

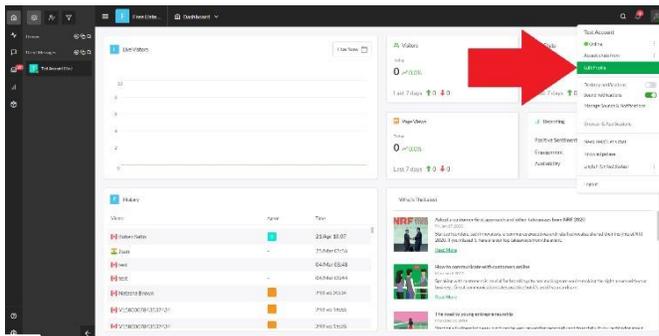
Private and public profiles

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.

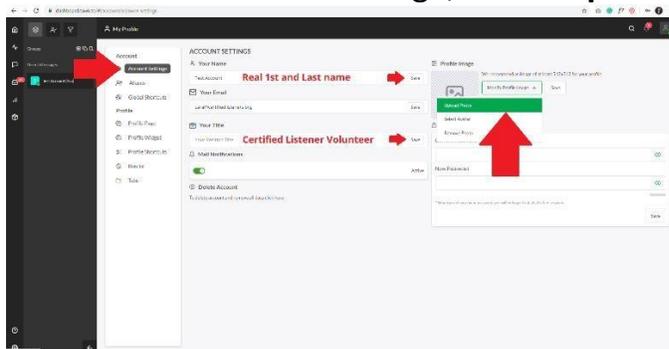
Laptop; Try to always provide Emotional Support on a looptop. You can certainly do it on the app however, when using the app your will lose a lot of functionality. Setting up your private profile.

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.

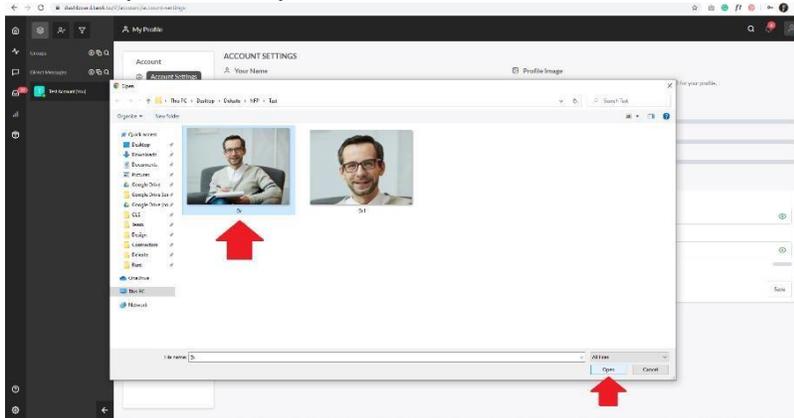
- Go to Edit Profile



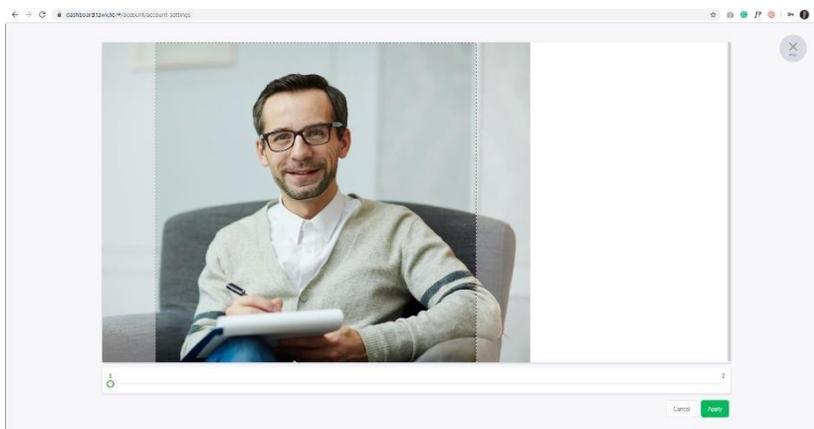
- Enter your real **first and last name**
 - **Click Save**
- Do not change your email. If you change it, you will not be able to login
- Enter your title: **Certified Listener Volunteer**
 - **Click Save**
- Review Email notifications. **Keep it on**
- From the Profile Image, select **Upload Photo**



