

The following is a set of instructions for advisers involved in your chat live events. The advisers answer the questions posed by your clients during the chat.

There are separate instructions for the moderators and the master admin account.

The adviser logs in using the Prospects Chat Live administration link: <http://www.prospects.ac.uk/livechat/admin/index.htm>
The adviser uses the login details provided to them by the individual who has created their account using the Master administration account.

Note the advisers can only log in once the moderator has entered and started the chat. You can login when the link says “Active Join”

Title	Date	Time	Status	Time alert	Transcript
Johns Test Chat 2	Wednesday 7 March 2007	10	Active! - join	N/A	N/A

Once you have selected “Active Join” the adviser chat live screen will open as below:

The Adviser screen operates in two independent halves. The top half of the screen refreshes automatically every 30 seconds.

The top half of the screen shows the public message information.

The bottom half of the screen does not refresh automatically, this must be done by the adviser after each reply to a question has been submitted in order to view new questions.

It is important to regularly click check for new messages. When a new question is submitted it will appear here.

The adviser can choose to answer the message above, send a message to the public message list or send a private message to the moderator only. If there are other advisers in the chat you can forward the query on to them if you feel they are better able to answer it.

The screenshot shows the Prospects.ac.uk logo and the text "the UK's official graduate careers website". Below this is a green header "Expert chat area" with a link "Check for new messages". A red dashed box highlights the interface. A red circle highlights the link "Check for more new messages". Below this is a message box for "User: jbxxx" with the question "Question: Please can you tell me more about what you do as an organisation?". A dropdown menu is open, showing options: "Reply to the message above", "Public message list", and "Private message for the moderator only". A "Submit message" button is at the bottom.

Once you have answered the question it will appear in the top half of your screen paired with the reply.

Check for more new messages.