

## Contact VAConnects Support Guide

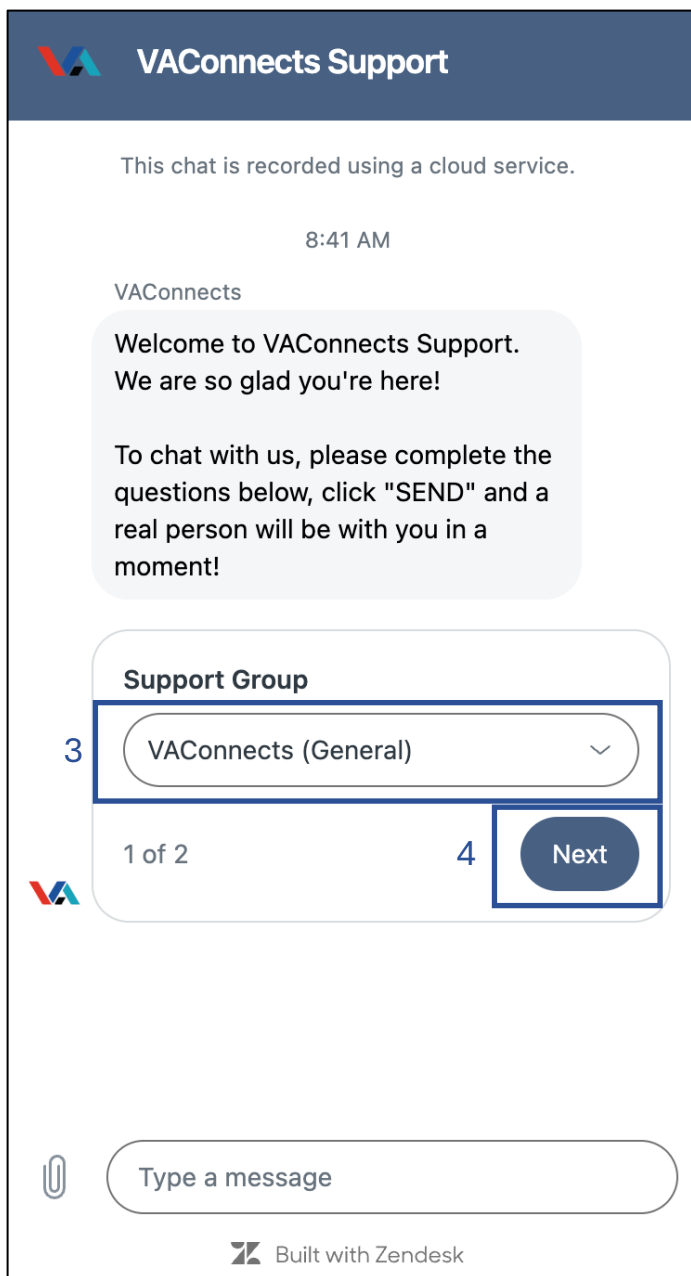
*For all VAConnects Users*

### 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.”**



**VAConnects Support**

This chat is recorded using a cloud service.

8:41 AM

VAConnects

Welcome to VAConnects Support.  
We are so glad you're here!

To chat with us, please complete the questions below, click "SEND" and a real person will be with you in a moment!

**Support Group**

3 VAConnects (General) ✓

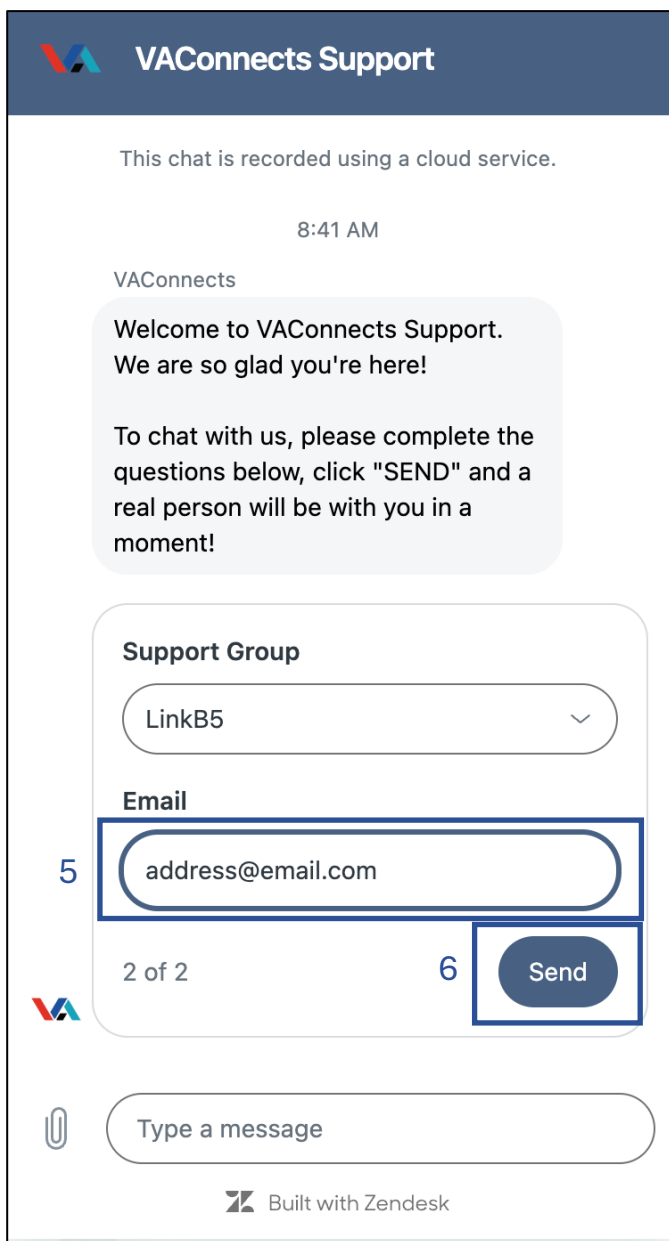
1 of 2 4 Next

Type a message

Built with Zendesk

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.*



VACONNECTS Support

This chat is recorded using a cloud service.

8:41 AM

VACONNECTS

Welcome to VACONNECTS Support.  
We are so glad you're here!

To chat with us, please complete the questions below, click "SEND" and a real person will be with you in a moment!

Support Group

LinkB5

Email

5 address@email.com

2 of 2

6 Send

Type a message

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## 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](mailto:linkb5support@virginia.edu)

### **VALLSS:**

Phone: (888) 882-7257

Email: [literacy@virginia.edu](mailto:literacy@virginia.edu)

### **VKRP:**

Phone (866) 301-8278

Email: [vkpr@virginia.edu](mailto:vkpr@virginia.edu)

### **VAConnects General:**

Phone: (833) 505-5979

Email: [vaconnects@virginia.edu](mailto:vaconnects@virginia.edu)