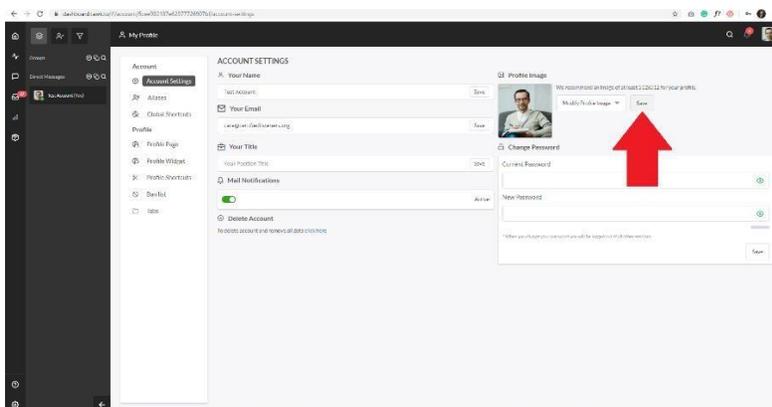
- Upload the picture



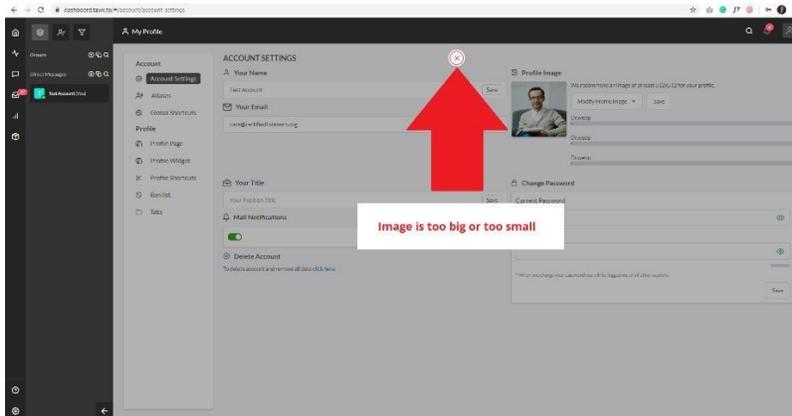
- You can crop the picture if you like
 - Select **Apply**



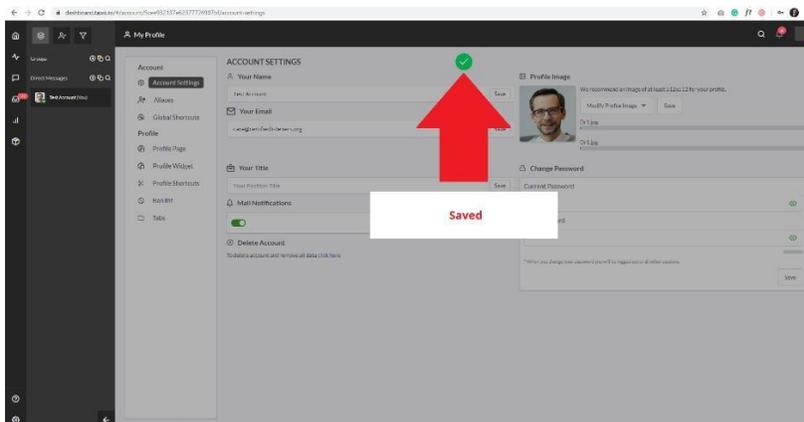
- Back on your Profile settings
 - Select **Save**



- If you get a **red X**, please try again from the previous 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 <https://picsize.com/>



