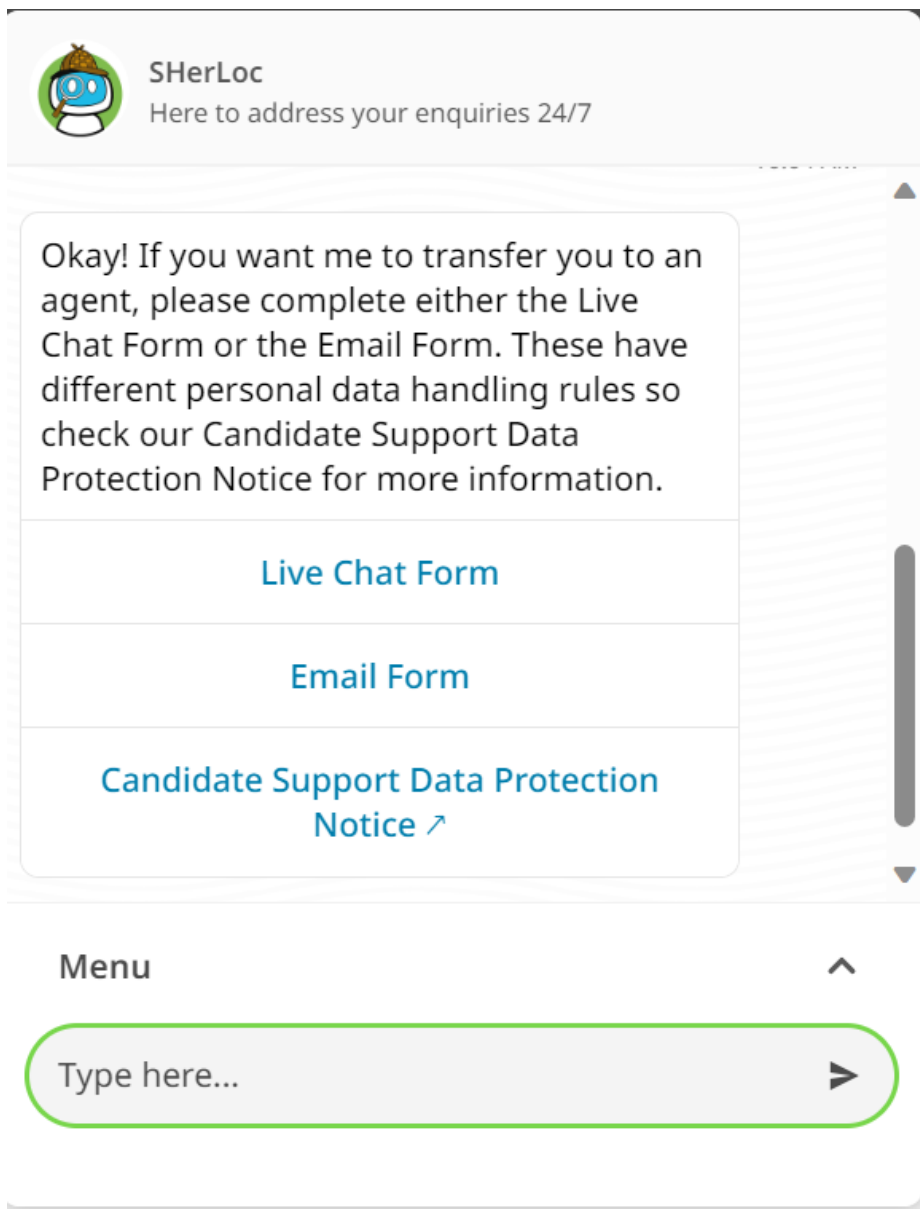


Chat Support

1. To connect with our chat support team please click on below link or copy-paste the URL on the browser URL bar.

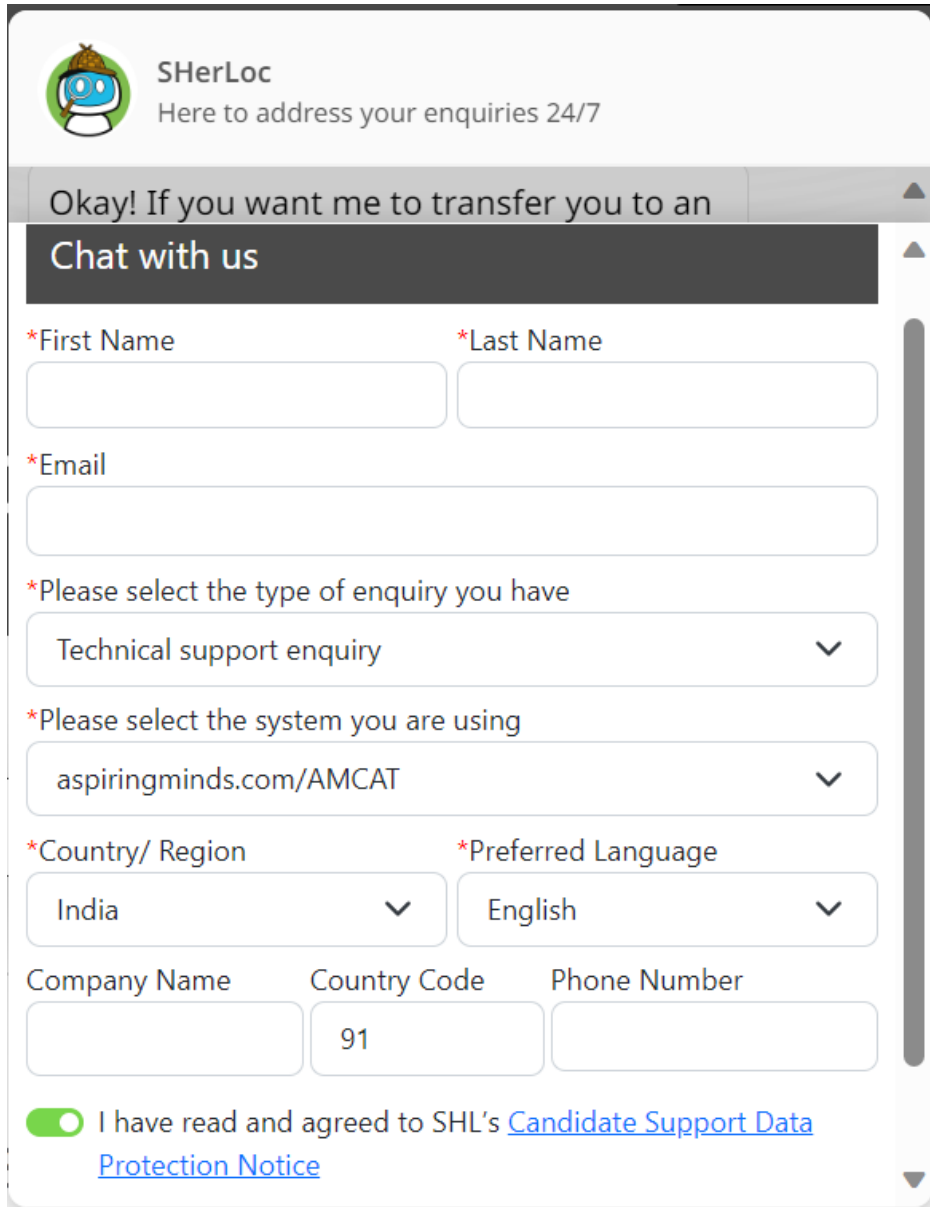
Chat Support Link - https://support.shl.com/categories.html?hl=en&c=10_91_12

2. Click on **Let's Chat** option on the bottom right of the screen.
3. Type **Agent** on the chat box and enter, you will get a below option on the screen.



The screenshot shows a chat support window for SHerLoc. At the top left is a logo of a blue robot head with a brown hat. To its right, the text "SHerLoc" is displayed, followed by "Here to address your enquiries 24/7". Below this header is a large white box with a light gray border. Inside this box, the text reads: "Okay! If you want me to transfer you to an agent, please complete either the Live Chat Form or the Email Form. These have different personal data handling rules so check our Candidate Support Data Protection Notice for more information." Below this text are three buttons: "Live Chat Form", "Email Form", and "Candidate Support Data Protection Notice" with a blue arrow icon. To the right of the white box is a vertical scrollbar. At the bottom of the chat window, there is a "Menu" label with an upward arrow icon. Below the menu is a text input field with the placeholder text "Type here..." and a green border. To the right of the input field is a green arrow icon pointing right.

