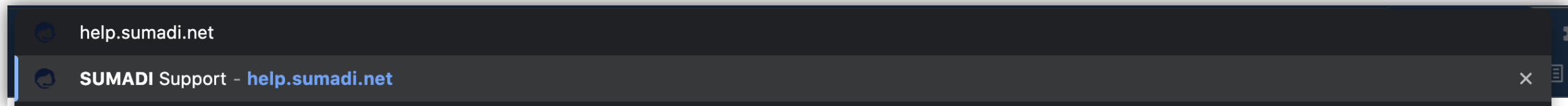


# Contact us via LIVE CHAT



1 Visit our site [help.sumadi.net](https://help.sumadi.net)



2 Click the “**Chat**” button in the lower right corner.

The screenshot displays the SUMADI Self Service Portal. At the top left is the SUMADI logo. The top right navigation bar includes links for 'SUBMIT A REQUEST', 'COMMUNITY', 'ENGLISH (US)', and 'SIGN IN'. The main header area features the text 'Welcome to our Self Service Portal!' and 'How can we help you?'. Below this is a search bar with the placeholder text 'Search Support (e.g. How can I copy SUMADI logs?)'. The main content area contains four buttons: 'SUMADI App', 'Blackboard Classic', 'Blackboard ULTRA', and 'Release Notes'. The 'Blackboard ULTRA' button is highlighted with a grey background. In the bottom right corner, there is a blue 'Chat' button with a speech bubble icon, indicated by an orange arrow pointing downwards. The URL at the bottom of the page is 'https://itlmsupport.zendesk.com/hc/en-us/categories/360006611411-Blackboard-ULTRA'.

- 3 You will be asked to fill out a **brief form** with some information before starting the chat.

Chat | Support | Soporte

Prior to chat, please fill out this brief form to support you. / Previo al chat, le solicitamos llene este pequeño formulario para poder atenderle mejor.

**Name**

**Email**

**Platform / Plataforma**

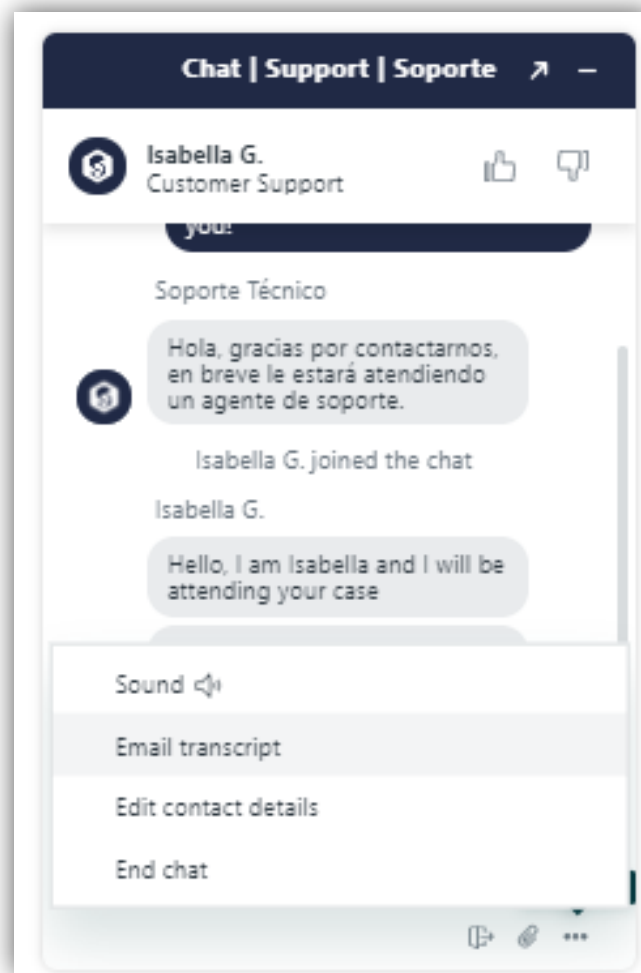
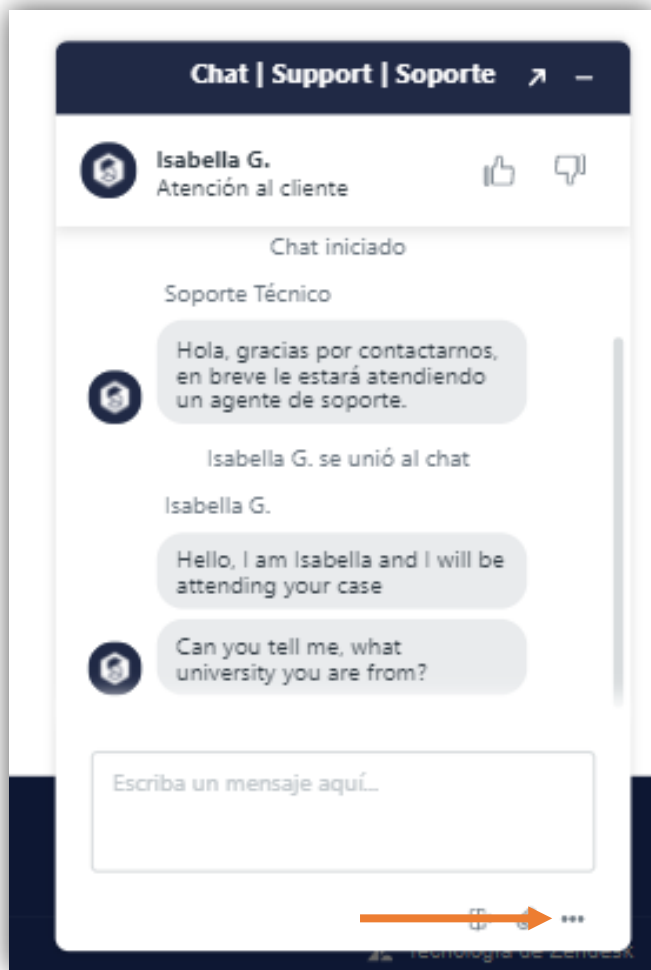
Cambridge