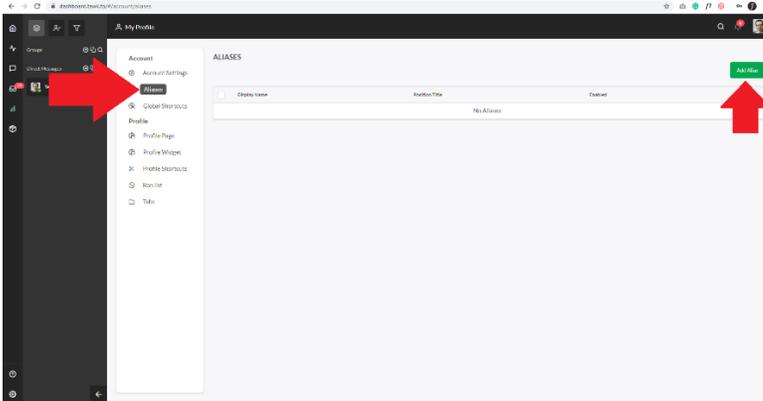
- If you get a **green check mark**, your image is saved!



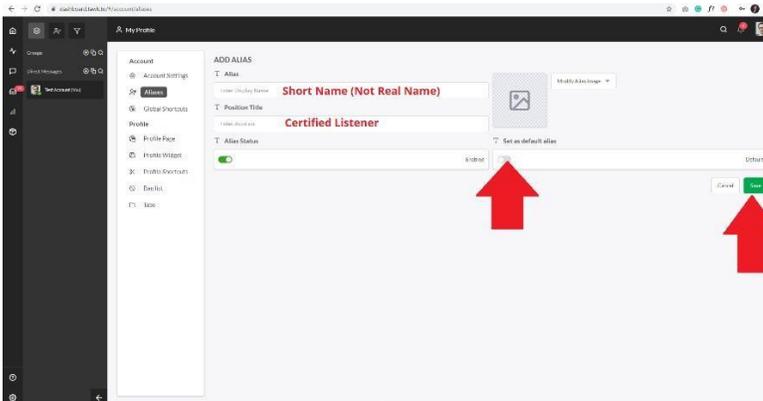
Public Profile – To protect your privacy, everyone outside the platform, cannot see who you are. The public does not need to see your picture and/or your real first and last name. This is why you need to create a public profile called your Alias profile.

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.

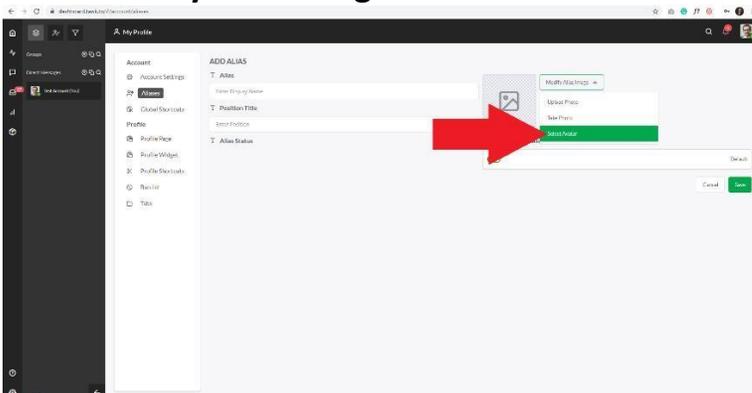
- From your personal profile dashboard.
 - Select **Aliases**
 - And select **Add Alias**



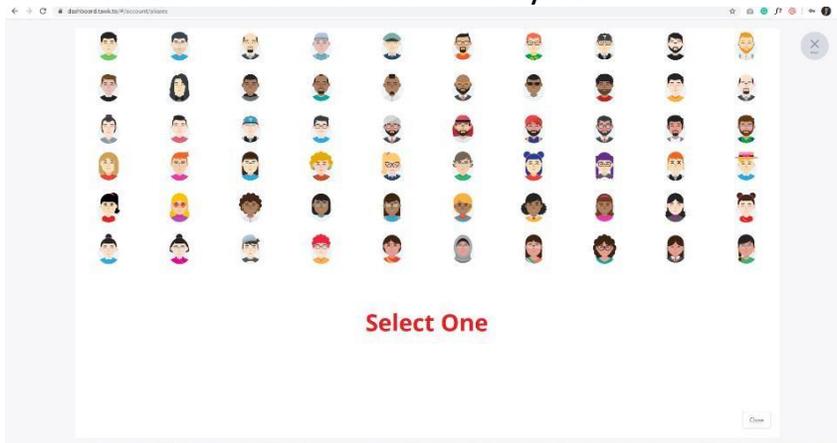
- Add any **first name or nick name** that is not yours (no last names).
- Position Title: **Certified Listener Volunteer**
- Alias Status: Leave it **Enable**
- Make sure **Set as default alias** is turn on (Green)
 - When you turn it on, the **Alias Status** will disappear
 - Select **Save**



