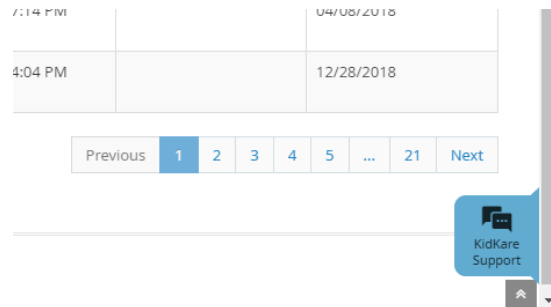


Use the Live Chat Feature in KidKare


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KidKare has a Live Chat feature that allows you to connect directly with the Support team in real-time. If Support agents are available, the chat icon will display in the bottom-right corner of the page. See the figure below.



Note: This feature is available to the following users: Sponsors, independent centers, and providers who are subscribed to accounting.

To begin chatting with Support in KidKare:

1. In the bottom-right corner, click . This icon only displays if there are Support agents available to assist you. The widget opens.

A screenshot of the KidKare Live Chat widget. At the top, there is a blue header with a white icon of a building and the text 'Chat with us now!'. Below the header are four input fields: 'Enter your name', 'Your email address', 'Choose a department' (a drop-down menu), and a large text area with the placeholder 'Type your message and hit Enter'. At the bottom right of the form is a 'Start Chat' button with a white arrow icon.

2. Click the **Enter Your Name** box and enter your name.
3. Click the **Your Email Address** box, and enter your email address.
4. Click the **Choose a Department** drop-down menu and select HX, CX, or KidKare.
5. Click the **Message** box, and type your question.
6. When finished, click **Start Chat**.

Note: If you are logged in while Support agents are available and all agents go offline during your session, the chat will continue to display until you refresh the page. If you attempt to access the chat at this time, you can leave a message. This will generate a support ticket, and a member of our Support team will contact you during regular business hours.