

NE Central Service

Chat Setup Instructions

How to Install & Setup tawk.to

Note: These steps may vary slightly with the various versions of Android or iPhone. But we have found them to be close enough that the following instructions work.

You will receive an email inviting you to join tawk.to. Open the email.

You can install the tawk.to app before responding to the email, or after.

1. Click to “Create Account” button in the email.
2. Follow the prompts to create a name, email and password for tawk.to. Keep in mind that this name will be seen by the chat requester, so we suggest not using your last name. First name only is best and is typical of how we identify ourselves in AA meetings.
3. Click “Create a free account” to complete sign up.
4. This will take you to the tawk.to dashboard in a browser.
5. Click the little man icon in the upper left corner to open the “My Profile” menu.
6. Choose “Sign Out”.
7. Open the tawk.to app on your mobile device and Sign In with your email and password.
8. Set the ring tones you will use for chat calls.
 - a. Android
 - i. Open the menu (sandwich in upper left)
 - ii. Tap the gear icon upper right
 - iii. Tap “Configure Alerts”
 - iv. Tap “Visitor Chat”
 - v. Choose the sound you want to hear when a new chat request comes in. You will hear this sound when a *new chat is ready to start*.
 - vi. Return to previous screen (< in upper left)
 - vii. Turn on the “Keep repeating ‘Chat request’”
 - viii. Turn on the “Keep repeating ‘New message’”
 - ix. Return to main screen (< in upper left)
 - b. iPhone
 - i. Tap the gear icon in upper left
 - ii. Tap “Notifications and Sounds”
 - iii. Scroll down to section named “New Visitor Chat Message”
 - iv. Choose the sound you want to hear when a new chat request comes in. You will hear this sound when a *new chat is ready to start*.
 - v. Choose the length of time the sound to play when you get a new chat request. Make it several seconds, enough to get your attention even when you are busy.
 - vi. Scroll to the section named “New Visitor Chat”
 - vii. Chose the sound you want to hear when you get a message in a continuing chat.
 - viii. Choose the length of time you want to hear new message sound. This can be fairly short, a second or two.
9. That’s it. You are all setup in tawk.to.

How to Setup NECS chat-index access

We have created a reference website which contains useful information at a glance. Here is how to access it.

1. Open a browser and go to <http://www.aaneok.org/chat-index>
2. Save that website as an icon on your home screen
 - a. Android
 - i. Open the browser menu (three dots in upper right)
 - ii. Choose “add to home screen”
 - iii. Name the icon “chat-index”.
 - b. iPhone
 - i. Tap the box on the bottom of the screen with the up arrow
 - ii. A popup will appear. In the bottom area, scroll right to find and tap “add to home screen”
 - iii. Name the icon “chat-index”
3. Move the chat-index icon next to the [tawk.to](http://www.tawk.to) screen icon for easy reference.
4. **Please take some time to review the information on that site, so that you know what resources are available.**