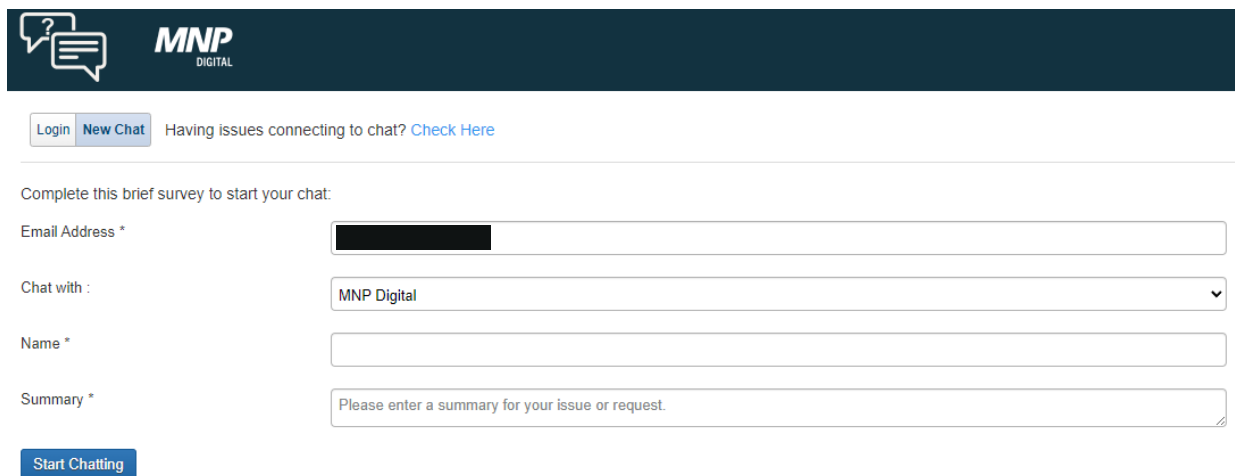


Chat Support

When you experience a technical issue that requires immediate attention, but you don't want to call in, Chat support is here for you. Starting a chat support session will connect you with one of our technicians to provide you with real-time support.

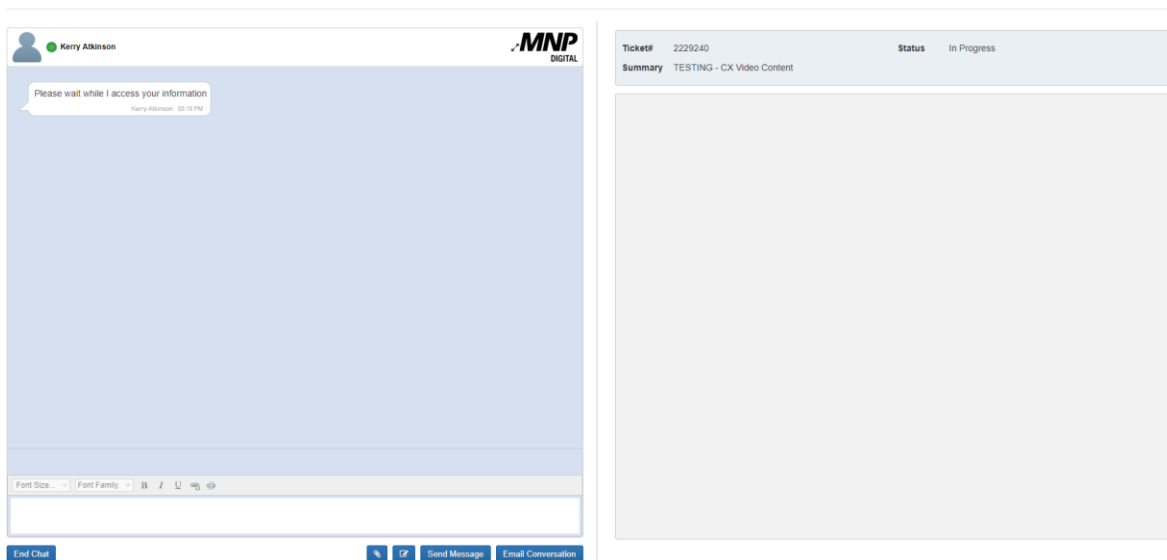
Getting Started

1. Access Chat support on the [Managed Service Client Centre](#).
2. Start a new chat.



The screenshot shows the MNP Digital chat support interface. At the top, there is a dark blue header with a chat icon and the MNP Digital logo. Below the header, there are two buttons: 'Login' and 'New Chat'. To the right of the 'New Chat' button, there is a link: 'Having issues connecting to chat? [Check Here](#)'. Below this, there is a section titled 'Complete this brief survey to start your chat:'. This section contains four input fields: 'Email Address *' (with a blacked-out field), 'Chat with :' (with a dropdown menu set to 'MNP Digital'), 'Name *' (with an empty field), and 'Summary *' (with a placeholder text 'Please enter a summary for your issue or request.'). At the bottom of the form, there is a blue button labeled 'Start Chatting'.

3. Chat with your assigned technician.



The screenshot shows the MNP Digital chat support interface during an active chat session. On the left, there is a chat window with a header showing a profile icon and the name 'Kerry Atkinson'. The chat area contains a message: 'Please wait while I access your information' with a timestamp 'Kerry Atkinson 02:10:16'. Below the chat area, there is a text input field with a rich text editor toolbar (font size, font family, bold, italic, underline, link, unlink, image). At the bottom of the chat window, there are buttons for 'End Chat', 'Send Message', and 'Email Conversation'. On the right, there is a ticket details panel with a header showing 'Ticket# 2225240' and 'Status In Progress'. Below the header, there is a 'Summary' section with the text 'TESTING - CX Video Content'.