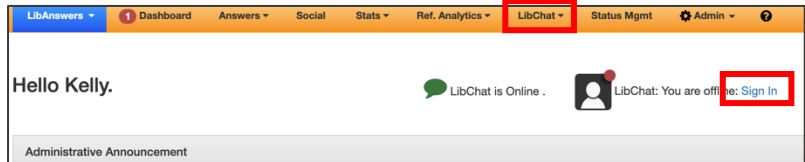


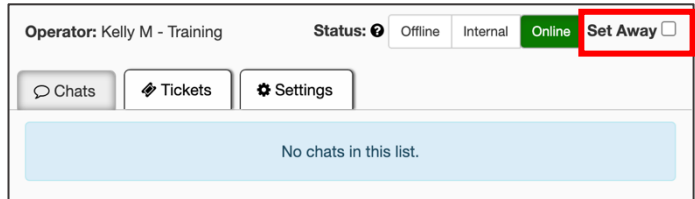
"Set Away" Status

If you need to step away from the LibChat window for a moment but don't want to sign out of chat completely, you can set your status as "Away". *Please note: Chats widgets will **still allow questions to come through**, but the patron will receive a message that the chat operator has stepped away if you are the only one monitoring that desk.*

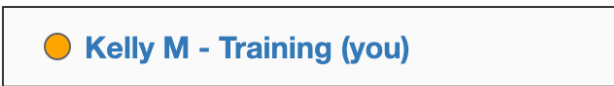
1. Open the LibChat dashboard



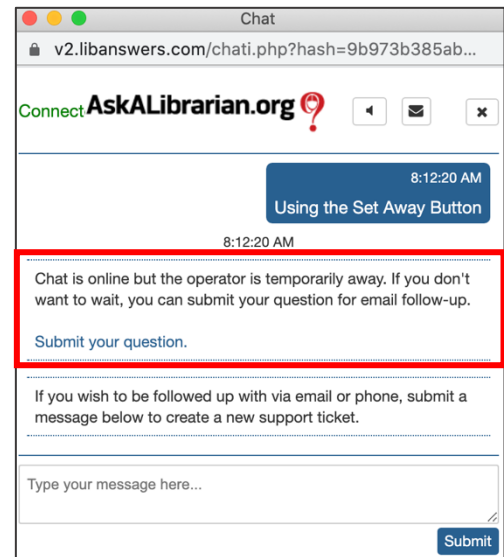
2. Select the "Set Away" box which will insert a check mark



3. Your online icon next to your name on the Operators list will turn orange indicating to the other operators you're away from the chat desk.



4. If you are the only person monitoring a department and you Set Away, the chat window from the patron-side will display a new message indicating your status and suggesting they submit an email ticket.



5. Chats will still come through to the desk and notify you as such. You can claim and answer chats while still in the "Set Away" status.

