Welcome to the SEFS Google Hangouts Chat Guide!

In order to better assist you, the Office of Student Enrollment and Financial Services (SEFS) has established an online chat for students through the JCU Google Hangout Chat feature. The chat is available Monday through Friday 8:30am to 4:00pm.

Starting the Chat

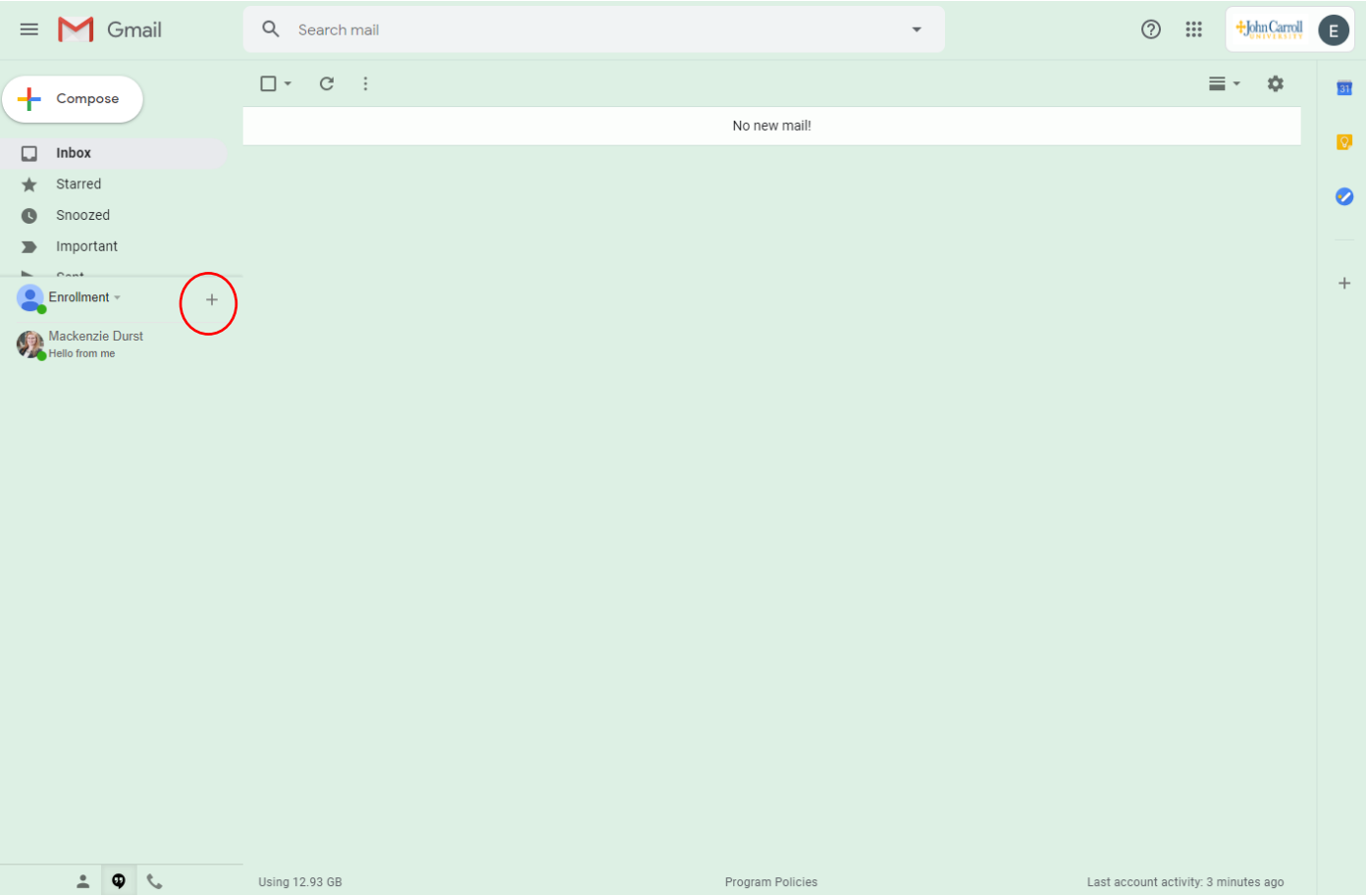
Students: We ask that you log into your JCU email from a desktop or laptop in order to connect the chats. You can use your phone but you will need to download Google Hangouts from the Google Play or Apple App Store.

