

| URL | Require Valid Email | Requires Client Login | Requires ClearNorth Login | Description |
|--------------------|---------------------|------------------------------|---------------------------|---|
| / | no | no | no | The homepage, this has a form to enter an email address and click continue |
| /help | yes | yes (if email not validated) | no | This page allows a visitor to describe their issue and open a ticket or initiate chat |
| /createTicket | yes | yes (if email not validated) | no | There is to GET view for this url, there is only a POST method |
| /updatePassword | no | yes | no | Only accessible to logged in clients, this allows users to reset their password |
| /chat | yes | yes (if email not validated) | no | see project description |
| /chatDashboard | no | no | yes | Requires ClearNorth login (see project description) |
| /ticket | no | no | no | see project description |
| /ticket/<ticketID> | no | no | no | see project description |
| /changeRequest | no | yes | no | see project description |

Note: Email addresses are only validated if they have a 'isValidHelpDesk' property set to TRUE in the Accounts collection for their account ID