

Hunter Online Live Customer Support

HUNTER
TAFE
NSW




The Hunter Online Learning Management System now has a service to provide assistance to Hunter TAFE Online learners




What is Live Chat?


Live Chat is a real time conversation; via the internet that allows Hunter TAFE staff members to connect, engage and support learners with their studies in real time.


The service also has the ability for learners to log help desk calls and it provides them with greater access to online learning with ease.


 **Adele Rowlison**  



Hello!
To be able to assist you better please enter your details below

 Name





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 Course Name

 Message

Start chatting now!

When you log onto Hunter Online, help is only one click away!

Simply click on the icon at the bottom of the screen and send us your request

The Benefits of using this Live Chat Service

Learners have the opportunity to chat live with a Hunter TAFE staff member regarding:

- Hunter Online log in issues
- Course enrolment enquiries – enrolment keys
- Assistance with uploading assessments
- Technical issues
- Course content access and issues
- Contacting course facilitators

It's a simple and easy to use tool that provides Hunter TAFE learners with a better online service.

We understand learning online is not undertaken during standard business hours. If we are offline when you are accessing your studies you are able to leave a message and a Hunter TAFE staff member will reply within 48 hours.