Parents: If you wish to use the chat feature you will need a google email account at this time.

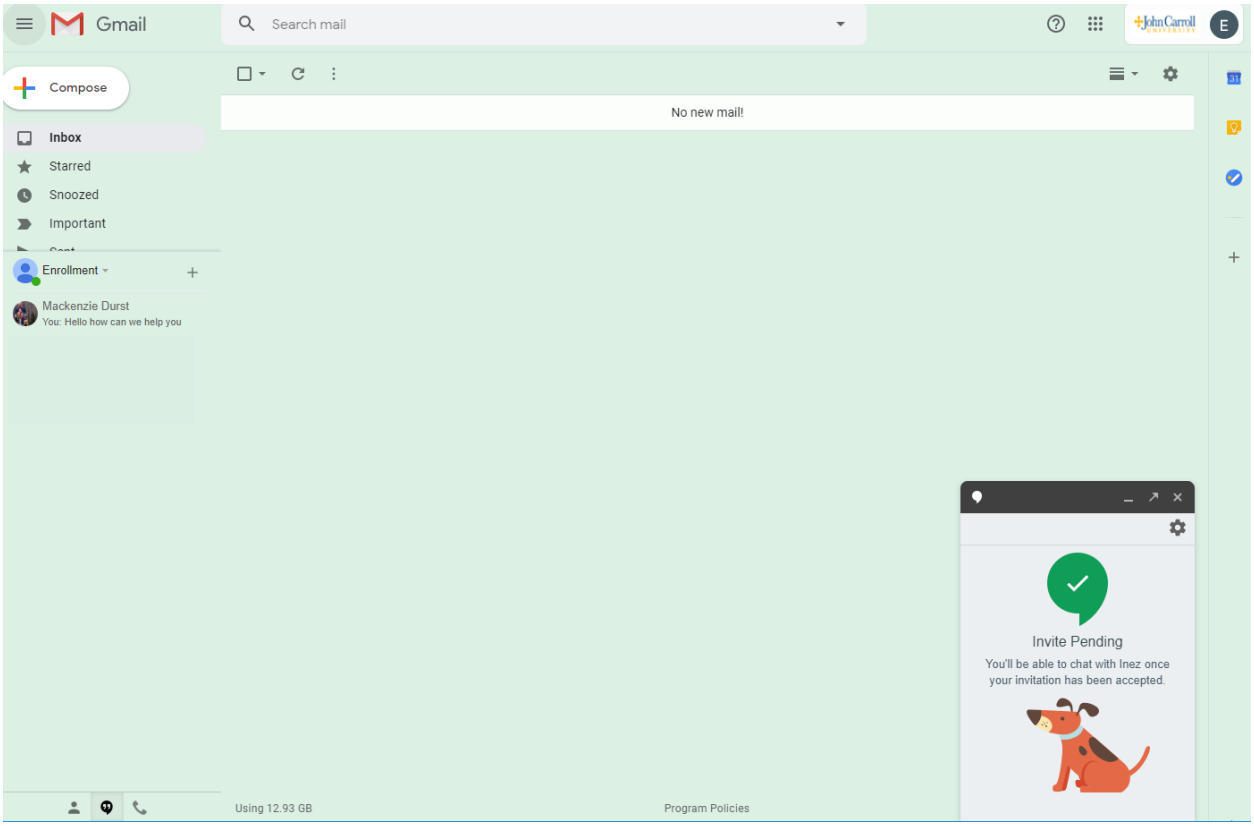
**Please note that if you use an email server outside of google email there could be a chance we miss your chat.*

Requesting a Chat

Once in your JCU email account you should be able to find the Google Hangouts chat box on the right hand side of the screen. Click on the + symbol and search for enrollment@jcu.edu.



If this is your first time contacting us through chat you will be required to send an invite.



Hang tight for a moment and a counselor will be with you shortly!

As always if you need immediate assistance please also contact us by phone at 216-397-4248 or email at enrollment@jcu.edu