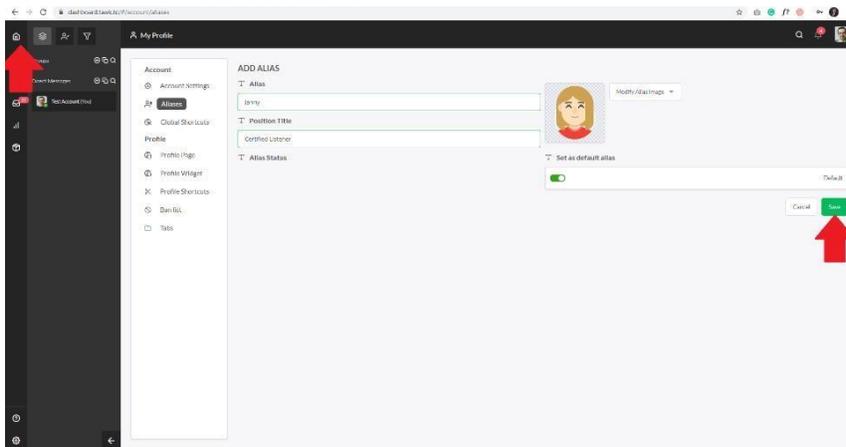
- Go to **Modify Alias Image**



- Select Avatar from tawk.to system



- Back on Alias Dashboard
 - Select Save

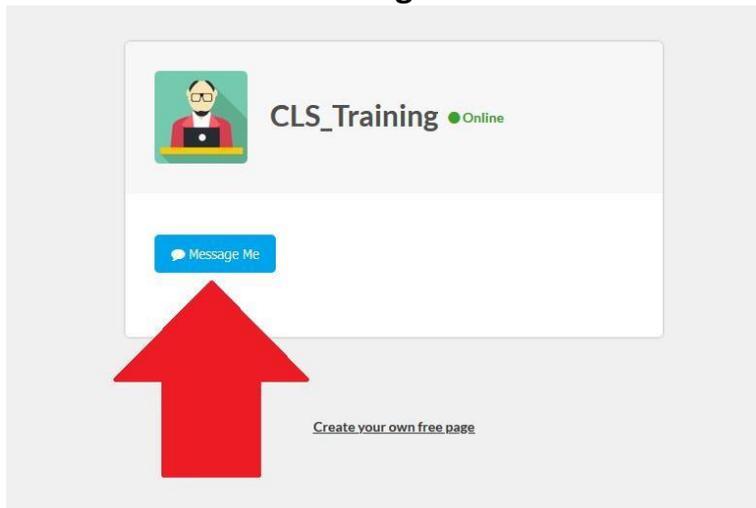


Test your own Private and Public Profiles

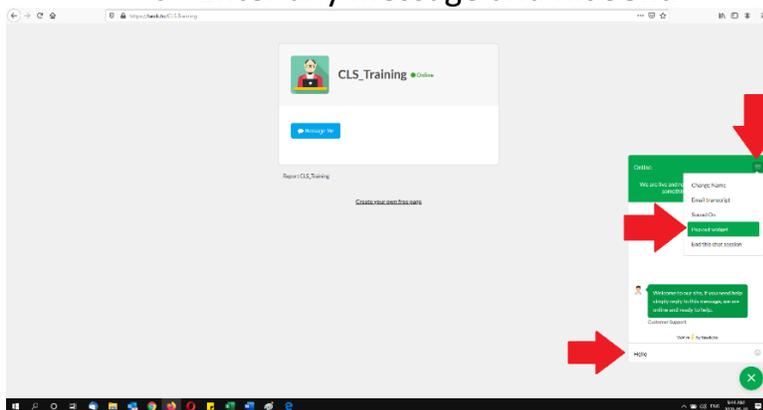
- Log out
- Log back in
- Select the **Active Chats** icon on the Left Hand Sidebar (third from the top)
 - You will be able to see your real picture, real name and last name on the left hand side menu
