Contact VAConnects Support Guide
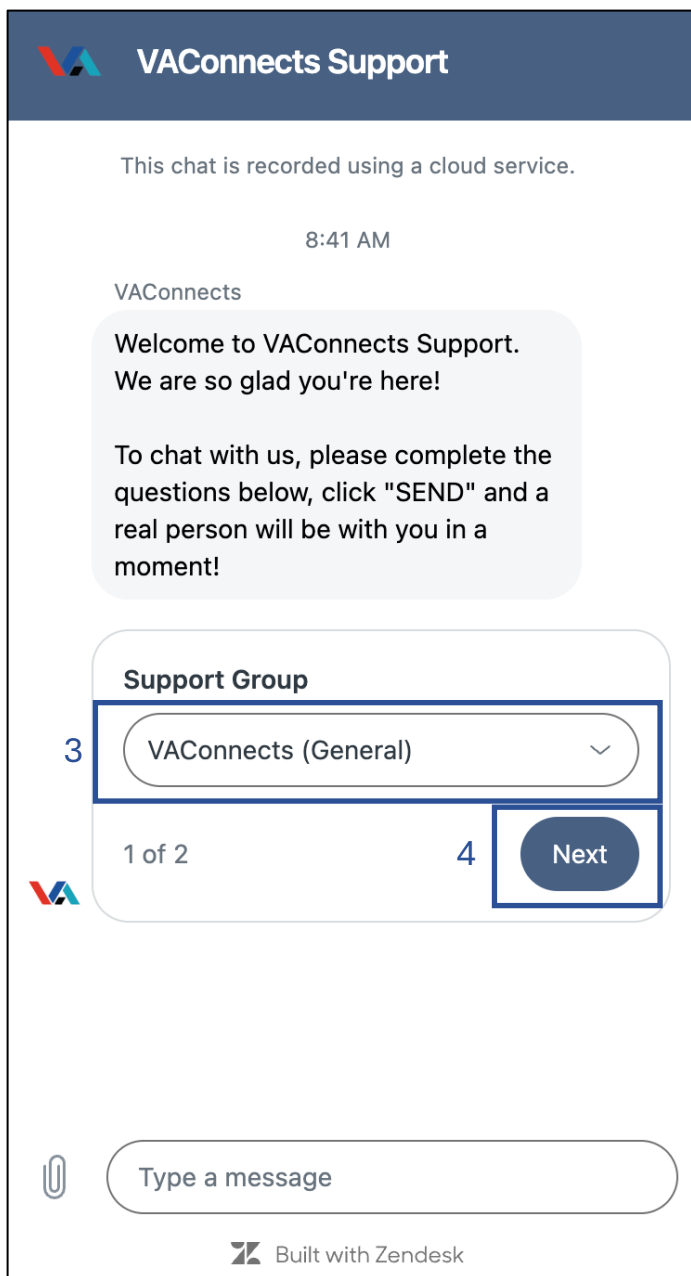*For all VAConnects Users*

Contact VAConnects Support Using the Chat Widget

1. In your browser, visit https://vaconnects.virginia.edu/.
2. Select the blue chat icon on the Welcome Page (shown below) or any page after you log into VAConnects.

3. Select the **Support Group** you would like to talk to: LinkB5, VKRP, or VALLSS. If you are unsure which group you want to talk to, you can select VAConnects General.
4. Click **"Next."**
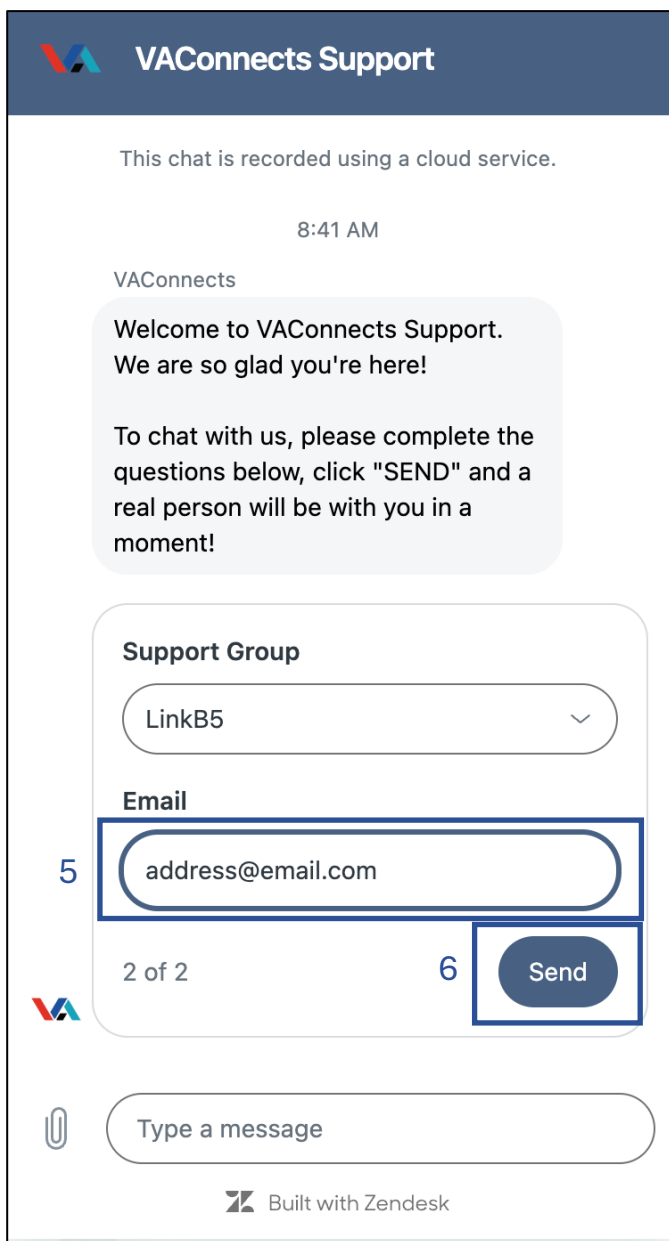
5. Type your email address.
6. Click the **"Send"** button.
7. Once you click the **Send** button, the correct team will be notified that you need help.

Note: You must provide all requested information and click send to be routed to your correct hotline team.

Contact VAConnects Support via Email or Phone

Below are the phone numbers and emails for each hotline team. You may email or place a phone call to the team to speak to them as an alternative to the chat widget. You may also email or call VAConnects general if you do not know which team is needed to answer your questions.

LinkB5:
Phone: (833) 554-6525
Email: linkb5support@virginia.edu

VALLSS:
Phone: (888) 882-7257
Email: literacy@virginia.edu

VKRP:
Phone (866) 301-8278
Email: vkrp@virginia.edu

VAConnects General:
Phone: (833) 505-5979
Email: vaconnects@virginia.edu