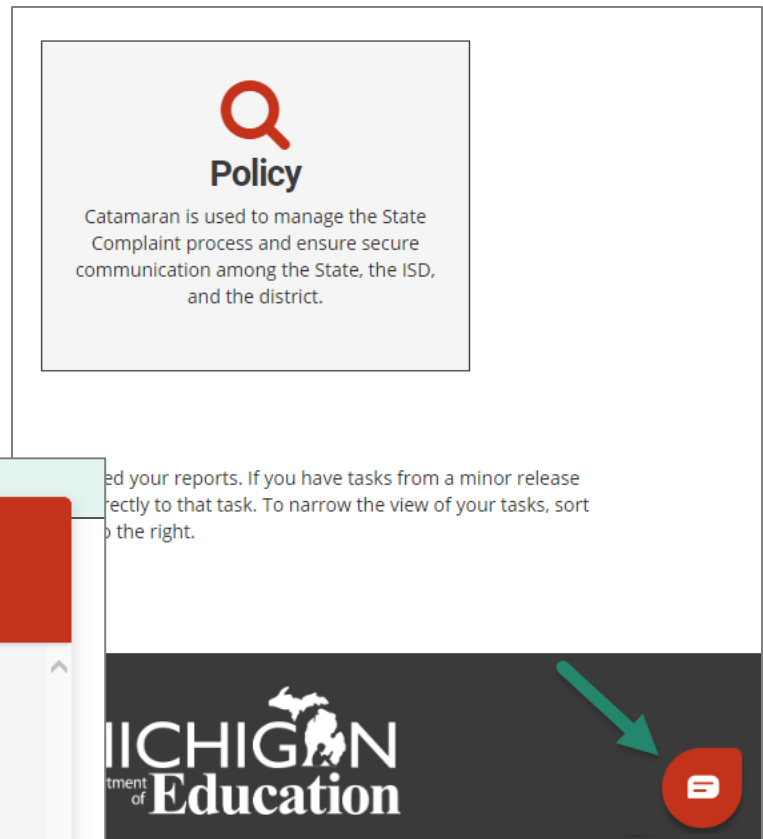


Updated Help Desk Chat Feature

Catamaran has updated its Help Desk software including the Chat feature. Users will now enjoy a fresh new look and an improved user interface.

To begin chatting with the Help Desk:

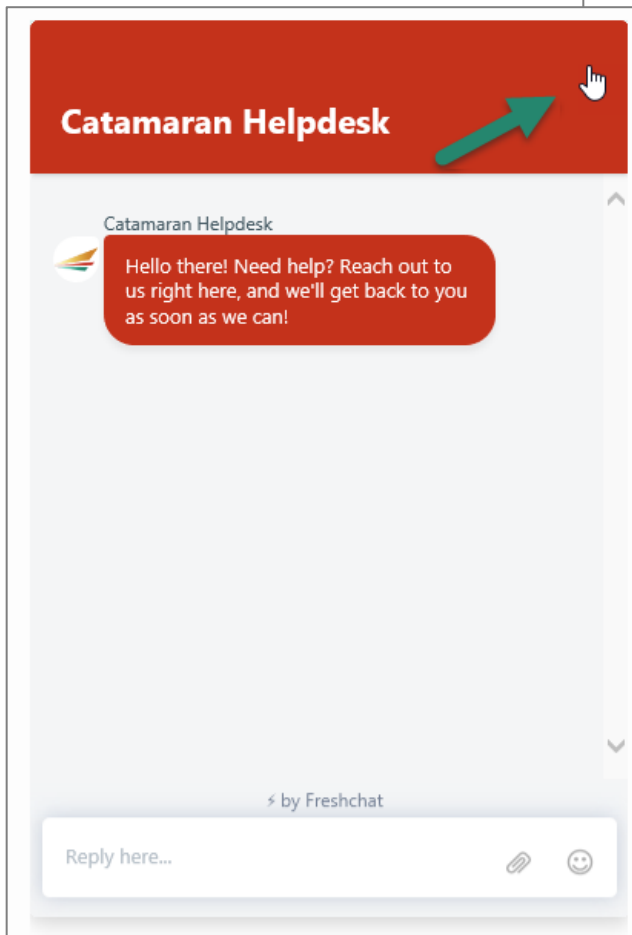
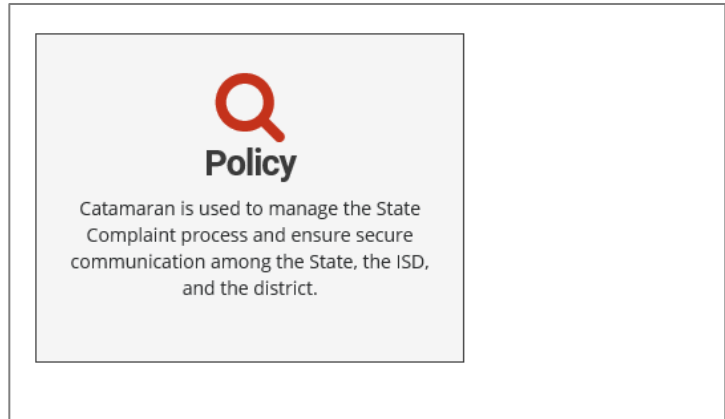
1. Log into [Catamaran](#).
2. Open the chat feature by choosing the red chat icon that appears in the lower right-hand corner of your screen.
3. Type your message into the lower box.
4. Press Enter on your keyboard to send the message.



An important note for Internet Explorer users

Some Internet Explorer (IE) users may experience an issue with some visual elements of the chat feature. We are actively working on resolving this issue. Until it is resolved, users are encouraged to upgrade to a fully-supported secure browser such as Microsoft Edge, Google Chrome, or Mozilla Firefox. If you must use Internet Explorer, you may still use the chat feature even though it looks different.

- IE users may not see the white icon in the chat bubble. Clicking the bubble will still open the chat window.
- IE users may not see an "X" button to close the chat widget. Move your mouse to the upper right-hand corner of the chat window and click to close it.



edged your reports. If you have tasks from a minor release
o directly to that task. To narrow the view of your tasks, sort
nk to the right.



Need Assistance?

If you need assistance understanding how to navigate Catamaran, please contact the Catamaran Help Desk at 877-474-9023 or help@catamaran.partners.