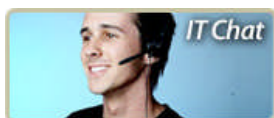# Live Support - IT Chat Guide

Live help from IT Services! How it works...

The IT Chat facility is available 24 x 365 for you to contact a member of the IT Helpline team and resolve the query or problem you may have. You can chat online directly from your computer wherever you may be.

How does this service work?

- Go to the following website: www.northumbria.ac.uk/itchat
- Enter your name and your Northumbria Username and click **Continue**
- A chat box will appear on your screen advising that you are waiting for an available Helpline Advisor.

Tip: There is a Helpline IT Chat desktop icon on Open Access Area computers for even easier access to IT Chat and many staff workstations will also have this facility soon.

Can the Helpline Advisor see everything on my screen or look through files on my computer without my knowledge?

No. IT Chat is a direct link to a Helpline Advisor through an on-screen messenger box – no one else can view/access this session.

The Helpline Advisor may suggest that a screen-sharing session would better assist your problem. This does allow the Helpline Advisor to view your screen, but only with your explicit permission. For further information on this service please go to the following page: www.northumbria.ac.uk/itpin

I have heard that it is dangerous to connect to messaging services from the Internet. Is IT Chat safe?

Yes, IT Chat is safe. The Helpline Advisor does not connect to your computer at any point and nothing is downloaded onto your machine. Through IT Chat you are connecting directly to the Helpline Advisor available and not onto a message board or forum.

We're as concerned as you are about this issue, so regular virus checks and updates are conducted to maintain our technology at the highest standard to ensure superior quality service. You can feel confident using IT Chat.

Are there any files or folders left on my computer after the session ends?

No files are downloaded onto your computer to enable your IT Chat session, therefore there is nothing to be removed when you are finished.

24 x 365

IT Helpline

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