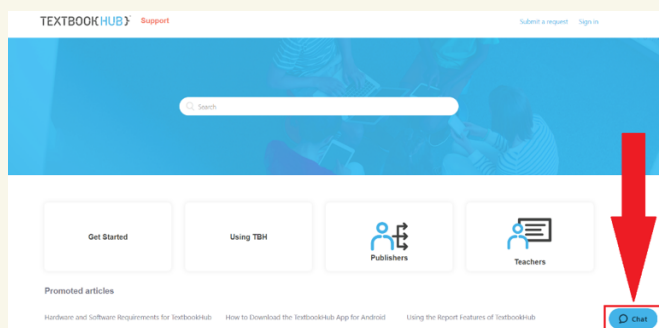




Using the Chat Feature on the TextbookHub Help Page

Get Started Using Chat

1. Using a laptop or desktop computer, go to help.textbookhub.com. You will see the Chat button in the lower right corner of the screen. Click on the Chat button.



2. The chat window pops up. It has fields for your name, email address, phone number (optional), and your message to the product support agent.

Chat with us

Name

Or social sign in:

Email

Phone Number (optional)

Message

zendesk Start chat

3. Type in your personal details and the question or problem you are having. Then click Start Chat.

Chat with us

Or social sign in:

Email

jlee@emailaddress.com

Phone Number (optional)

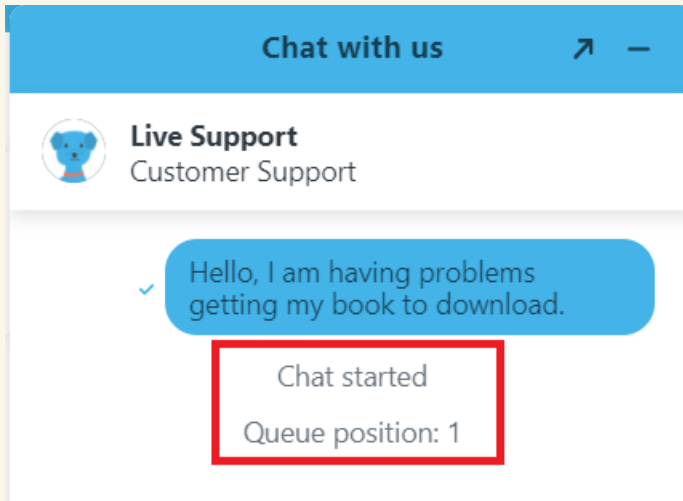
(555) 555-1234

Message

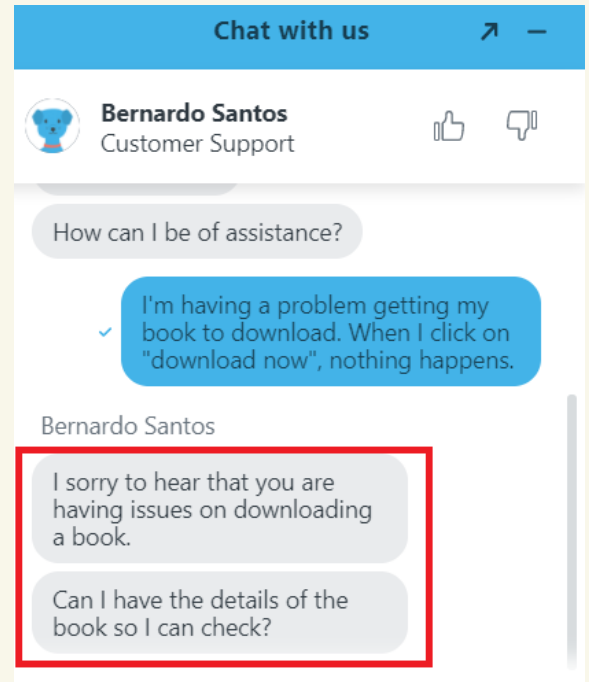
Hello. I am having a problem getting my book to download, can you help?

