

## Chat – Como Utilizar

**Acessar o chat Caso ainda não possua o aplicativo Tidio Chat em seu computador.**

1. Acesse o painel do administrativo do seu site ([www.seudominio.com.br/admin](http://www.seudominio.com.br/admin))
2. Após fazer login no painel do site, clique na opção **Tidio Chat**.

The screenshot shows the WordPress admin dashboard. On the left sidebar, the 'Tidio Chat' option is highlighted with a red box and a red arrow. The main content area displays various widgets, including a 'Leave A Review?' notification, a 'Painel' section with a 'Rate WordPress PopUp' button, a 'Bem-vindo ao WordPress!' message, and several informational widgets like 'Agora', 'Atividade', and 'Rascunho rápido'. The 'Agora' widget shows 3 posts and 46 pages. The 'Atividade' widget shows recent publications with a red '1°' badge next to the first entry.

## Baixar o aplicativo Tidio Chat em seu computador ou celular

1. Clique em "To-Do"
2. Clique em "Install the Desktop App"
3. "Download for Windows"
4. Após concluir o download do arquivo faça a instalação em seu computador.

The image shows a screenshot of the Tidio Chat dashboard. The left sidebar contains various navigation options, with the 'To-do' item highlighted in blue and marked with a red box and a red arrow labeled '1°'. The main content area displays a 'To-do' list with three items: 'Integrate into your website', 'Install the desktop app', and 'Install the mobile app'. The 'Install the desktop app' item is highlighted with a red box and a red arrow labeled '2°'. A modal window is open for the 'Install the desktop app' task, showing a 'Download for Windows' button, which is also highlighted with a red box and a red arrow labeled '3°'. The dashboard includes a top navigation bar with 'Visible on site: ON OFF', a 'Logout' button, and a bottom chat widget with 'Tidio Support Team' and 'We're online!' status.

## Visualizar Visitantes que estão navegando no site, e iniciar um novo chat.

1. Clique em "visitors".
2. Clique sobre o ID do visitante para chama-lo para uma conversa.
3. Você pode visualizar qual a página do seu site esta sendo navegada, caso esteja em branco o visitante encontra-se na pagina Home.

The screenshot displays the TIDIO Chat interface. On the left is a dark sidebar with the TIDIO Chat logo and user information for 'Planejar Brasil Online'. The main area is titled 'Visitors' and shows a list of two visitors under the heading 'VISITORS (2)'. The first visitor has the ID '#d4yvkk' and is currently on the home page ('/'). The second visitor has the ID '#2ei67' and is on the page '/servicos/'. Red annotations are used to guide the user: a red box around the 'Visitors' menu item in the sidebar is labeled '1º'; a red box around the ID '#d4yvkk' is labeled '2º'; and a red box around the page path '/servicos/' is labeled '3º'. At the bottom right, there is a 'Tido Support Team' chat widget with a 'We're online!' status and a 'TIDIO' logo.