 - If you do not see all 3 (picture, first and last names) you need to go back and do it again
 - You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



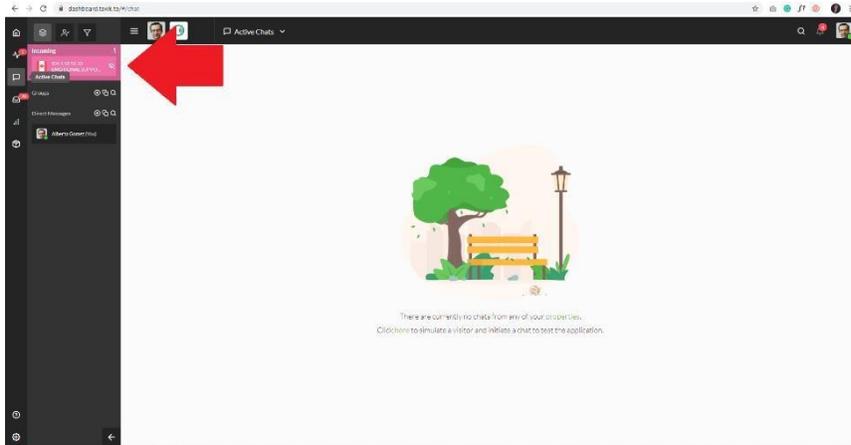
- Go to <https://tawk.to/CLS.Training>
 - Select **Message Me**



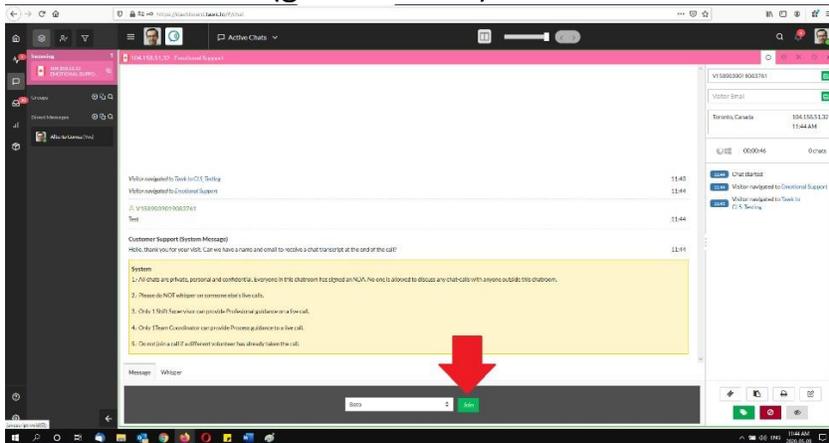
- The public Chat Box will appear
 - Select the dropdown menu on the top right-hand corner
 - Select **Pop our widget**
 - Enter any message and hit **Send**



