



Created by
Disease Control Application Management Team



CTLS

COUNSELING TESTING LINKAGE SYSTEM

DCAM Centralized CTLS Chat Support App

Reference Guide

Contents

Created by.....	1
1. Overview	3
2. Purpose and Scope	3
3. Login	3
4. Open a Chat Window	4
5. Closing the Chat Window.....	6
6. Teams Chat Interface for Support Team	7

1. Overview

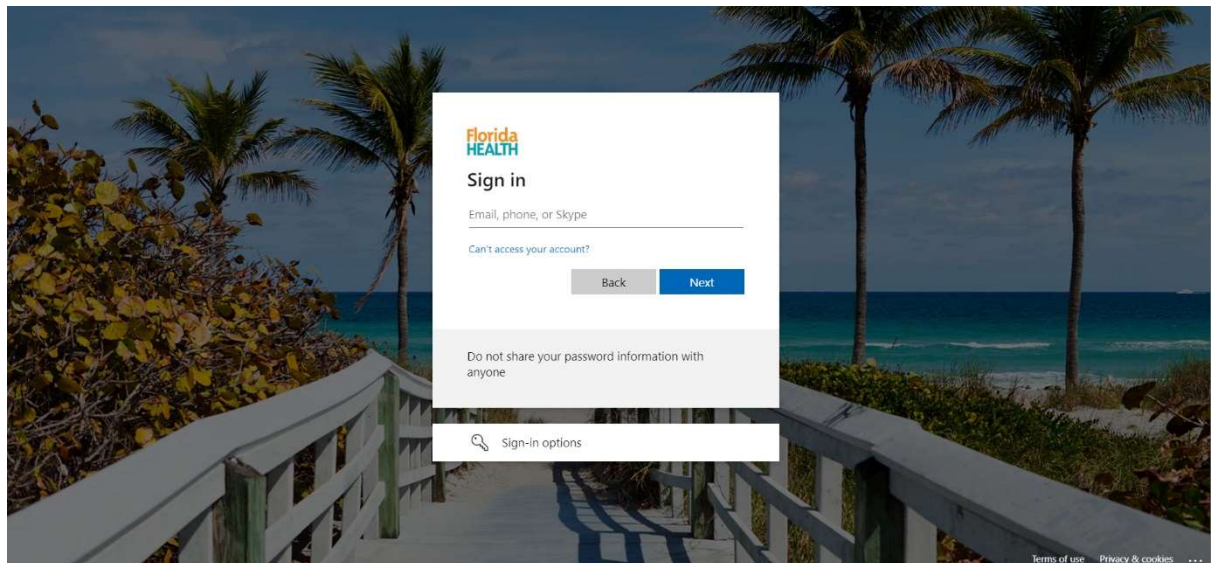
The DCAM Centralized CTLS Chat Support feature is used to contact the CTLS Support Chat directly from the CTLS website.

2. Purpose and Scope

The purpose of this document is to outline the instructions on how to open a new chat, attach files and close the chat.

