Portal Chat

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1 Portal Chat

The Portal has a ?chat? system which can be used to support their users, independent of Aptean.

The chat system uses the free https://www.tawk.to/ chat service. Comprehensive help and instructions are available on the website to setup the system.

To use the chat system, the client needs to setup a dashboard on tawk.to with a unique

?Property ID?:

NOTE: Each client requires its own dashboard/ID, which can be setup as the client requires.

It is advised that the user should also enable Secure Mode, and note the API Key

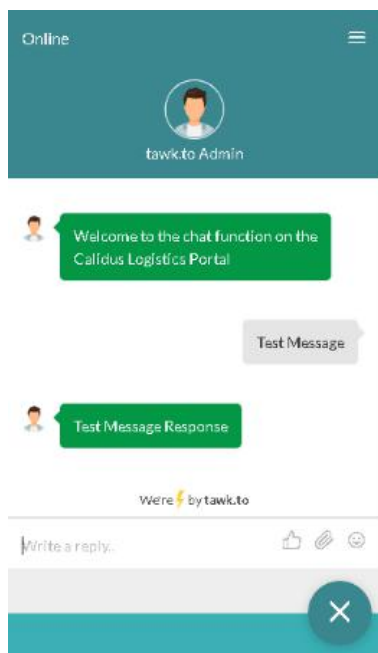To enable the functionality on the Portal, the ID and the API Key needs to be matched in the Portal setup:

Once the Chat system is setup, when the user logs into the Portal, a chat icon will be visible on all of the pages (in the bottom left corner):
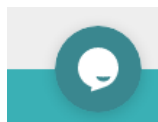
Clicking on this icon will initiate the tawk.to chat on the Portal:

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And on the tawk.to application / web site:

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