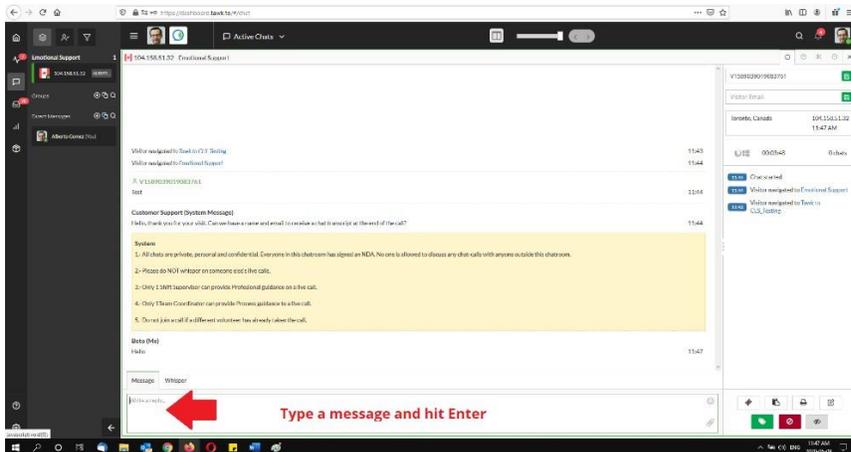
- This message will show up inside the chat room
 - Double click on it



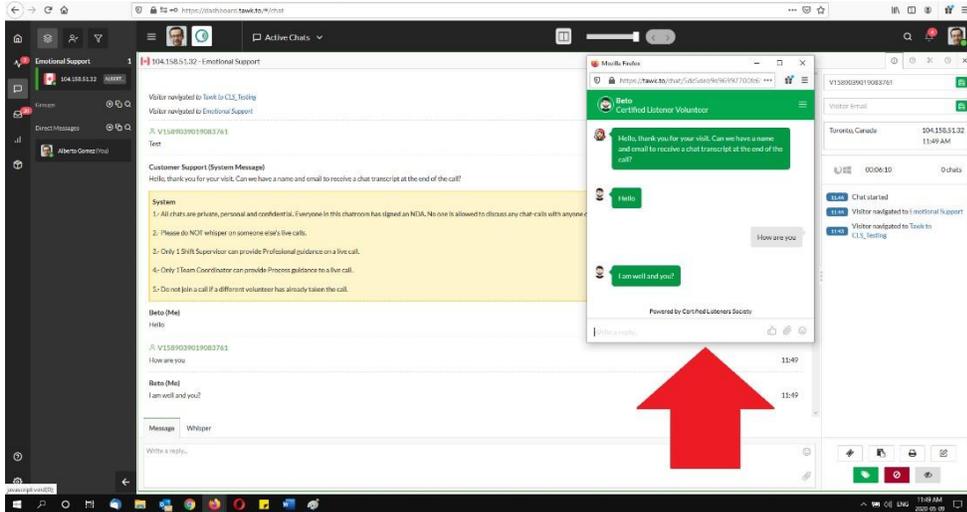
- Select **Join** (green button)