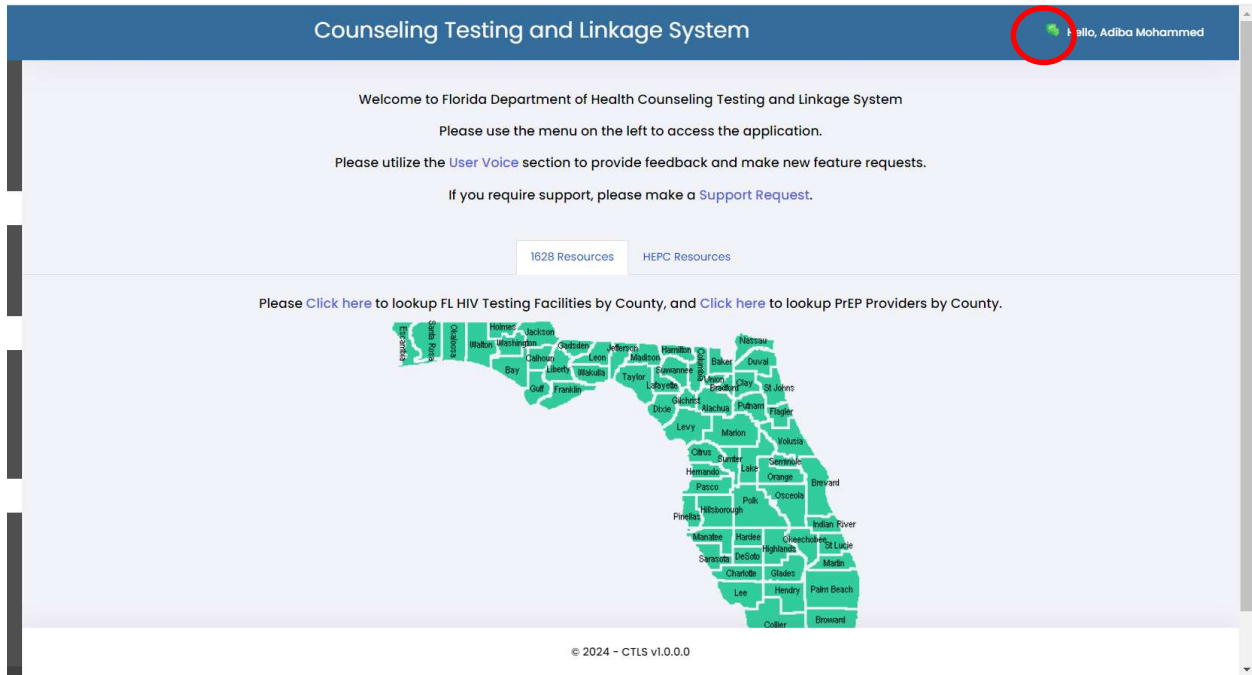
3. Login

- To access CTLS use this link: <https://ctls.floridahealth.gov/ctlsazure/Home/Index>
- Once you click on the link you will be directed to the log in screen as show below. You will need to log in using your email that is associated with your account the password for that email.

