

NE Central Service

How to Answer a Chat Request

You will be part of a team of volunteers. When a chat request comes in from the NECS website, all chat volunteers actively signed in to the tawk.to app will be notified. The first volunteer to respond takes the chat request, while the others back off. The goal being to respond within 60 seconds.

When You Are Available To Receive Chat Requests:

1. Open and sign-in to the tawk.to app with your email and password.
2. Go to the main menu (sandwich in the upper left corner)
3. Set your status as "Online" (Oval box in the top center of the screen)
4. Be sure "Do not disturb" is turned off
5. Be sure Accept chats from "Northeast Central Service" is turned on.
6. You will now receive chat requests and are ready to accept and join chats.

How To Answer A Chat:

When you get a chat request, your phone will make the chat sound (selected during setup).

1. Open the tawk.to app and look for the unanswered chat.
2. If you are available and able to accept, tap "Join Button" and skip to step 5
3. If you are available but it is not the most convenient time for you, wait 30 seconds or so to see if any of the other volunteers are able to respond. If someone else responds, close the app and stop here.
4. Read the chat requester's question or comment.
5. Type your response.
6. Repeat steps 4 and 5 until the conversation ends.
7. At end of conversation, tap the three dots in the upper right and tap "Leave Chat"

When You Are Not Available To Receive Chat Requests:

1. Open the tawk.to app.
2. Go to the main menu (sandwich in the upper left corner)
3. Set your status as "away" (oval box in the top center of the screen) or toggle the "Do not disturb" on to disable notifications and sounds.
4. Close the app.