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# nChat

for WordPress

by nCrafts

[nCrafts.net](#)

## Installation

1. Extract the download package to a temporary location.
2. Zip the folder **nchat**
3. Log in to WordPress and click on the **Add New** option under **Plugins**.



4. Click on the **Upload** link.
5. Click on **Choose File** and browse the zipped file **nchat** and click on **Install**.
6. Now activate the plugin

## Using the Plugin

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The easiest way to use the chat widget across your site is to use the nChat widget. The chat widget will appear on each post / page where the widget appears. However, the chat widget will always appear on the bottom-right corner of the screen, and not where you place the widget.

If you want to use the chat widget on specific pages / posts, you can use this simple shortcode: `[nchat][/nchat]`. You can also enable auto-initiate chat by adding the **auto** attribute: `[nchat auto='10']/[nchat]`. This will popup the chat dialog **10 seconds** after the visitor has been on the page.

# Chat Operators

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## Who is an Operator?

Every WordPress user who has the capability to **install plugins** is a chat operator. These operators have access to all chat logs.

## Adding Other Operators

Every WordPress user who has the capability to **install plugins** can also allow other WordPress users to become chat operators, by checking their name under the tab **Chat Operators**. These operators **cannot** edit **Widget Style**, or **Chat Settings**, or change operators.

## Online Operators

Operators can access their chat console by clicking on nChat in the WordPress menu, on the left. Operators will be shown as online for the duration they are on the nChat dashboard page. They can choose to appear as offline by clicking on **Go Offline**.

## Offline Operators

If none of the operators are online, a simple contact form will be shown to the visitor. This form contains name, email and comments field. You can choose to hide the chat widget altogether when none of the operators are online, under **Chat Settings**.

## Operator Profile

Operators can edit their profile by clicking on Operator Profile in the nChat dashboard. They can edit their name, display image, and bio.

Operator profiles can be disabled from appearing in the chat widget in the **Widget Styling** tab

# Chat Logs

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## Accessing all Chat Logs

Operators can access chat logs by clicking on **Chat Log** tab in the nChat dashboard

## Chat Log for Visitors

When the chat is ended, the visitor can choose to receive an email copy of the chat log for the current chat. You can customize the content of this email under **Chat Settings** tab.

# Licensing

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## Standard License

Each license allows you to use the nChat plugin on one WordPress website. To register the product, enter the product code under Chat Settings, and click on Verify. This will register the product code to your domain.

## Moving to Another Domain

If you decide to change the domain, you can install the plugin on another domain, and verify the product key on that domain. This will void the product code for your former domain.

If you are experiencing any trouble with the licensing process, please contact support.

## Support

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In case of general queries or clarifications, you can post a comment in the Item Discussion section.

If you encounter bugs along the way, or wish to suggest some features in the plugin, please contact me through my [profile page](#).

If you like the plugin, please give a rating :)

