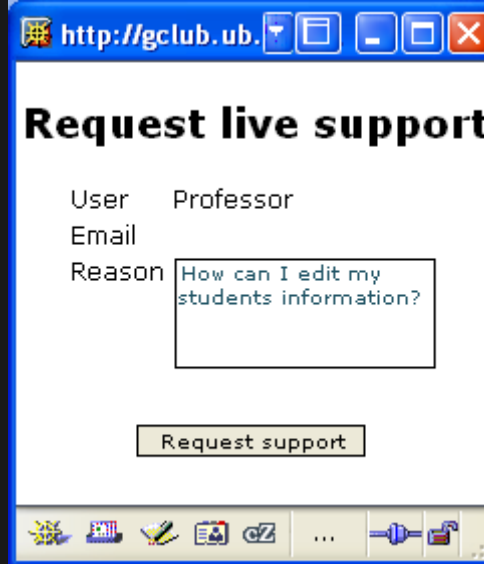


When Any operator is online, the icon changes to show *ONLINE* in blue and the bulb is on (yellow):

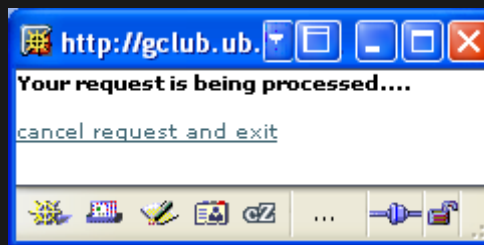


A user wanting Live Support, can click on the now Online image button.

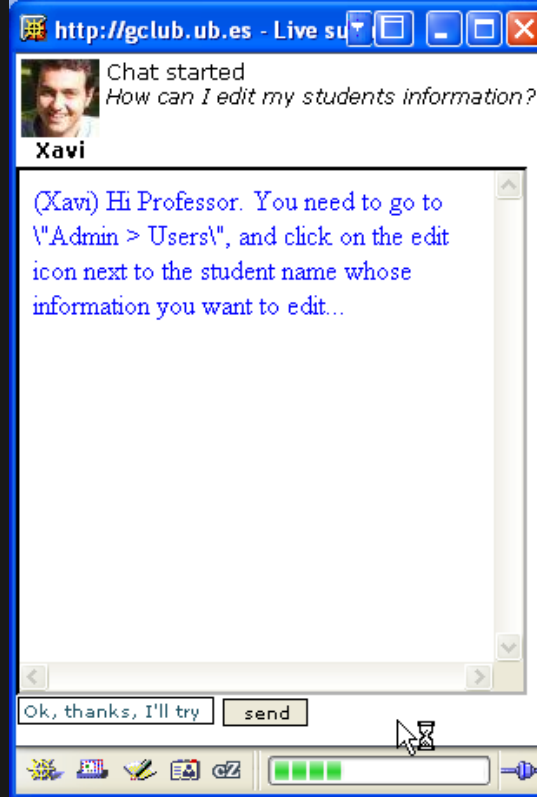
A new window will open asking for user name, email (only if they aren't logged into the site!) and a Request Reason. Once completed they can click "Request Support". In this example, the user "Professor" is requesting support to admin the tiki site of his/her students on an educational scenario. The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



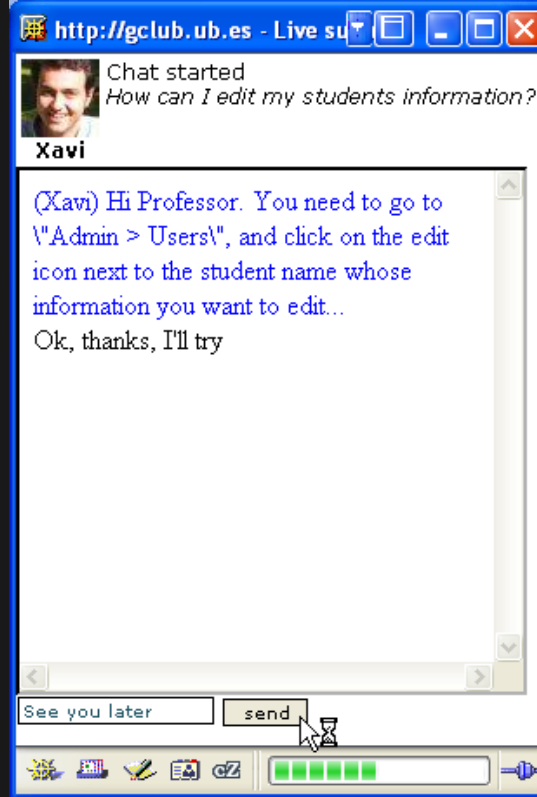
This is when the request will appear in the Operator console (see [Live Support Admin](#)).



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

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