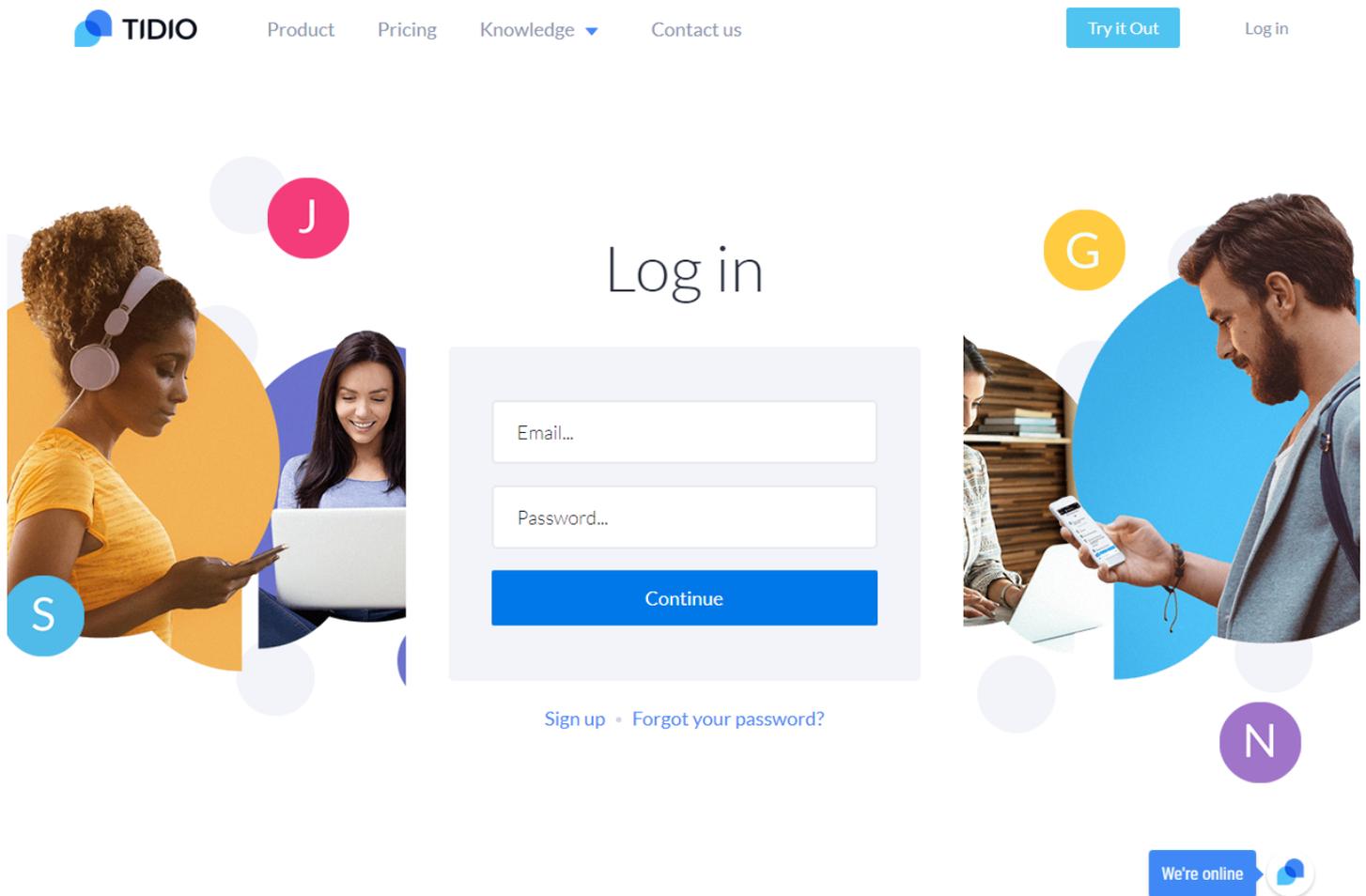


## Chat – Como Utilizar

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

1. Acesse [www.tidiochat.com/login](http://www.tidiochat.com/login)
2. E faça o login com os dados da sua conta.



## 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 screenshot displays the Tidio Chat dashboard interface. On the left, a dark sidebar contains navigation options: 'Visitors', 'History', 'Automation', 'Appearance', 'Settings', 'Analytics', and 'Apps'. The 'Apps' section is highlighted with a red box and labeled '1°'. Below it, the 'To-do' task is selected, also highlighted with a red box and labeled '1°'. In the main content area, under the 'To-do' heading, there are two sections: 'IMPORTANT' and 'ALWAYS ONLINE'. The 'ALWAYS ONLINE' section contains the task 'Install the desktop app', which is highlighted with a red box and labeled '2°'. Below this task, a blue button labeled 'Download for Windows' is highlighted with a red box and labeled '3°'. The dashboard also features a top navigation bar with a 'Logout' button and a 'Visible on site' toggle. At the bottom right, there is a 'Tidio Support Team' chat widget with a 'We're online!' status and a 'TIDIO' logo.

