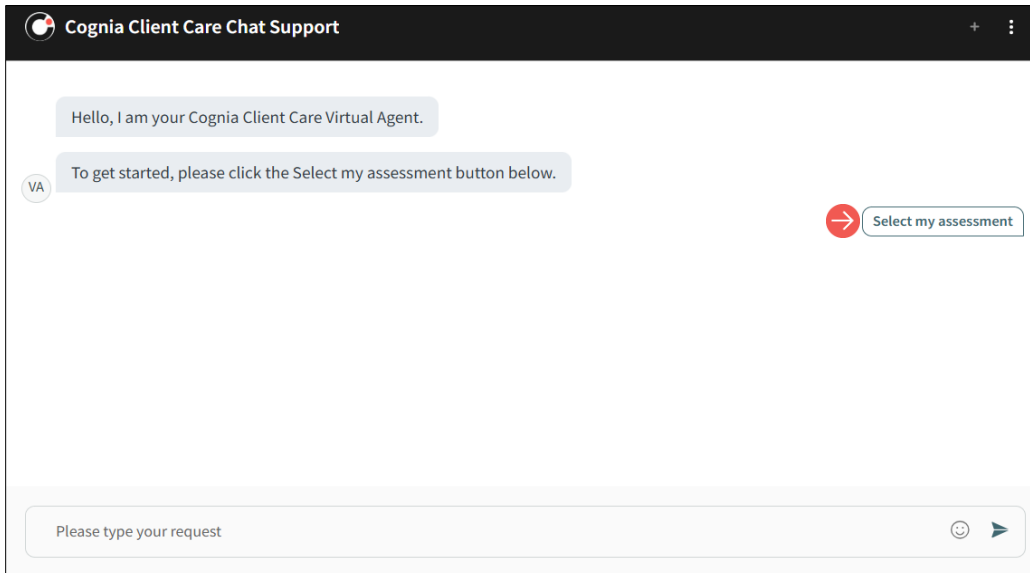


Client Care Chat Support

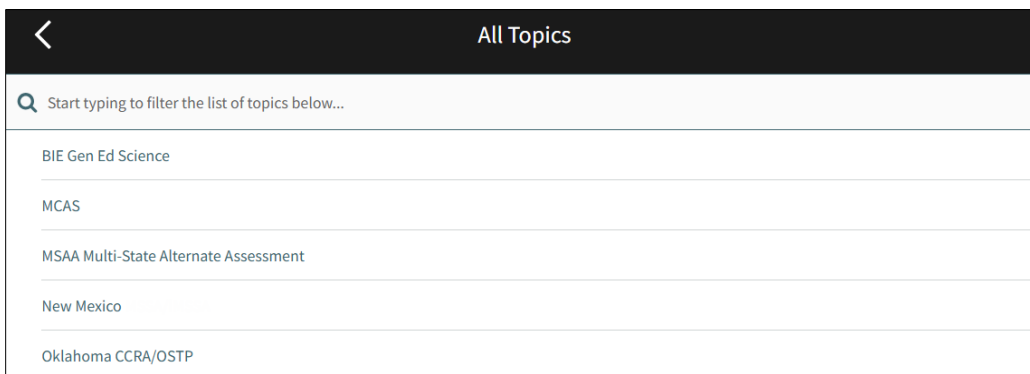
Chat support provides real-time messaging with virtual and live Cognia® Client Care agents in a browser. [Supported browsers include the latest version and two previous versions of Chrome, Firefox, and Microsoft Edge Chromium, and Safari 12.0 and up.]

Follow these steps to start a new chat:

1. Open the chat link [https://cognia.service-now.com/\\$sn-va-web-client-app.do](https://cognia.service-now.com/$sn-va-web-client-app.do).
2. Click the **Select my assessment** button.



3. Click your **assessment** from the list of topics.



4. Reply to the on-screen messages and prompts to receive support from the virtual agent or to connect with a live Client Care agent.

