1. Go to <http://purechat.com>
2. Log in with the email [team5oies@gmail.com](mailto:team5oies@gmail.com) and password team5oiesAdmin
3. This same password will work for the Gmail account itself
4. Changing the password is recommended
5. Now you may respond to incoming chats or emails that were sent while no one was available for live support
6. If you click the manage tab you can add more support agents
7. For most of these you should choose the role operator unless that user needs to be able to add users or modify other settings