

# KinderConnect – How to Send a Support Chat

The Support Chat icon can be used within KinderConnect to communicate directly with the KinderSystems Support team when you have system issues or questions.

- A** Log into the KinderConnect web portal and click on the **Chat** icon at the top right corner of the page.



- B** A new window opens. Enter your **Name**, **Email**, and **Question**. Note: Required fields are marked with a red asterisk (\*).

- C** Click **Start Chat**.



For more information, visit <https://VAPass.info>, email us at [supportva@kindersystems.com](mailto:supportva@kindersystems.com) or call us at 1-888-211-6884.

- D** A message will display your estimated wait time.  
**Note:** If the wait is long, you can end the chat and use one of the support options listed.

VA PASS Support Chat End

Thank you for contacting KinderSystems support. Your expected wait time to be serviced by an agent is approx. 10 minutes. If you need urgent assistance, please call 888-211-6884 or email SupportVA@Kindersystems.com for assistance. You can also visit the VA PASS Info Site at <https://vapass.info> for helpful guidance, QRCs, and information on using the system.

- E** Once connected, enter your message and click **Send**.

VA PASS Support Chat End

Sara Villalba 04:31 pm

Where can I find my payment information?

Sara 04:31 pm

Thank you for contacting Support! How can I help?

Sara Villalba 04:31 pm

I need help locating information about my payments. Where can I locate that?

Sara 04:33 pm

You can review your payment details in the "Payment" page under the "Provider" menu. Let me know if you were able to locate the page and review the information.

I was able to locate the page thank you! Send

Provided by Five9

- F** After the chat ends, you may complete a brief survey. Click **Send Survey** to submit.

VA PASS Support Chat

How did we do?

0% 25% 50% 75% 100%

Additional comments

Send Survey

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