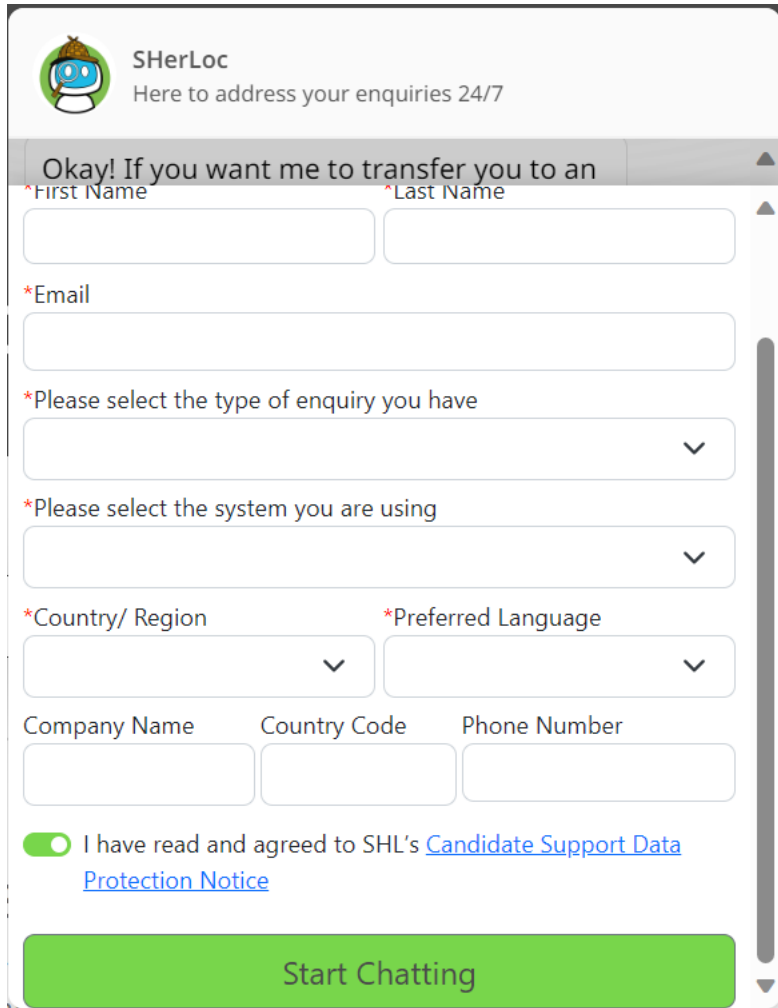
4. Select **Live Chat Form** option and fill the form as instructed below.
5. Enter the First Name, Last Name, Email ID and select options as shown below. Please mention the email ID which you have used in the test.
6. Keep your **AMCAT ID** or **Username** (in case it is required) handy before connecting with our Chat Support Team.



The screenshot shows a chat support interface for 'SHerLoc'. At the top, there is a header with a cartoon character icon, the text 'SHerLoc', and 'Here to address your enquiries 24/7'. Below this is a grey bar with the text 'Okay! If you want me to transfer you to an' and a dark grey bar with 'Chat with us'. The form contains several fields: two text boxes for '*First Name' and '*Last Name'; a text box for '*Email'; a dropdown menu for '*Please select the type of enquiry you have' with 'Technical support enquiry' selected; a dropdown menu for '*Please select the system you are using' with 'aspiringminds.com/AMCAT' selected; two dropdown menus for '*Country/ Region' (with 'India' selected) and '*Preferred Language' (with 'English' selected); and three text boxes for 'Company Name', 'Country Code' (with '91' pre-filled), and 'Phone Number'. At the bottom, there is a green toggle switch and the text 'I have read and agreed to SHL's [Candidate Support Data Protection Notice](#)'.

7. Please enter **Company/Campus** Name for which you are taking the test.

8. After filling all the details in the given form click on **Start Chatting**.



The screenshot displays the SHerLoc chatbot interface. At the top left is the SHerLoc logo, a green circle with a white robot face. To its right, the text "SHerLoc" is displayed in bold, followed by "Here to address your enquiries 24/7" in a smaller font. Below this is a grey banner with the text "Okay! If you want me to transfer you to an". The main form area contains several fields: two input boxes for "*First Name" and "*Last Name", a single input box for "*Email", a dropdown menu for "*Please select the type of enquiry you have", another dropdown menu for "*Please select the system you are using", two dropdown menus for "*Country/ Region" and "*Preferred Language", and three input boxes for "Company Name", "Country Code", and "Phone Number". At the bottom of the form is a green button labeled "Start Chatting". Above the button, there is a green toggle switch followed by the text "I have read and agreed to SHL's [Candidate Support Data Protection Notice](#)".

9. Post clicking on Start Chatting option it will re-direct you to an agent to share your concern/query.

Thank You