



UN CLIMATE
CHANGE
CONFERENCE
UK 2021

IN PARTNERSHIP WITH ITALY

GET FURTHER SUPPORT

How to get support

If you're having trouble and can't find the resources you need in the Support Hub **A**, click the floating Live Chat button **B** on the bottom corner of every page.

A support team member will be available to help you with any questions.

The image shows a mobile application interface for the COP26 Support Chat. On the left is a vertical navigation menu with icons for Dashboard, COP26 Schedule, Presidency Area, Global Climate Action, Networking, Action Zone, Partners, Info & Press, Support (marked with 'A'), UNFCCC Conference Page, Map, My Profile, and Notifications. The 'Support' item is highlighted. On the right is a chat window titled 'COP26 Support Chat'. The chat window shows a 'Knowledge Base' section with a search bar and a description: 'Save time with KnowledgeBase - easy to access know-how right in the widget'. Below this is a form with fields for 'Your Name: *' and 'Your Email: *', both with placeholder text 'Please enter your name ...' and 'Please enter your email ...'. Below the form is a checkbox for 'I agree to have my personal details processed for live chat purposes.' and a 'Submit' button. The chat window also shows a conversation with 'Person A Support Advisor'. The messages are: 'Person A - 11:46: Hello Forename! How can I help you today?', 'Forename - 11:49: Hello World!', 'Person A - 11:50: Hello there, are you having a good day?', and 'Forename - 11:53: Hello, I was wondering if I could ask for some help please? Having a little trouble...'. The chat window has a 'Write a message ...' input field at the bottom with icons for emojis, attachments, and sending.