

## Navi-Gator Guidelines & Policies

### How to Use the App:

- Resources designed to help through any life event are made available in article format, organized by category. Feel free to explore at your leisure.
- Some resources, such as courses or webinars, will require you to create an individual account for tracking and crediting purposes. You will be prompted to do this as necessary. **You have permission to do this.**
- A live chat feature is available to help you better navigate the app, to find specific resources within the app, or to do legwork for you in finding relevant resources hosted outside of the app. How to use this is listed out below.
- When finished, **make sure you log out**. Log out of both your individual account (if you've logged in under one), and the Navi-Gator app in general. To do this, tap "SIGN OUT" in the upper right corner of the page.

### How to Use the Live Chat

- Chat Agents will be available to assist you via Live Chat between 8:00am – 4:30pm EST, Mondays-Fridays.
- Whenever Agents are available, simply tap the blue "Live Chat" tab on the right side of the page to bring up the chat window.
- You will need to answer a few pre-chat questions before being brought to an Agent. You will provide your first and last name, and indicate whether or not you have used the Navi-Gator app and the Live Chat before.
- After submitting these answers, you will immediately be brought to chat with a real person who will treat you with respect and do their best to help you find what you are looking for.
- The chat window will follow you as you navigate through the app.
- At the end of the chat engagement, you will have the opportunity to say whether or not your Chat Agent resolved your issue, and to rate your experience within the chat, from Very Satisfied to Very Unsatisfied.
- If no Agents are available, the tab on the right will be gray and say "Chat is Offline."

### User Behavior Policy

- Users will only use the content of this app for the purpose of growth and self-betterment.
- Users will only use the Live Chat for its intended purpose of assistance in navigating the app and finding specific, appropriate resources.
- Users will be polite and respectful to the Agents of the Live Chat at all times.
- **Abuse of the Live Chat is held under a One Strike (1) Policy.** A Chat Agent will first warn a user of inappropriate language or behavior. If this warning is ignored, the Chat Agent has the right to end the chat immediately. This immediate end is your One Strike and you will be permanently banned from using the Navi-Gator App and the Live Chat again.

If you have any questions about the M&S Navi-Gator app or about the Live Chat feature, please contact us at [info@mseap.com](mailto:info@mseap.com).