## 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 shows the TIDIO Chat interface. On the left sidebar, the 'Visitors' button is highlighted with a red box and labeled '1º'. The main area displays a list of visitors under the heading 'VISITORS (2)'. Two visitors are listed: '#d4yvK' and '#2ei67'. The ID '#d4yvK' is highlighted with a red box and labeled '2º'. The URL '/servicos/' is highlighted with a red box and labeled '3º'. The bottom of the interface features a 'Tido Support Team' banner with a 'We're online!' button and a 'TIDIO' logo.

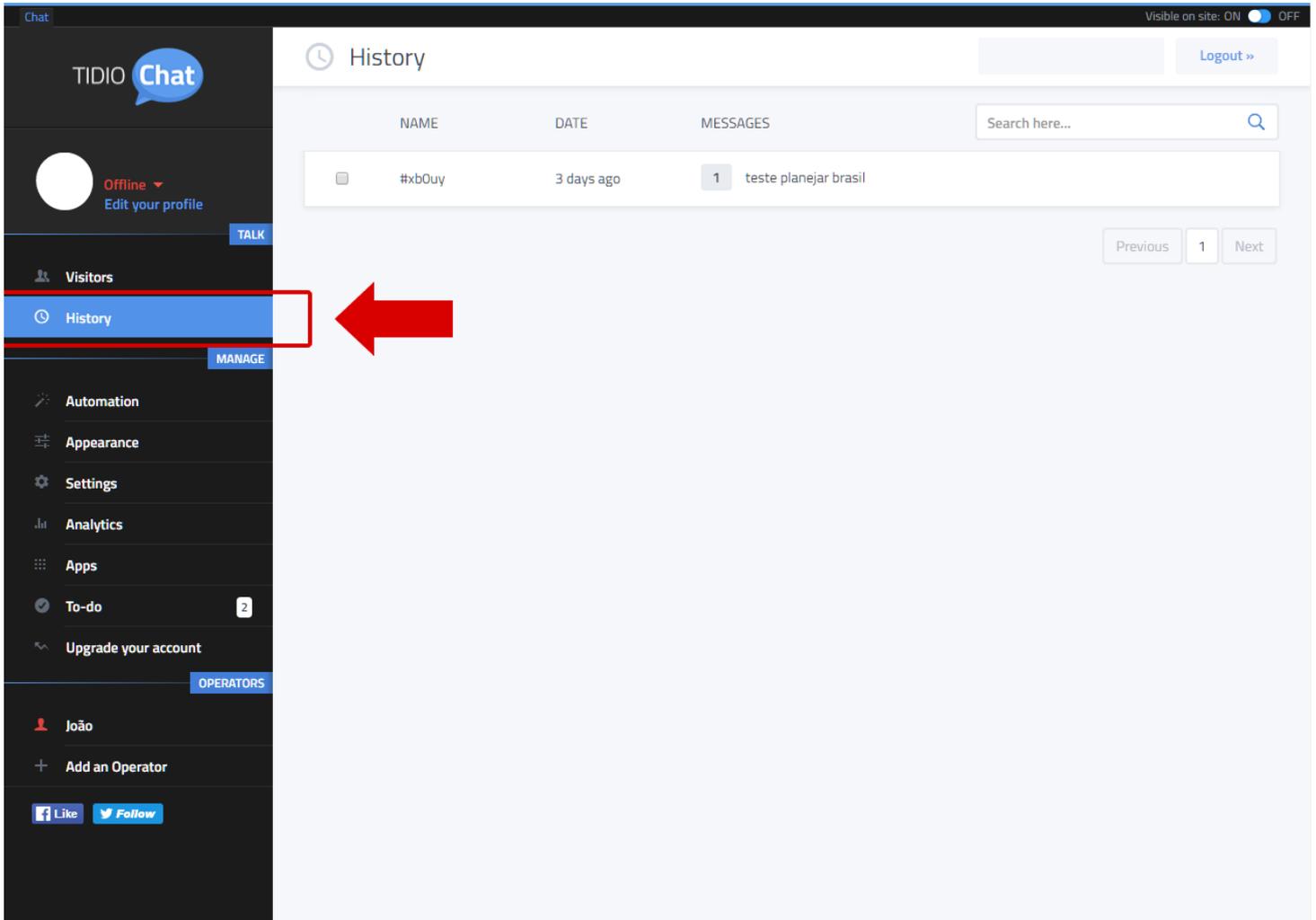
## Alterar "Avatar" (foto do perfil) ou Nome de exibição

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 shows a list of visitors. A 'Chat Profile' dialog box is open, showing the current name 'Planejar Brasil' in a text field, which is also highlighted with a red box and a red arrow labeled '2º'. Below the name field, the 'Avatar' section has a button labeled 'Escolher arquivo' (Choose file), which 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 dashboard. On the left sidebar, the 'History' menu item is highlighted with a red box. A red arrow points from the right towards this menu item. The main content area shows the 'History' page with a table of chat conversations.

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

Additional interface elements include a search bar labeled 'Search here...', a 'Logout »' button, and pagination controls with 'Previous', '1', and 'Next' buttons. The sidebar also shows sections for 'TALK' (Visitors), 'MANAGE' (Automation, Appearance, Settings, Analytics, Apps, To-do, Upgrade your account), and 'OPERATORS' (João, Add an Operator, Like, Follow).