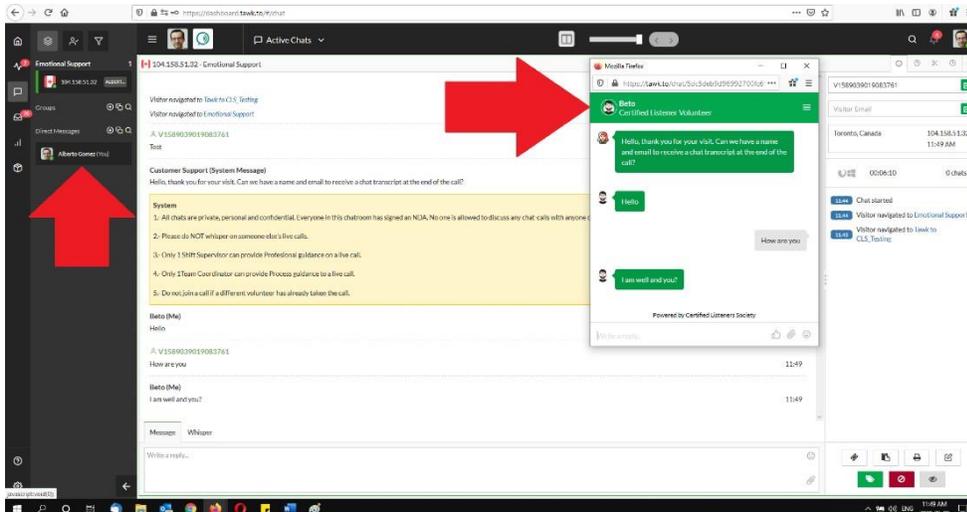
- Type any message
 - Hit enter



- 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



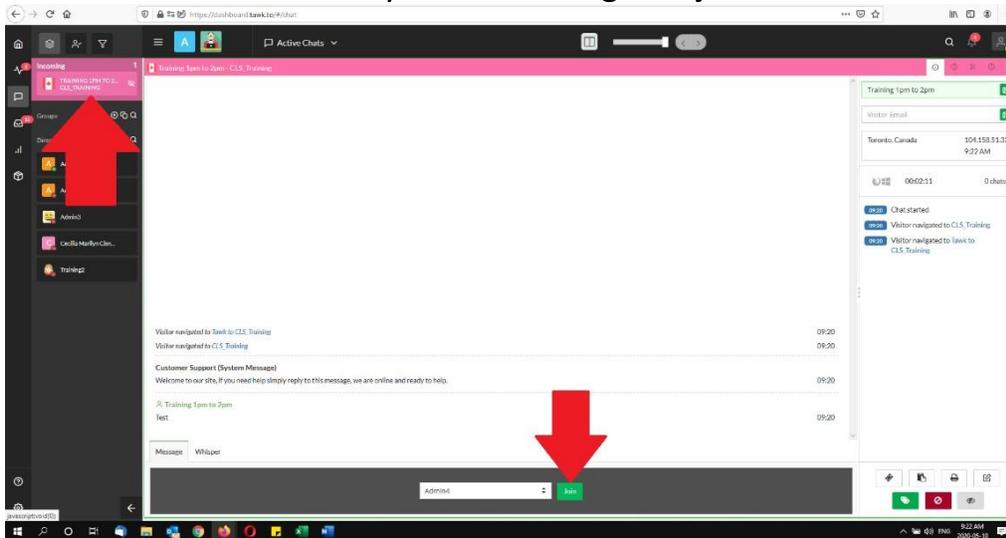
- Private Profile
 - Make sure you can see
 - Real Picture
 - Real first name
 - Real last name
- Public Profile
 - Make sure you can see
 - Avatar image
 - Alias name or nickname



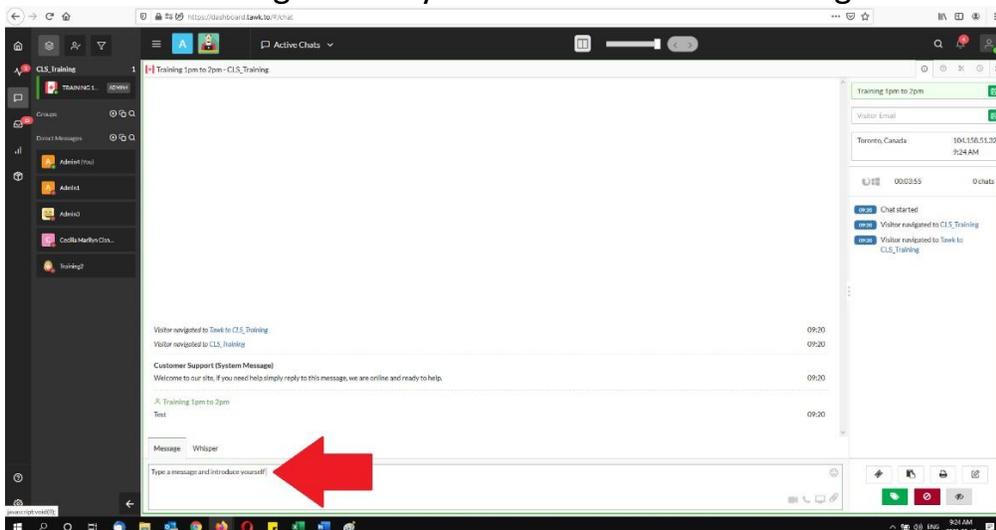
Please show up at your 1-on-1 training, only when you have passed this test on your own.

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 <https://dashboard.tawk.to/login>
- 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



- 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



We will meet you on the training chatroom!