zendesk Start chat

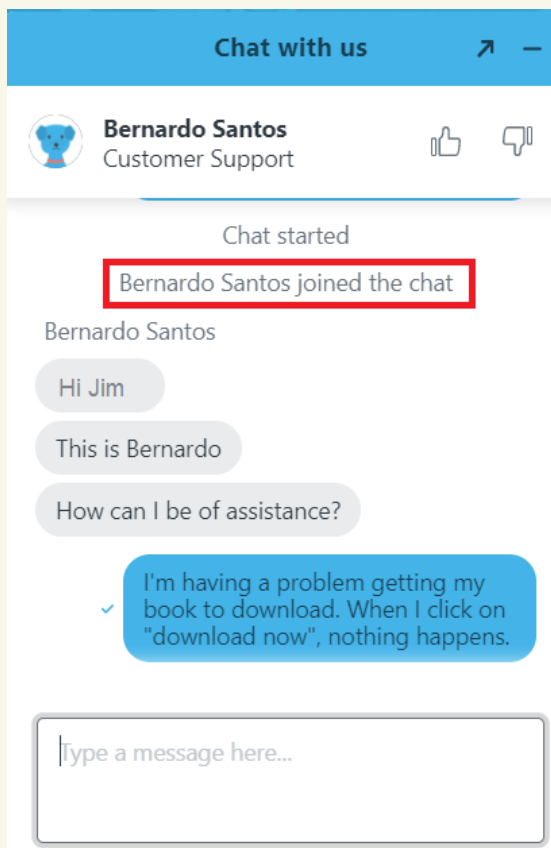
4. The chat window will display a message that your chat has started. If there are other people already chatting with product support agents, the window will also reflect your place in the queue.



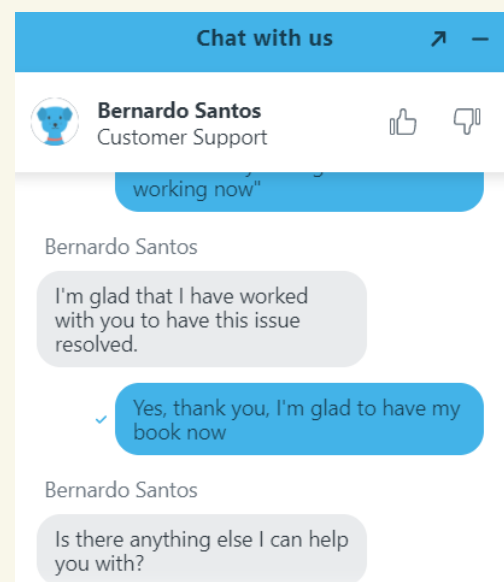
6. The agent will ask you specific questions about the problem you encountered. Depending on the complexity of the problem, they might ask you just one or two questions, or they might ask you several questions to help pinpoint the exact nature of the problem.



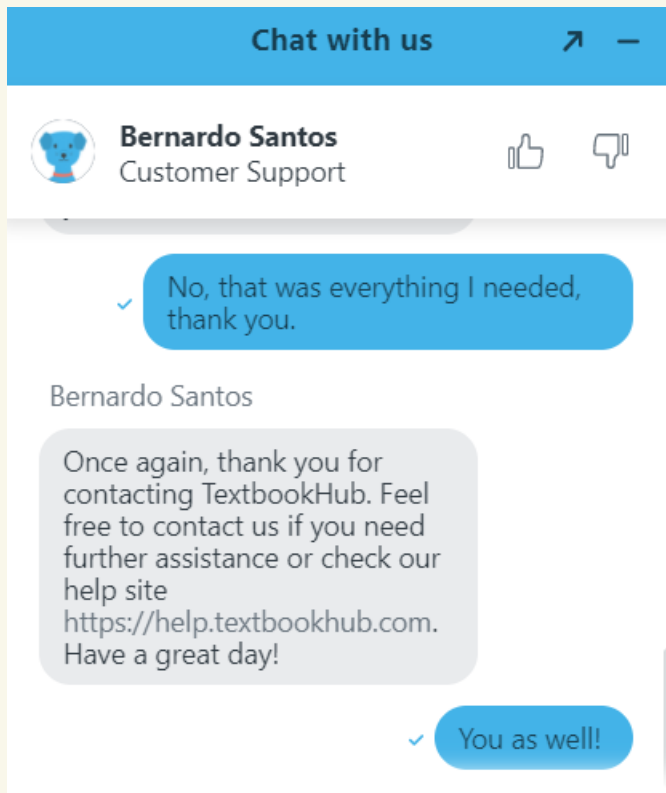
5. When it is your turn, a product support agent will join the chat.



7. When the problem is resolved, the product support agent will ask if you have any other concerns.



8. If there are no other concerns, the product support agent will wrap up the chat.



TextbookHub Help Resources

Check out the most recent help articles at help.textbookhub.com. You may find your question has already been answered there.

You can also reach out to our friendly product support team over the phone. They can help you troubleshoot the problem and find a resolution. Call toll-free 1 (855) 779-4928 or use the Chat Feature at help.textbookhub.com.