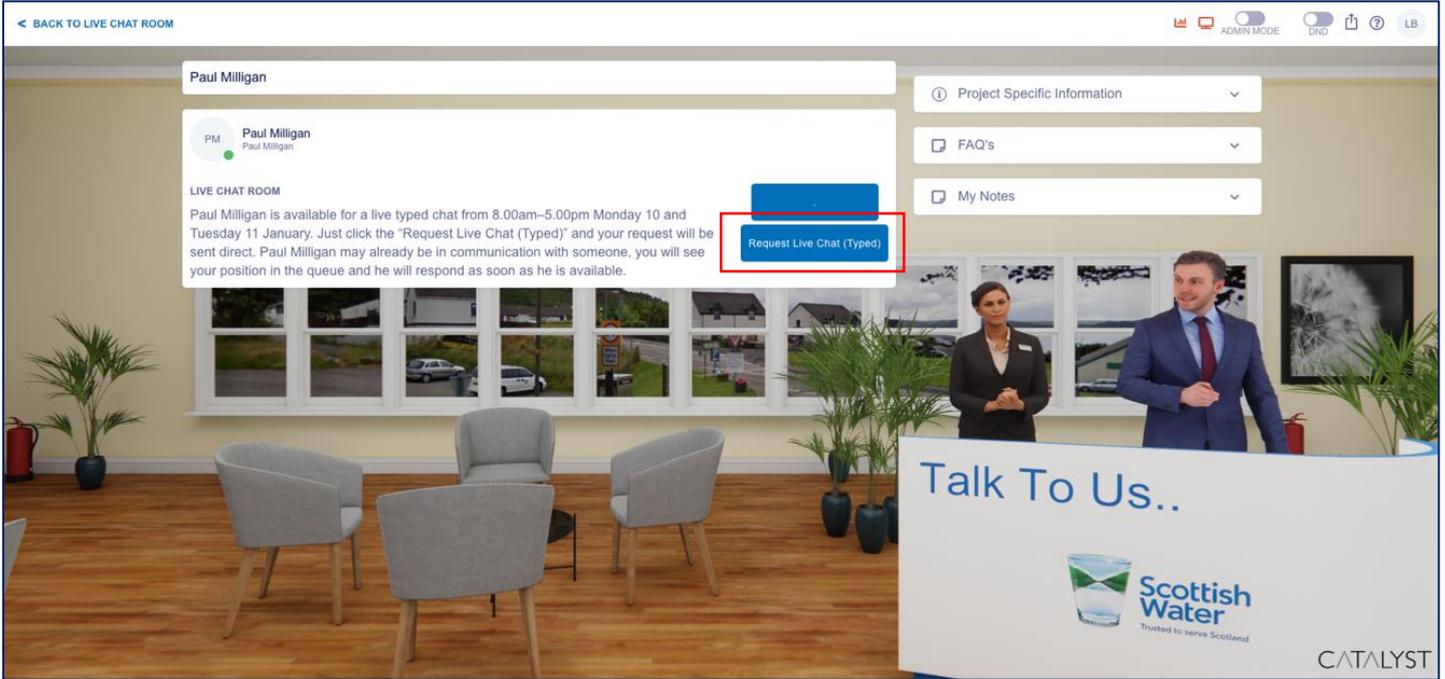
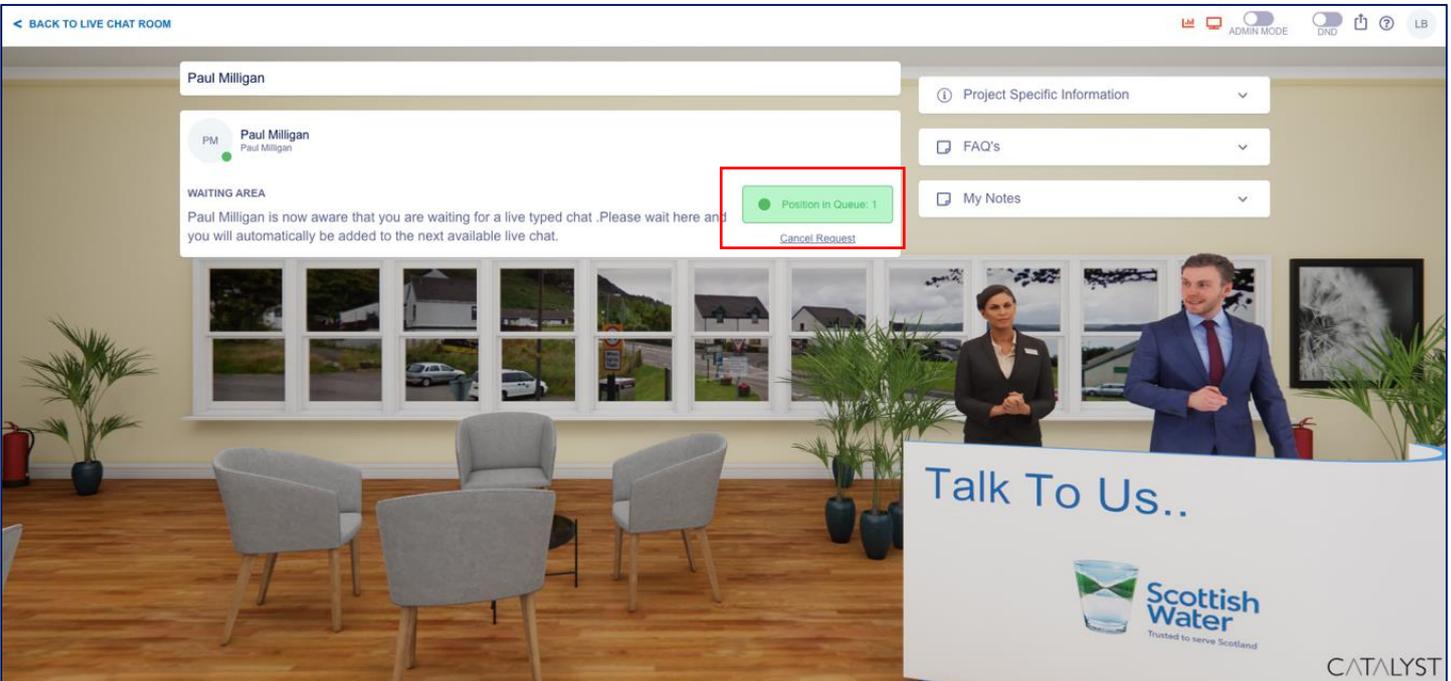


Glasgow Resilience Project Virtual Platform: Guidance Notes for the Live Chat Room Monday 10 and Tuesday 11 January 2021 @ 0800–1700

- Log in to the Glasgow Resilience Project by first registering your interest to receive your unique log in by email: <https://catalyst.eventsair.com/glasgow-resilience-project/register-your-interest/Site/Register>
- If you have already registered to access the platform, use the unique login sent to you previously
- When you arrive in the reception area, click on the 'Live Chat Room' column (next to Project Overview)
- This will automatically take you to the Live Chat Room where you can request to 'Live Chat (Typed)' with Paul Milligan



- You will be placed in a 'queue' and Paul Milligan will receive a notification that you would like to live chat



- When Paul is available, a pop up box will appear on your screen where you can free type. Once finished click 'End Chat'
- If you are placed in a position in the queue higher than 'position 1', you will see yourself automatically move down the queue as Paul manages the live chat requests

