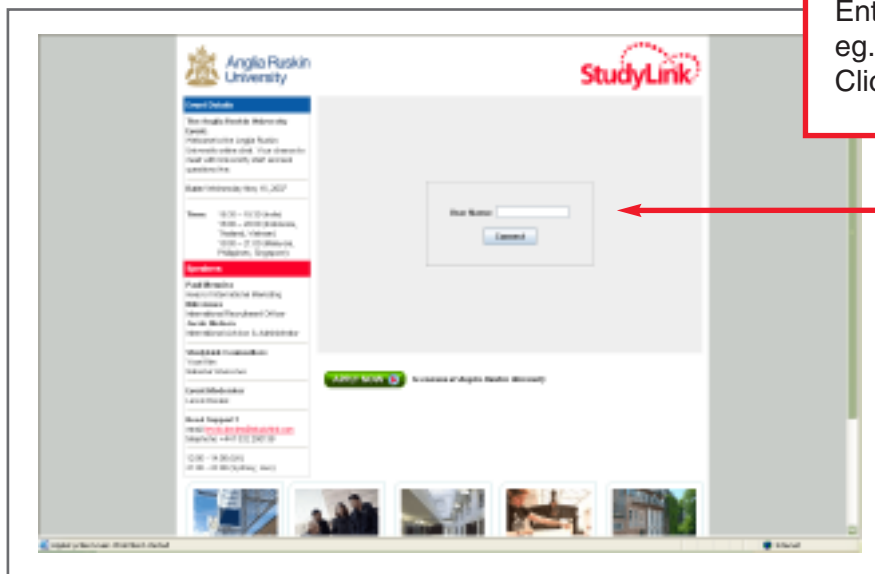


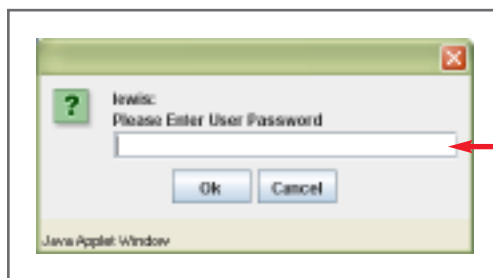
- 1 Go to <http://chat.studylink.com/>
You may have to wait a few seconds for the page to load completely.
- 2 Enter your user name in this format: first name_last name
For example, John Smith would be John_Smith



Enter your User Name here
eg. John Smith is John_Smith
Click **Connect**

Remember your user name must be accurate or your password will not work correctly – ask Lewis at lewis.davies@studylink.com if you have any problems

- 3 Click **Connect**. You will then be asked for your password (your password will be sent to you when you reply to the invitation email confirming your participation in the event).



Enter your Password here.
Click **OK** to enter the chat room.

- 4 Click **OK**. This will bring you to the chat room and your name should now appear on the left side of the chat room.

- 5 The event Moderator will welcome you to the event in the main chat window.



- 6 Post a question by typing in the lower portion of the chat window. Click **Submit**

Please try to submit full questions only, for example:

- Could you tell me about accommodation options at the university? *click **Submit** ✓*
- What scholarships are available for international students? *click **Submit** ✓*

Please avoid writing only parts of questions and clicking **Submit**, for example:

- Could you *click **submit** x*
- tell me about *click **submit** x*
- accommodation *click **submit** x*
- at the university? *click **submit** x*

- 7 Your question has been sent to the chat room Moderator to enter a queue. It will be answered as soon as possible, however, sometimes you may need to wait a few minutes.

- 8 If you need help, click the email link to send an email to the event moderator or call the number on-screen.

- 9 To logout, click the button with the red arrows or click **Action** and scroll to **Exit**.

- 10 In certain cases, you may at anytime during the chat session receive a private message from the Moderator with special instructions.