# Live Chat Support for Rialto

Live chat provides streamlined access to Technical Support analysts without leaving Alma or Rialto for fast answers to your questions.

There is no need to pre-register contacts with Support. Upon beginning a new chat session, your email is matched with existing contact details. Emails not recognized will create new contacts in the chat system. Support will then validate identity of the chat requestor.
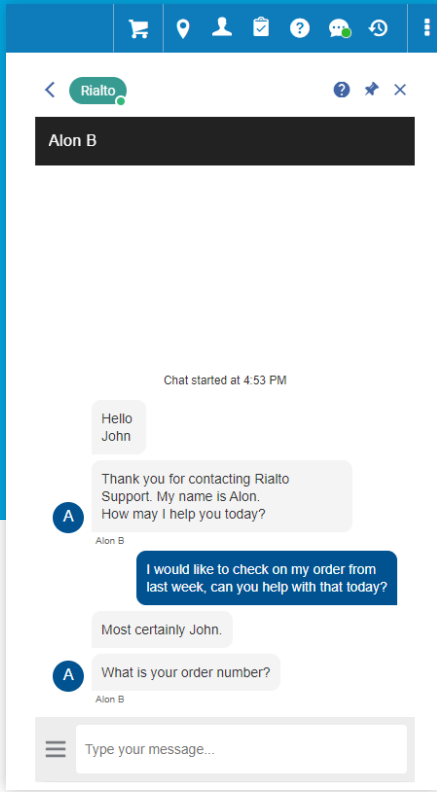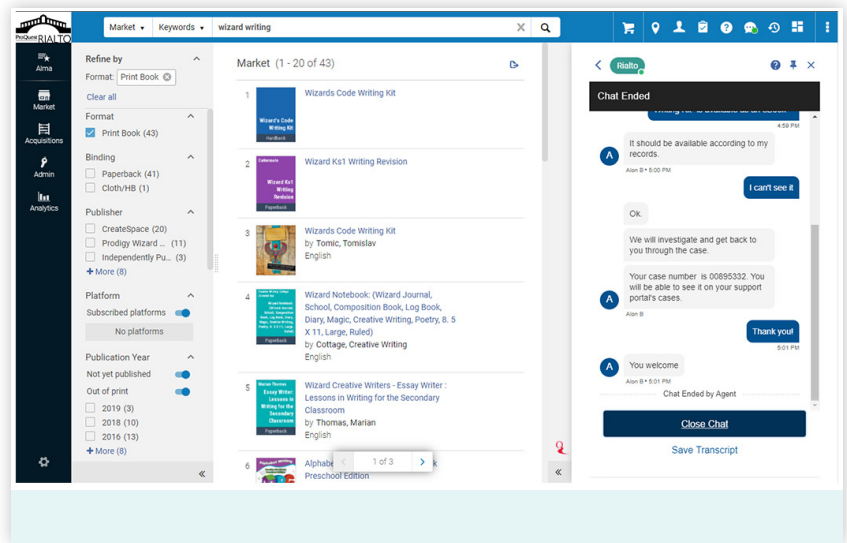
How to start chatting
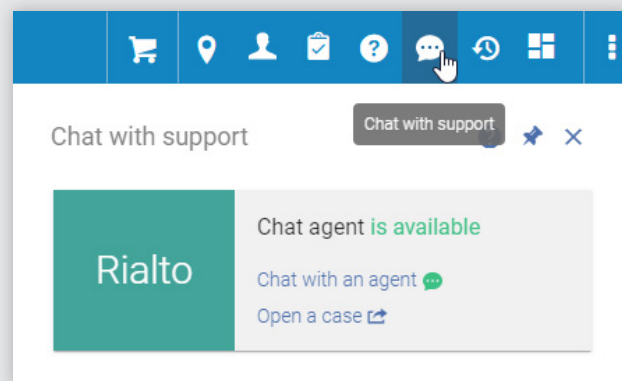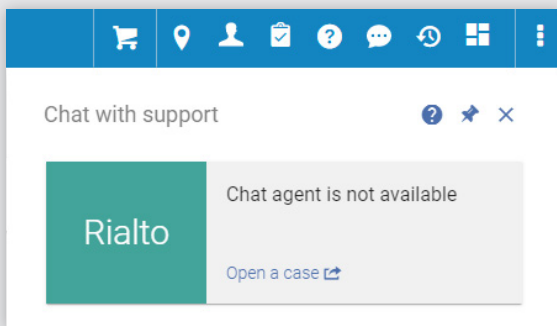
- The top right section of the page has a chat icon.
- The chat system will indicate if an agent is available.
- Use the link to submit a case through our Support form if no agent is available.
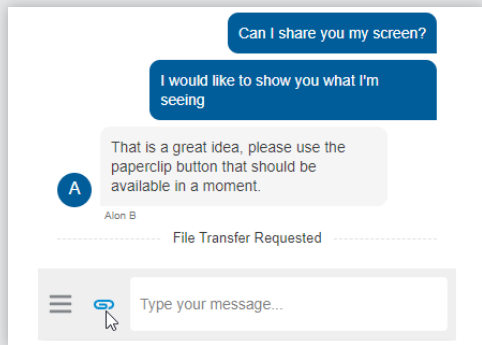
Stay focused

Chat can be minimized or pinned
to the right of your current screen.
Continue to work in Rialto or Alma
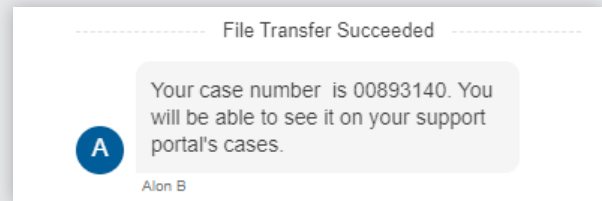as you chat with our Support Team.

Share files
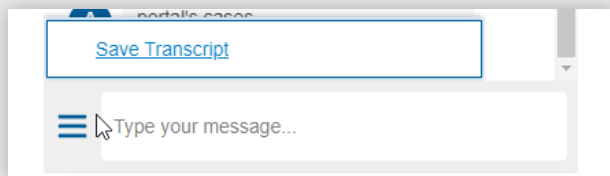
Upload files to share with the analyst

Follow-up

The analysts can provide you with a case number

Save transcript

Chat Transcript can be saved locally

Ending chat

Chat can be closed by you or the analyst