


**NEWS**

500 current news items every day

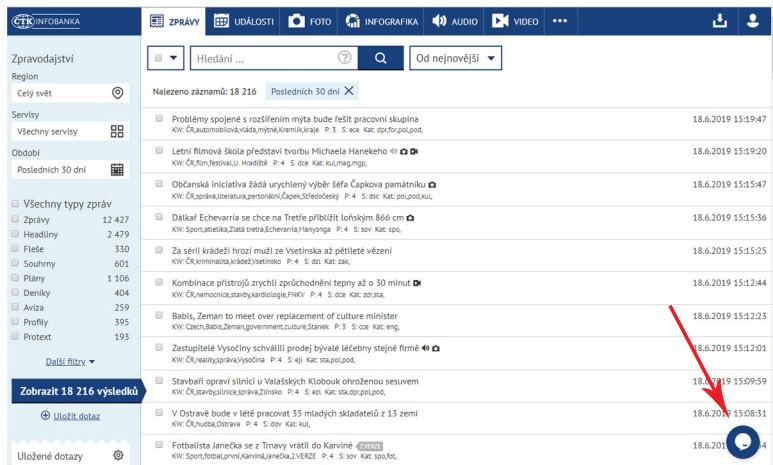
**EVENTS**

Expected events and anniversaries

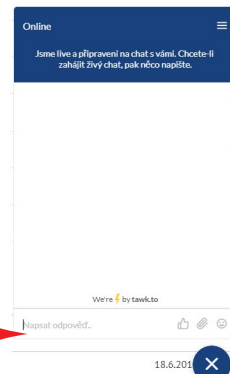
**MULTIMEDIA**

Photos, charts, video and audio items

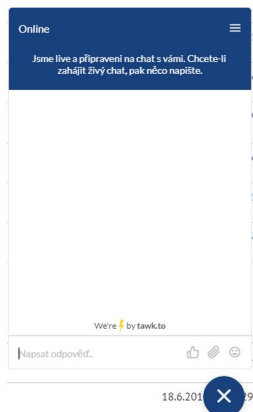
# 1 How to locate the online chat within the Infobank



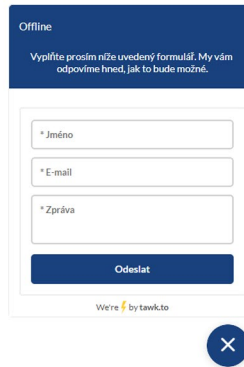
After signing in to the Infobank, locate the blue chat icon in the bottom right corner. When you click the chat icon, a small chat window will open. You can proceed to type in your questions or inquiries about the news.



# 2 Online chat activity status

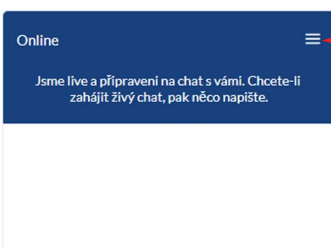
**Online**


All your questions will be answered directly by the editors that are currently on the news team. While the chat is online, they usually respond within a few minutes.

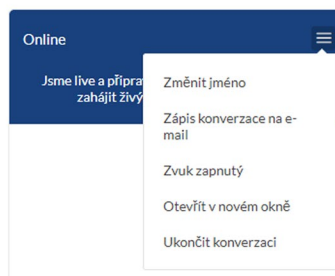
**Offline**


If we can't respond immediately, especially outside of the usual working hours, the chat will appear in the offline mode. You can input your email, and the editors will get back to you as soon as possible.

# 3 Online chat menu



The menu icon is located in the upper right corner of the chat window.



You can edit your name here, have the entire conversation sent to your email, turn sound notifications off or on, open the chat in a separate window, or end the conversation manually.