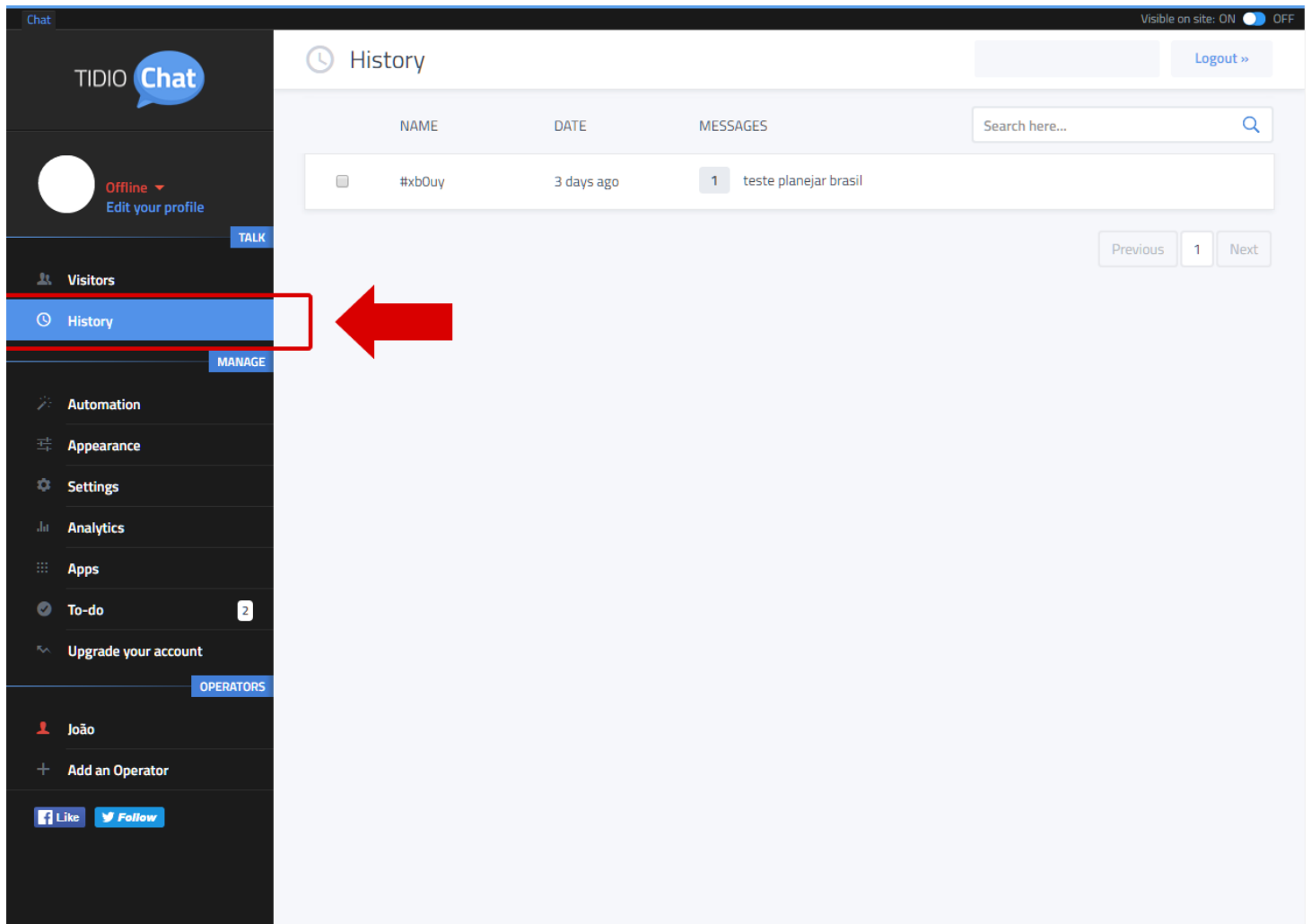
## Alterar "Avatar" (foto do perfil) ou Nome de exibição

1. Clique em "Edit your profile"
2. Digite o nome que deseja que fique visível aos usuários do site
3. Insira a imagem de perfil ou logo que deseja que fique visível nas conversas do chat.

The image shows the Tidio Chat interface. On the left sidebar, the 'Edit your profile' button is highlighted with a red box and a red arrow labeled '1º'. The main area displays a list of visitors. A 'Chat Profile' dialog box is open, showing the 'Name' field with 'Planejar Brasil' and the 'Avatar' field with an 'Escolher arquivo' button. The 'Name' field is highlighted with a red box and a red arrow labeled '2º', and the 'Escolher arquivo' button is highlighted with a red box and a red arrow labeled '3º'. The dialog box also includes a 'delete' button and a note: 'Here you can change the name of your chat and add an avatar to the chat widget.'

## Visualizar histórico de conversas

1. Clique em "History" e verifique todas as conversas
2. Clique na conversa desejada para abrir todo o histórico



The screenshot displays the Tidio Chat interface. On the left is a dark sidebar with the Tidio Chat logo at the top. Below the logo is a profile section for 'Offline' with an 'Edit your profile' link and a 'TALK' button. The sidebar is divided into sections: 'TALK' (Visitors, History, Automation, Appearance, Settings, Analytics, Apps, To-do (2), Upgrade your account), 'MANAGE' (Automation, Appearance, Settings, Analytics, Apps, To-do (2), Upgrade your account), and 'OPERATORS' (João, Add an Operator, Like, Follow). The 'History' menu item is highlighted with a red box, and a red arrow points to it from the right. The main content area is titled 'History' and features a search bar, a table of chat history, and pagination controls.

NAME	DATE	MESSAGES
#xb0uy	3 days ago	1 teste planejar brasil

Search here... [Search icon]

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