

Private and public profiles

Your training and setup need to be done on a laptop. You will not be able to train and/or set up on the app. Also, please try to use browser Chrome, Safari or Firefox. Please do not use Explorer.

Laptop; Try to always provide Emotional Support on a looptop. You can certainly do it on the app however, when using the app your will lose a lot of functionality. Setting up your private profile.

Private Profile - Everyone inside the platform, needs to see your picture and your real first and last name. Inside the platform, Supervisors, Coordinators, and other team members need to know who you are.



- Enter your real first and last name
 - Click Save
- Do not change your email. If you change it, you will not be able to login
- Enter your title: Certified Listener Volunteer
 - $\circ~$ Click Save
- Review Email notifications. Keep it on
- From the Profile Image, select Upload Photo



• Upload the picture



- You can crop the picture if you like
 - o Select Apply



- Back on your Profile settings
 - o Select Save



- If you get a red X, please try again from the previus step. This means that your image is too big or too small
 - We recommend an image of at least 512x512 for your profile
 - To resize your image go here <u>https://picresize.com/</u>



• If you get a green check mark, your image is sved!



Public Profile – To protect your privacy, everyone outside the platform, cannot see who you are. The public does not need to see your picture and/or your real first and last name. This is why you need to create a public profile called your Alias profile.

You need to choose a real first name or nick name but not yours. You can use "Bob" but not "Big Bob". You can choose "Pink" but not "Pinky". Make it real but not your real name or nickname and do not use cartoon or superheroes names. Superwoman, Batman, Topo Gigio, Mr. Rogers, are not appropriate nicknames.

- From your personal profile dashboard.
 - o Select Aliases
 - And select Add Alias



- Add any first name or nick name that is not yours (no last names).
- Position Title: Certified Listener Volunteer
- Alias Status: Leave it Enable
- Make sure Set as default alias is turn on (Green)
 - o When you turn it on, the Alias Status will disappear
 - o Select Save



• Go to Modify Alias Image





Back on Alias Dashboard
 Select Save

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Test your own Private and Publick Profiles

- Log out
- Log back in
- Select the Active Chats icon on the Left Hand Sidebar (thirth from the top)
 - You will be able to see your real picture, real name and last name on the left heand side menue
 - If you do not see all 3 (picture, first and last names) you need to go back and do it again
 - You will also be able to see your Real Picture and and Icon on the top of the chat room



- Go to https://tawk.to/CLS.Training
 - o Select Message Me

	CLS_Training Online	
	Message Me	
2	<u>Create your own free page</u>	

- The public Chat Box will appear
 - $\circ~$ Select the dropdown menu on the top right-hand corner

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- Select Pop our widget
- Enter any message and hit Send

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This message will show up inside the chat room
 Double click on it



• Select Join (green button)

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• Type any message

• Hit enter



Select the public-chat box so you can see it over the chat-room window
 Drag the public-chat box to the side, so you can see both



- Private Profile
 - Make sure you can see
 - Real Picture
 - Real first name
 - Real last name
- Public Profile
 - Make sure you can see
 - Avatar image
 - Alias name or nickname

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	1. All chats are private, personal and confidential. Everyone in this chatroom has signed an NDA. No one is allowed to discuss any chat calls of	th anyone d		Visitor navigated to Emotional Support
	2- Please do NOT whisper on someone else silive calls.		How are you	CLS_Testing
	3- Only 1 Shift Supervisor can provide Profesional guidance on allve call.			
	4- Only 1Team Coordinator can provide Process guidance to a live call.	ann well and you?		
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Please show up at your 1-on-1 training, only when you have passed this test on your own.

Meeting our Training Team

- Once you have created and tested your private and public profiles
- On the date and time of your raining session appointment
- Go to tawk.to and log-in <u>https://dashboard.tawk.to/login</u>
- Once you have logged-in on time for your training session
- Meet our training team on the chat-call titled "training"
- Join the chat-call by selected the green join button

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- Once you have joined the hat-call
- Enter a message to introduce yourself Introduce yourself
- You will be greeted by someone from our training team

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We will meet you on the training chatroom!