**Message**

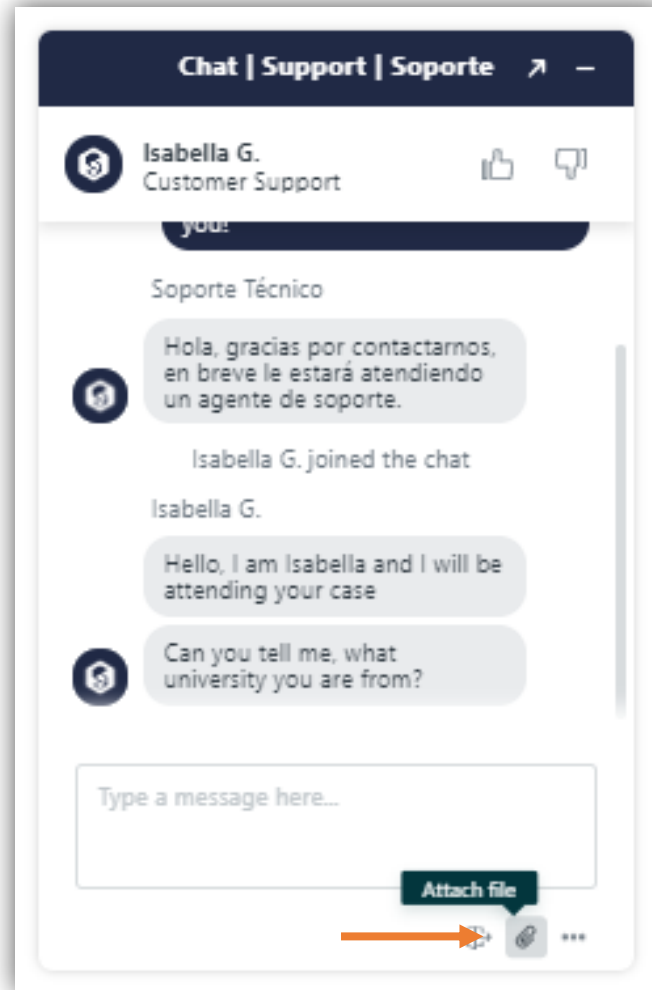
Start chat

**Note:** Chat will be currently available *Monday to Friday 8 am – 8 pm EDT.*

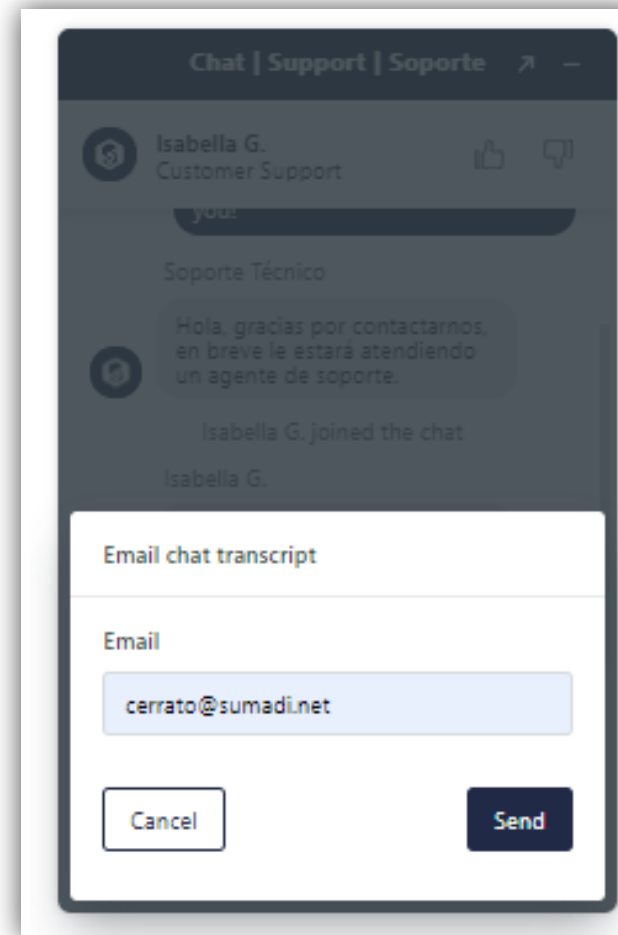
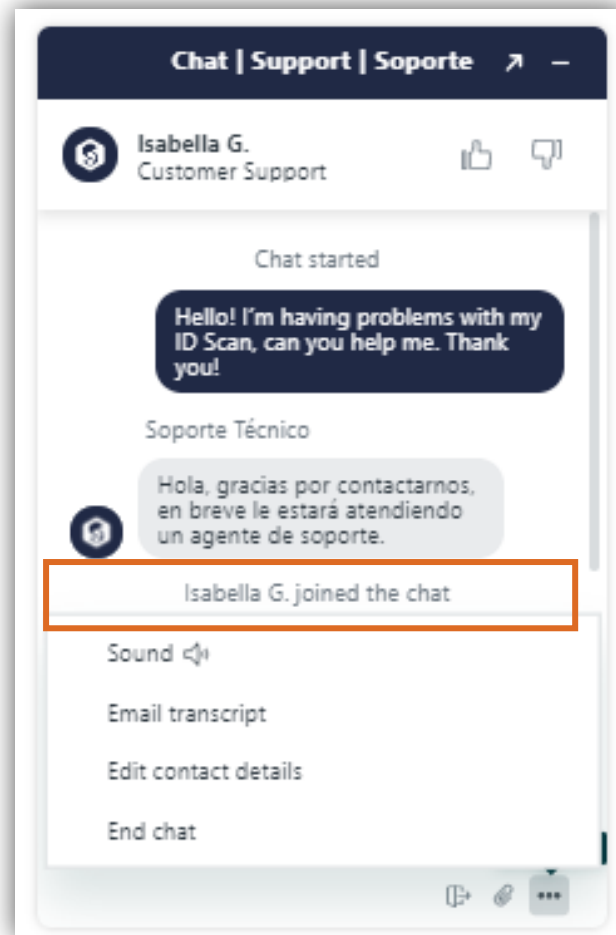
- 4 To display the different options available in our chat, click on the detailed icon at the bottom right corner.



- 5 To attach a file, select the **Attach File** option at the bottom of the chat.



- 6 If you wish to receive a transcript of the conversation carried via chat, select the **"Send transcription by email"** option, where you will receive an email once you end your chat.



- 7 To end the chat, select the **options** icon or via the **End Chat** icon.

