LiveChat User Guide
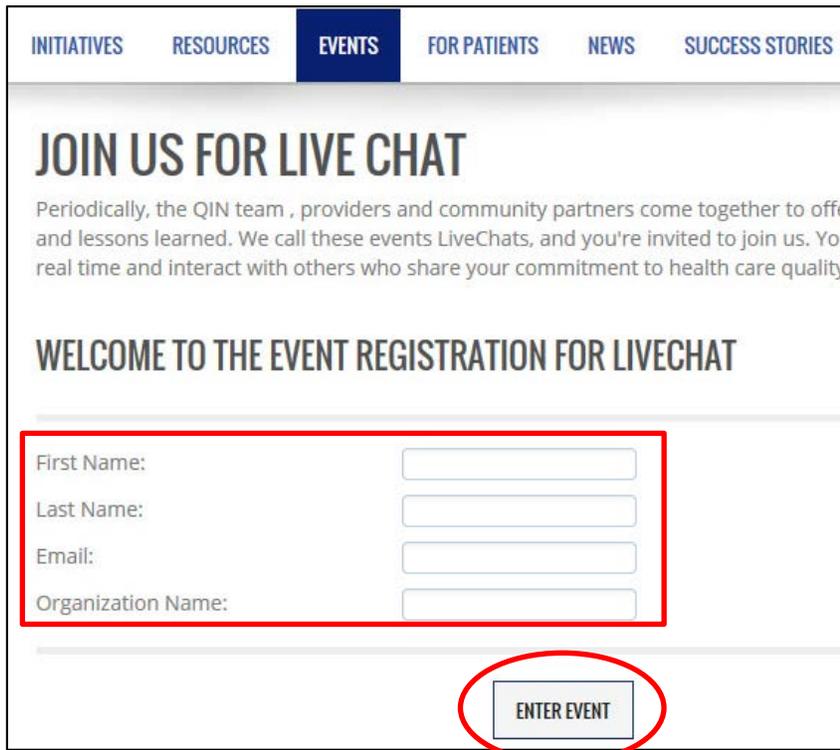
Visit the LiveChat page on our website to participate in this interactive event. The event title will appear on the page, along with a few registration questions that are required to enter the chat. After you complete these fields, click the Enter Event button.

Note: *All four registration fields (first name, last name, email, organization name) are required but the information you enter is **NOT** visible to other LiveChat participants.*
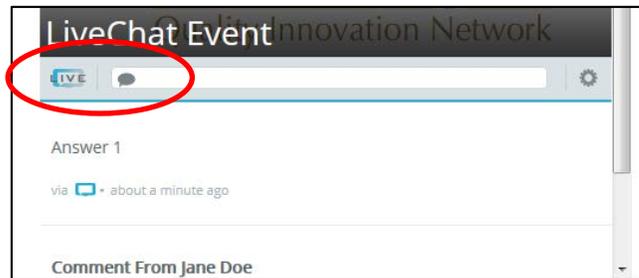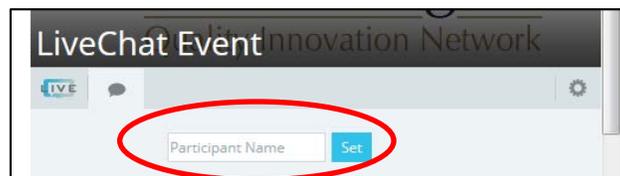

Once you enter the event, you will enter your name. This is how it will appear each time you submit a question or comment for the chat.

How to Set Your Name for the Chat

Step 1: Click in the box with the speech bubble icon.

Step 2: Enter your name as you would like it to appear during the LiveChat. Set your cursor where the words "Participant Name" appear in the box. You may use initials, full first and last name, or a combination of an initial and first or last name. Click Set.
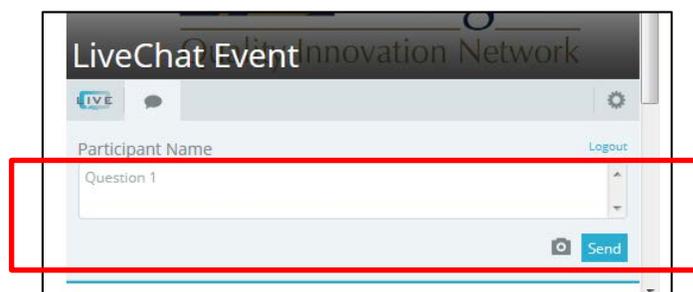

How to Ask a Question

Step 1: Type your question in the text field provided, and click Send. Immediately after clicking Send, you will get a notification that "Your comment is awaiting moderation."

Note: Be sure you entered a name before you submit a question/comment or else your question/comment will show as your name to others in the Chat. If this happens, close out of the Chat and re-enter, making sure to set your Participant Name.
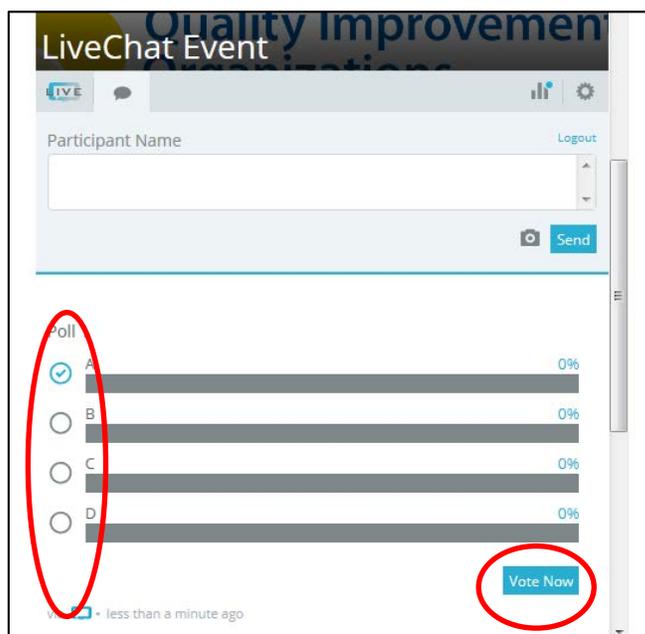
Remember, the information you submit in the registration fields will not appear to other participants. You must set your Participant Name after you complete and submit the registration fields.

As soon as one of our clinical/data experts answers your question, both the question and the answer will be released for all to see. If you submit a comment, it will be released individually or together with a response from a Quality Insights team member.

How to Answer a Poll Question

Step 1: When a poll question pops up on your screen, indicate your answer by clicking the appropriate radio button, and then clicking "Vote Now."

At any time during the LiveChat, you can view the polling questions and answers that have been released up to that point. To view the polls, click on the bar graph icon above the text field.