

## Cannot Start a Chat in Higher Education Platform

### Question

I click the 'Chat with an Agent' link, but cannot get through to an agent.

There is an endless spinning circle, or a message 'An agent is on the way'.

How do I get through to Support?

### Answer

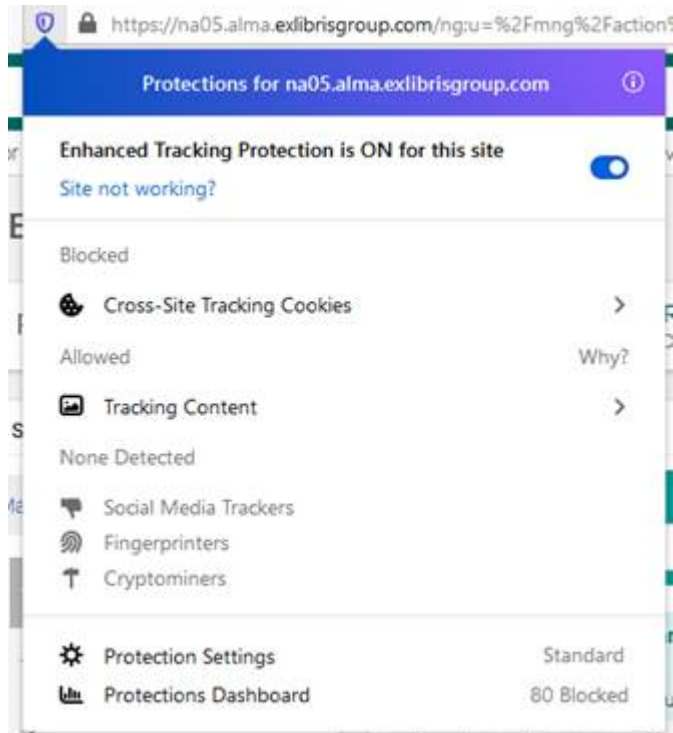
Chat support uses cookies to get your chat through.

Please make sure that:

1. You are not using private or incognito mode
2. Disable browser extensions that control/block cookies, or privacy-related extensions
3. Third-party cookies are allowed

Please note that Firefox blocks some cookies by default.

To allow them, click the Privacy & Security icon next to the address bar and allow the cookies:



If you followed all of the above and your chats are still not going through, please contact us at [exlibris-support@proquest.com](mailto:exlibris-support@proquest.com)

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