

# Get Support - Online Chat

I need assistance with Loanapp usability, how do I access online chat?



Written by Jay Ellis

Updated over a week ago

Anytime you need assistance with Loanapp usability, remember we have an online chat functionality available at your fingertips!

To access this, simply click on the Online Chat icon in the bottom right-hand side of your screen.

FILEPRECURSORCURRENT SITUATIONNEW REQUIREMENTSSUMMARY

Change RequestFida Boustani

Person ApplicantsCompany ApplicantsTrust ApplicantsExisting PropertiesOther AssetsMortgage LiabilitiesOther LiabilitiesOther Income

Borrowers and GuarantorsAssets and LiabilitiesOther Sources of Income

Henry Small (Borrower)

Contact DetailsOther DetailsEmploymentPAYG - PrimaryProof Of IdentityPhotographic - Australian Drivers LicerPhotographic - Australian Passport

Person Applicant

Comment0 Messages

Applicant TypeBorrower

Primary ApplicantYes

Name TitleMr

First NameHenry

Middle Names

SurnameSmall

Known As

Mothers Maiden Name

Has Previous NameNo

GenderMale

Date Of Birth10/03/1991

Residency StatusPermanently in Australia

CitizenshipAustralia

Marital StatusSingle

Next Of KinMartha Small

Kin RelationshipParent

HouseholdSmith Household

Solicitor

Accountant

This will open a new conversation for you to type into and get chatting with our friendly team!

FILE

PRECURSOR

CURRENT SITUATION

NEW REQUIREMENTS

SUMMARY

Change Request

Fida Boustani

?

✕

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Company Applicants

Trust Applicants

Existing Properties

Other Assets

Mortgage Liabilities

Other Liabilities

Other Income

Borrowers and Guarantors

Assets and Liabilities

Other Sources of Income

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Henry Small (Borrower)

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PAYG - Primary

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Person Applicant

Applicant Type

Borrower

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Name Title

Mr

First Name

Henry

Middle Names

Surname

Small

Known As

Mothers Maiden Name

Has Previous Name

No

Gender

Male

Date Of Birth

10/03/1991

Residency Status

Permanently in Australia

Citizenship

Australia

Marital Status

Next Of Kin

Kin Relationship

Household

Solicitor

Accountant

Loanapp

Kate

Fida

We're a friendly Sydney-based team excited to help you submit your loan applications, quick and easy! Ask us anything :)

Typically replies in a few hours

Try our Help Center

Search for...

Send a message...

GIF

😊

📎

Type your message here to start chatting

Alternatively, if you can't see the Online Chat icon, then follow the below steps:

### Step 1:

Click on the ? symbol at the top right corner of your screen.

The screenshot displays the Loanapp application interface. The top navigation bar includes tabs for FILE, PRECURSOR, CURRENT SITUATION, NEW REQUIREMENTS, and SUMMARY. The user profile 'Fida Boustani' is visible in the top right corner. The left sidebar contains icons for Overview, Sales Channel, and Business Channel. The main content area is titled 'Application Data' and contains the following fields:

Broker Application Reference Number	APP-GPC352	Expected Settlement Date	dd/mm/yyyy
Lodgement Reference Number	APP-GPC352		
Lodgement Sequence Number	1		
Application Type	Loan		
Doc Type	Full Doc		
Is Bridging Finance			