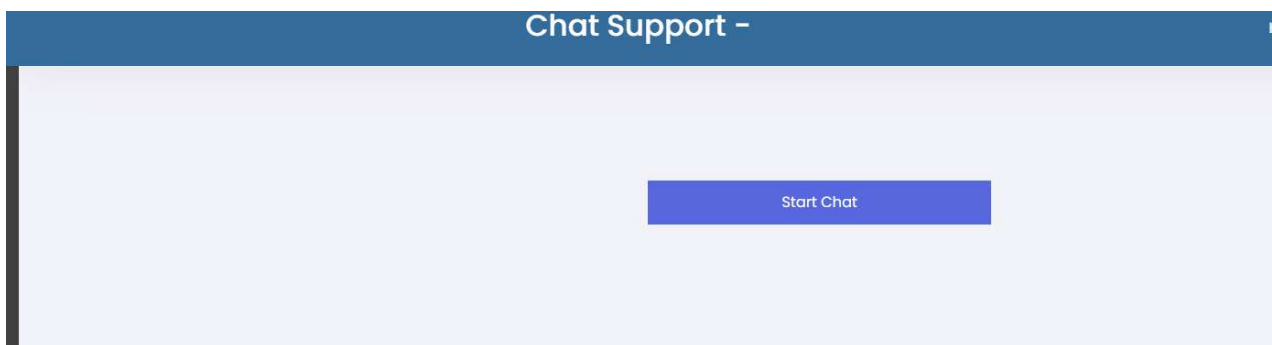


4. Open a Chat Window

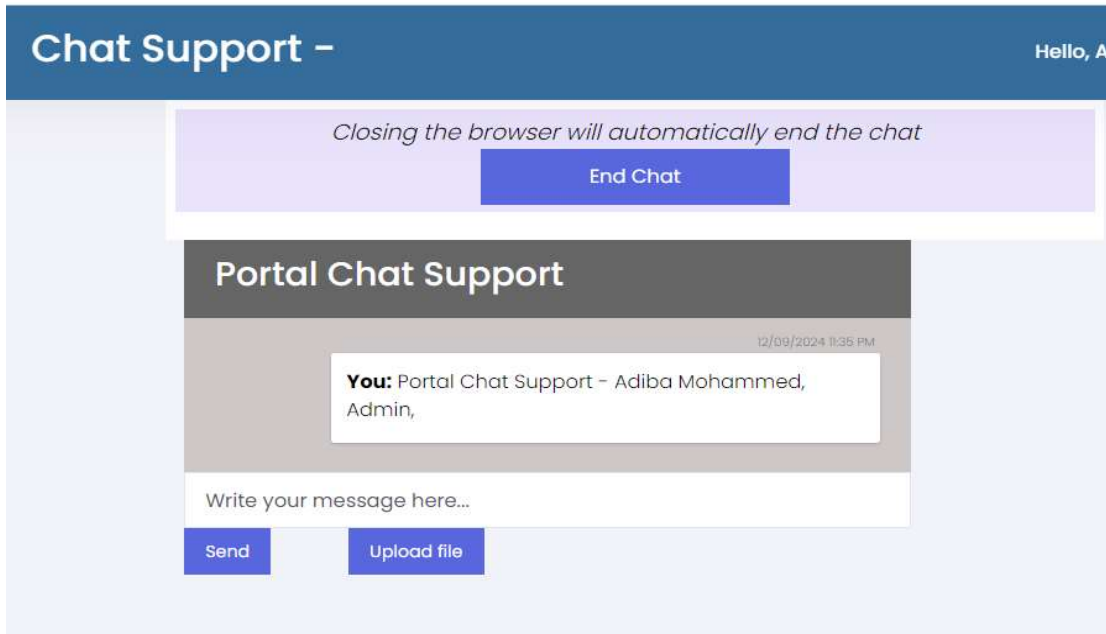
- Once you are logged in you will see the CTLS Home page as shown below.
- To open a new live chat, click on the green chat icon in the top right corner next to your name.



- Once you click on the green chat icon, you will be taken to a new page in which you will have to click on the 'Start Chat' button.

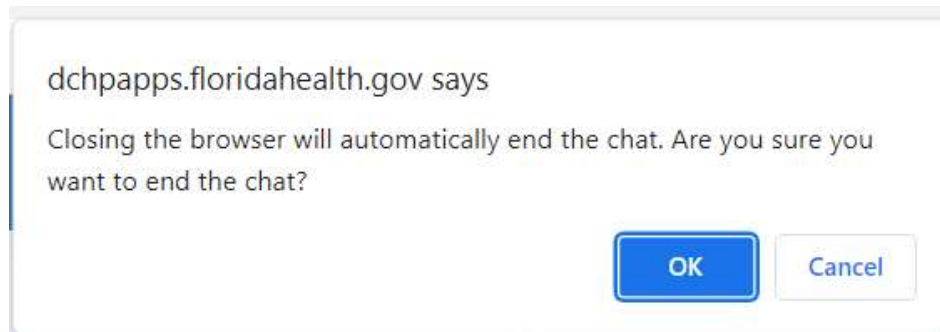
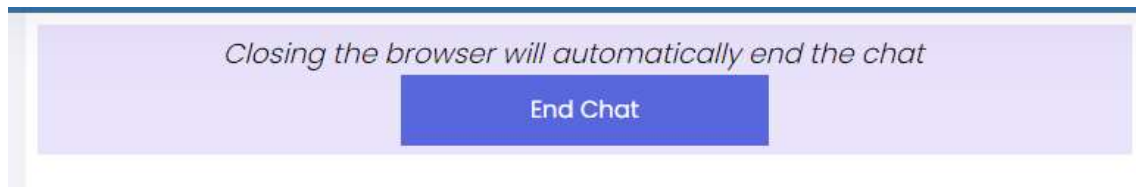


- After you open the chat, you will see the chat window as shown below.
- You may also attach a file if needed by clicking on 'Upload File.'



5. Closing the Chat Window

- Once the chat is done, you can click on 'End Chat' to end the chat or you can simply close the browser.
- Once you end the chat, you will see a pop-up message (shown below) that will ask you to reconfirm if you would like to close the chat.
- If you are sure that you want to close the chat, click 'OK' if not you can click 'Cancel' and that will leave the chat window open.



6. Teams Chat Interface for Support Team

- DCAM support members can access the chat feature via the Teams Chat Interface as shown below.
- Team members can use this interface to answer live chats that come in from users.

