

How to use Document Chat

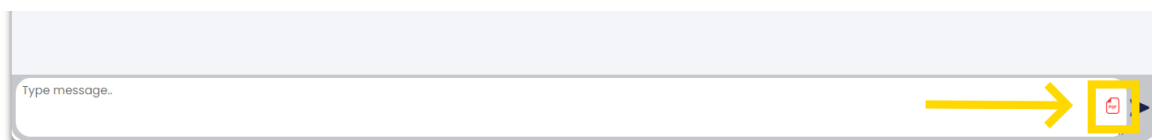
Introduction

Document Chat from GovernorHelp is an innovative chat tool which allows you to upload a document and literally “ask questions” about it. Document Chat provides a new way to analyse and understand documents.

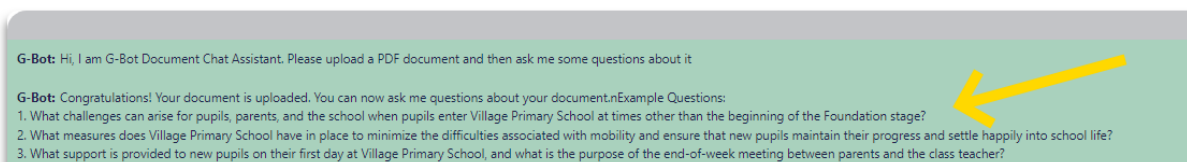
NOTE: Document chat is optimised to work with .PDF documents. If you want to use a document in another format, please save the document in .PDF format before uploading to document chat.

How to upload a document

Step 1: Before interacting with a document, you need to upload it into Document Chat. To do this, simply click on the red PDF icon in the message field.



Step 2: If your document upload is successful, you will see a success message like the one below. Document chat will also provide you with some suggested questions as a starting point:

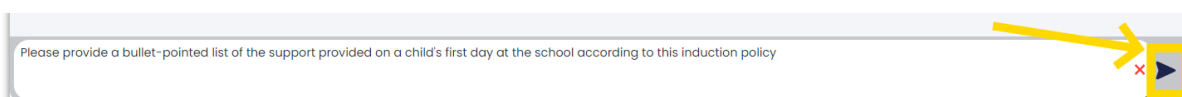


NOTE: If you receive an error message when uploading a document, please repeat these steps to try again or select a different PDF document.

Asking questions about the document

Now you have successfully uploaded your document you can now ask Document Chat questions about it.

Step 1: Type your question, then click the blue arrow to submit to Document Chat



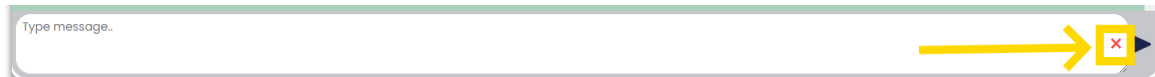
Step 2: Repeat the process with additional questions



NOTE: Document Chat remembers your conversation with it during the chat session so you can keep the conversation going.

Hints and Tips

Clear the Current Chat Session: You can easily clear your current chat session and upload a new document. Simply click the red X icon in the message window to clear the current chat session.



You can then upload another document and start a new chat session

Full Screen View: You can view document chat in full screen by clicking the expand icon in the upper right hand corner of the chat window.



Click the icon again to return to the default screen view mode.

Download Chat History: You can download the chat history so that you can save it for later reference or use in your meeting documents. Simply click on the download icon in the upper right hand corner of the chat window and save the .txt file to your computer



Troubleshooting

Due to peaks in demand, occasionally the chatbot AI model may become overloaded. If this occurs Document Chat may return an error message like **“Something went wrong”**

If this occurs simply refresh your browser by pressing CTRL + F5 keys on your laptop or desktop or on mobile by closing the browser window and relaunching GovernorHelp

For more FAQs, support questions and help resources visit our support page on the GovernorHelp website: <https://governorhelp.com/support>