

## VorroHealth Online Chat

When you are logged into Bluestep, you will see a VorroHealth Chat box. It will display one of two images; (1) One for when our office is open and another (2) for when our office is closed.

- 1) This image will be displayed when our office is open.



Once this is selected, you will be prompted to enter contact information and a message. This will help us contact you later if needed. We are also given the URL of the web page you are currently on, the browser, and the platform you are using. This info enables us to go directly to the same page you are having issues with.

Two side-by-side screenshots of a chat form titled "support". The left screenshot shows the form with instructions: "Please provide information in the following fields and explain in detail the question you have so we can better assist you." Below this is a section "Introduce yourself \*" with three input fields: "Taylor", "clientcare@bluestep.net", and "8013363043". At the bottom is a blue "Start Chatting" button and the "zendesk" logo. The right screenshot shows the same form with a message box containing "I have a question about a medication." and a blue "Start Chatting" button at the bottom.

Once you select the “Start Chatting” button, we get an alert telling us that we have a chat request waiting. Once one of our techs is available, we will respond and help you as best we can. When you would like to end the chat, you can select “Options” and then “End This Chat”. You can also have the transcript of the chat emailed to you.

A vertical menu with a light gray background. It contains the following items from top to bottom: "Sound" with a speaker icon, "About", "Send a File" (highlighted with a darker gray background), "Email Transcript", and a blue button with white text that says "End This Chat".

You have the ability to move this chat box around your browser screen by grabbing the header and dragging it to where you would like.

You can also open this to a new window outside of the browser screen by selecting the arrow in the upper right corner of the chat box.

2) This image will be displayed when our office is closed.



Once you select it, you will be prompted to enter the same contact information from above and leave a message. The message you enter will be delivered to us, and we will contact you as soon as possible during the next business day. This is intended for non-emergency questions and concerns. As always, if you have a time-sensitive emergency concerning your Bluestep site, you should call our afterhours support at 801-336-3043.

