

STAFF FAQ:

Help Desk Chat (with CTG)

Q: What IT support issues are appropriate for chat (vs. a phone call):

Below are common IT support issues that CTG can help you resolve using the chat feature:

- Application installs/upgrades/launch issues
- Password resets
- App configuration (setup Print2Fax, setup Bookmarking app or Five9, etc.)
- App settings issues e.g. PDF viewer not saving to the correct folder

If for some reason CTG needs to talk to you live vs. using the chat feature, they can move from chat to a phone call as needed.

Q: When will the Help Desk Chat feature be available to staff?

This new support feature will be available from CTG starting on Monday, November 29.

Q: Who do I contact if I have trouble accessing the Help Desk Chat?

If you have issues using the Help Desk Chat call the CTG support line at 833-706-4513.

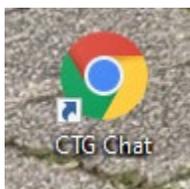
Q: What hours is the Help Desk support available through the chat?

Staff can get support from CTG through Help Desk Chat 24 hours a day, 7 days a week.

Q: How do I start a session using Help Desk Chat?

There are several ways to start a Help Desk Chat session with CTG:

- An icon has been placed on your physical (US) or virtual (India) desktop.

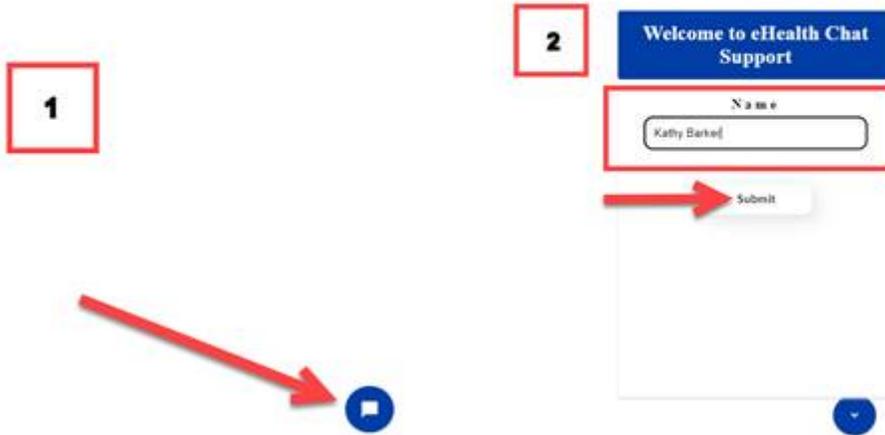
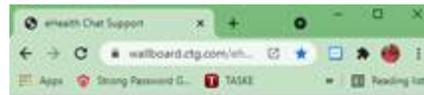
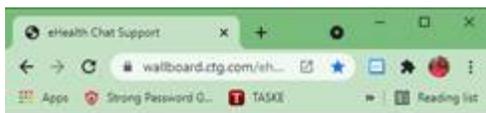


- There is a link on the home page of the employee web site eHealthTechnologies.info (password: eHealth@home).
- There is a link on the home page of Paylocity in the "Company" box in the upper right corner.

Please note that Help Desk Chat can only be done using the Google Chrome or Edge internet browsers. Internet Explorer is not compatible with this tool.

Q: How does Help Desk Chat work?

- Once you initiate a session using the icon on your desktop or one of the other links, a Chrome window will open. The chat icon will be in the bottom right corner.
- Please click on it and then enter your **name**.
- Finally, press **SUBMIT**.



This will start a chat session with a Service Desk agent. You will be able to interact with them via text just like you would on the phone. When your issue is addressed, you can end the chat by clicking END CHAT.