



Getting Online Help



Got a Computer Question?

GCC provides online computer help that is easily accessible from your classroom, lab, or home computer.

1. Navigate your web browser to <http://help.gccaz.edu>.
2. Click on the image for *LIVE HELP ONLINE!*



An eGCC dialog box opens asking for your eGCC username and password.

Information - Windows Internet Explorer

eGCC CHAT

Start a Live Chat

Enter your name and all required information.

eGCC Username:

eGCC Password:

Question:

3. Enter your **eGCC Username** in the eGCC Username textbox.
4. Enter your eGCC Password in the eGCC Password textbox.
5. Enter your question in the Question textbox.
6. Click on .

A popup window will appear indicating your position in the queue and an estimated time frame for an answer.

Queue Information - Windows Internet Explorer

eGCC CHAT

Routing Your Request...

Your chat request is being routed. You can cancel your request by clicking "Close Window" below.

You are currently number 1 in the queue. It is estimated that your wait time will be less than 1 minute.

Please stand by, or you can [leave a message](#).

In a moment the eGCC Chat window opens.

Chat - Windows Internet Explorer

eGCC CHAT

Hello, you are now chatting with Jim ...

Jim: Hello, how may I help you?

Conversation Window

Editing Textbox

powered by Jive Software

The insertion point is flashing in the Editing Textbox.

7. Type information on your question in the Editing Textbox.
8. Click on the **Send** button or tap the **Enter** key to send your information.

The conversation appears in the window above the Editing Textbox.

Once your chat ends, you have the option of having a transcript of the chat conversation emailed to you. You can close the window and not receive a transcript, or follow the steps below.

Transcript - Windows Internet Explorer

eGCC CHAT

Thank you for chatting with us. Enter your email address below to have a copy of the transcript mailed to you.

Email:

9. Enter your **email address** in the *Email:* textbox.
10. Click on the **Send** button.