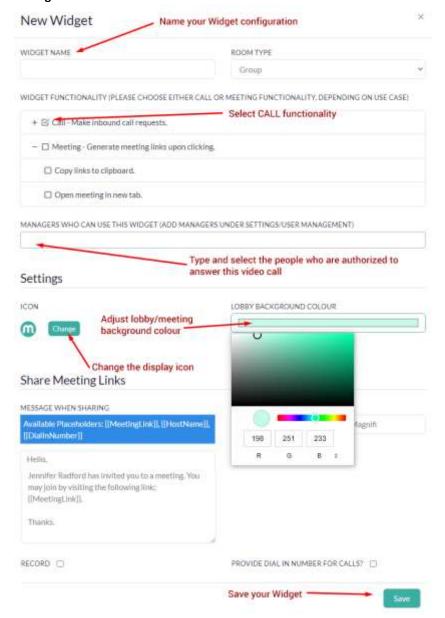
Enable Technical Support

To configure a Widget to generate a one-on-one video call to a helpdesk or technical support representative:

- 1. Sign in at https://widget.magnifi.io/ and select Settings / User Management from the left Navigation column. This is where you will add Users who are authorized to answer incoming calls
- 2. Click on +New Staff button, and fill out the form.
 - a. Assign the person an initial password so they can sign in. They will be able to change this later.
 - b. Checkmark the option to "Email Credentials" to the person.
 - c. Leave the "Avatar" option blank
 - d. Click Save. Repeat for each person who is authorized to answer an incoming video call.
- 3. Create a New Widget configuration by clicking on **Widget Management** in the left navigation column and clicking on the **+New Widget** button



- 4. Proceed with the steps for how to embed your Widget in WordPress as outlined on https://magnifi.io/wordpress-widget/
- 5. For this use case, you will be embedding the Widget on a support page, or as a feature on every page, so that customers will have easy access to contact your support team with questions.
- 6. Note that one or more of the "Managers who can use this widget" must be signed into the Widget Admin dashboard to accept a call. Missed calls will be redirected to a digital "leave a message" page.