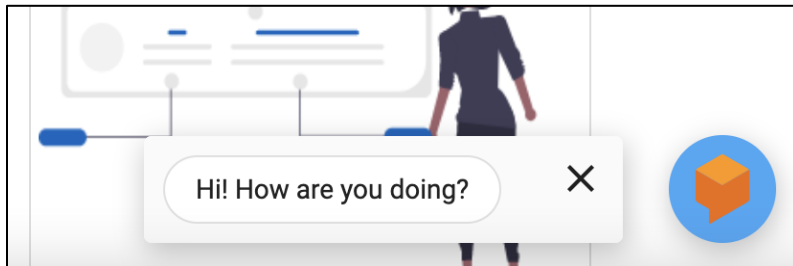# Chatbot User Documentation

The ILogin Virtual Assistant is a chatbot that helps you find the information you need, when you need it. Using the ILogin chatbot is easy!
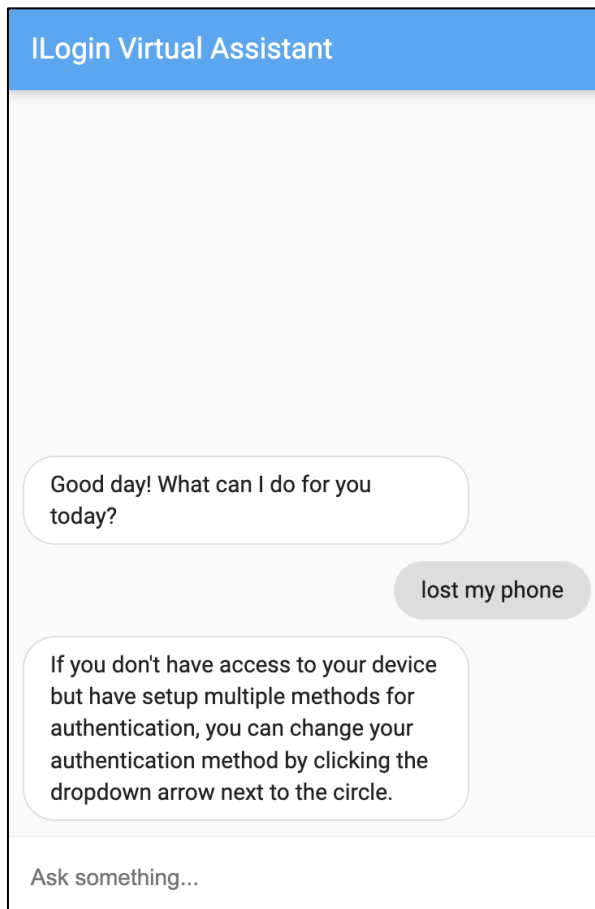

1. In the bottom right of the web page, either select the chat bubble or click the text field. The ILogin Virtual Assistant page opens.
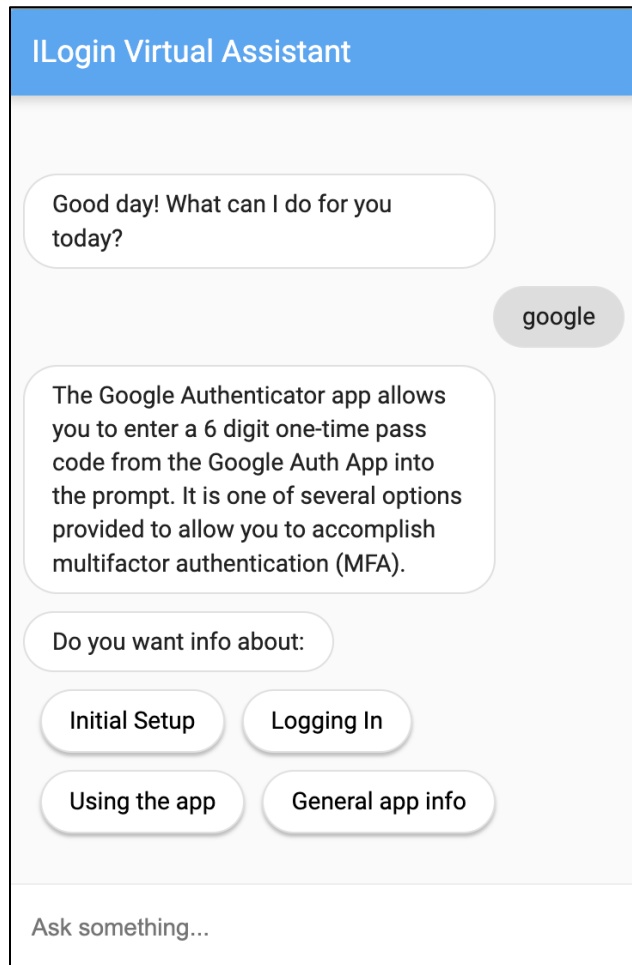

2. In the text field where it says **Ask something…**, type your question:

   ○ Type keywords or phrases to describe your issue. For example, if you type "lost my phone," the Virtual Assistant responds with what to do if you don't have access to your verification device.

- ○ If the chatbot doesn't understand your question or respond to the question, it presents a default response of "I didn't get that. Please word your question differently to try again. To talk to a human, visit our [ILogin Contact Us](#) page."

- ○ Type your question again and make sure your spelling is correct. This ensures the chatbot recognizes the words you typed.

ILogin Virtual Assistant

Good day! What can I do for you today?

lost my phone

If you don't have access to your device but have setup multiple methods for authentication, you can change your authentication method by clicking the dropdown arrow next to the circle.

Ask something...

- ○ The Virtual Assistant may also offer built-in responses for you to select from depending on the question or keyword(s) typed.

If you cannot get an answer to your question, visit these ILogin Help web site pages:

- ILogin Frequently Asked Questions

- ILogin How To Guides

- ILogin Contact Us