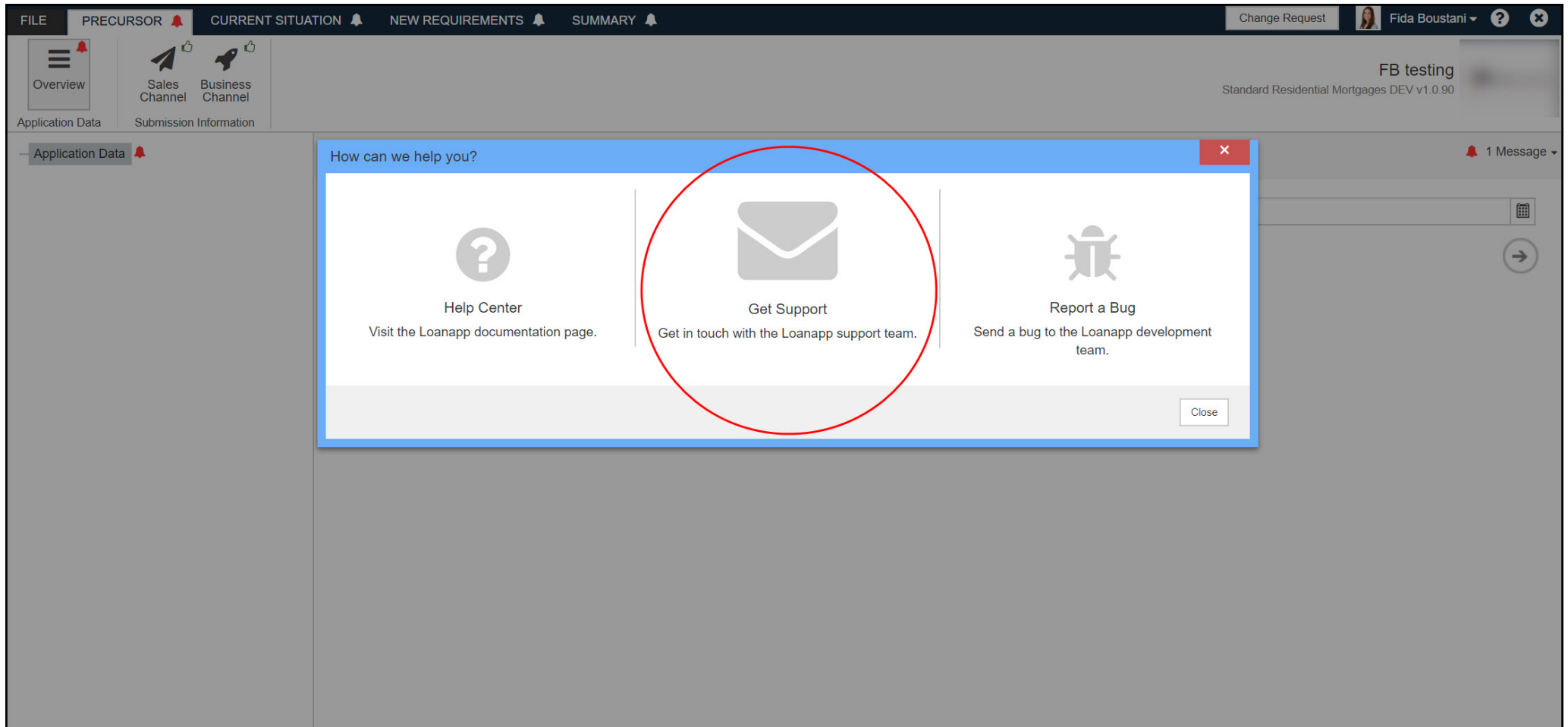
A red arrow points from the 'FB testing' text in the top right corner to the 'Is Bridging Finance' dropdown field.

## Step 2:

You'll notice this has triggered a pop-up window to open providing you with three options to choose:

1. Our [Help Center](#) - where you have access to many useful articles and videos that may assist in your query,
2. Get Support - our online chat service where you can get in touch directly with our friendly Loanapp support team,
3. Report a Bug - where you can report a bug to our Loanapp development team to further investigate.

In this scenario, you will need to click on option two:



### Step 3:

You will see a window appear in the bottom right hand corner, type your query in and chat with us!

FILE

PRECURSOR

CURRENT SITUATION

NEW REQUIREMENTS

SUMMARY

Change Request

Fida Boustani

?

✕

Overview

Sales Channel

Business Channel

Application Data

Submission Information

Application Data

Application Data

Expected Settlement

Broker Application Reference Number  
APP-GPC352

Lodgement Reference Number  
APP-GPC352

Lodgement Sequence Number  
1

Application Type  
Loan

Doc Type  
Full Doc

Is Bridging Finance

Loanapp

Julie

Fida

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Send a message...

GIF

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<https://intercom.help/loanapp/en/articles/976747-article-get-support-online-chat>