

Creag Dhubh – Dalmally 275Kv Connection Virtual Consultation User Guide



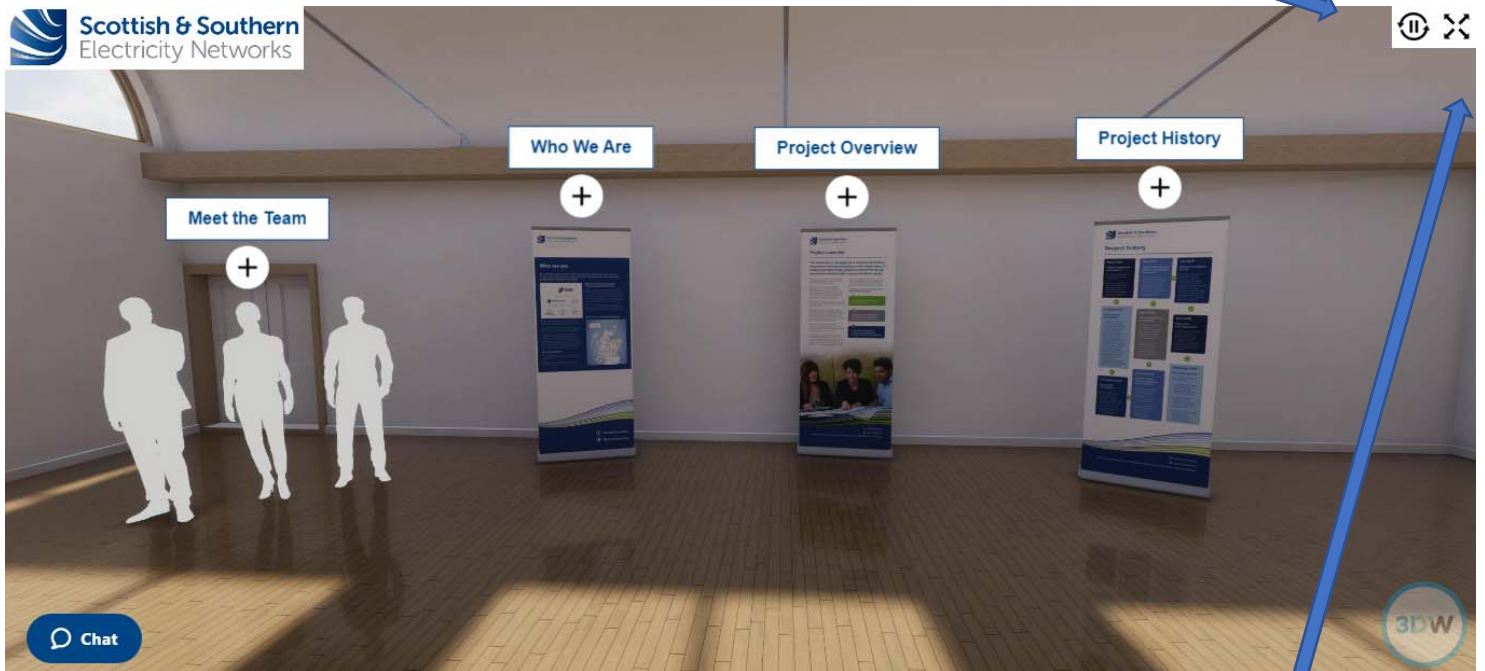
How to access the portal

On the project webpage, there is a button which will allow take you straight to the portal.
Alternatively, you can [click here](#) and access the portal via this user guide



The virtual consultation room

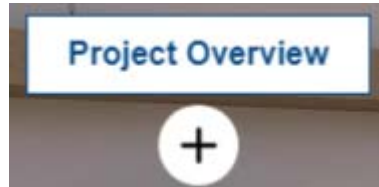
When you enter the portal, the room will automatically rotate to allow you to view all of the material on display. If you want this to stop, all you need to do is hit the **pause** button on the **top right-hand corner** and you can click and drag to view the room at your leisure.



You can also press play again to resume or convert to full screen by clicking the adjacent arrows

Viewing the material

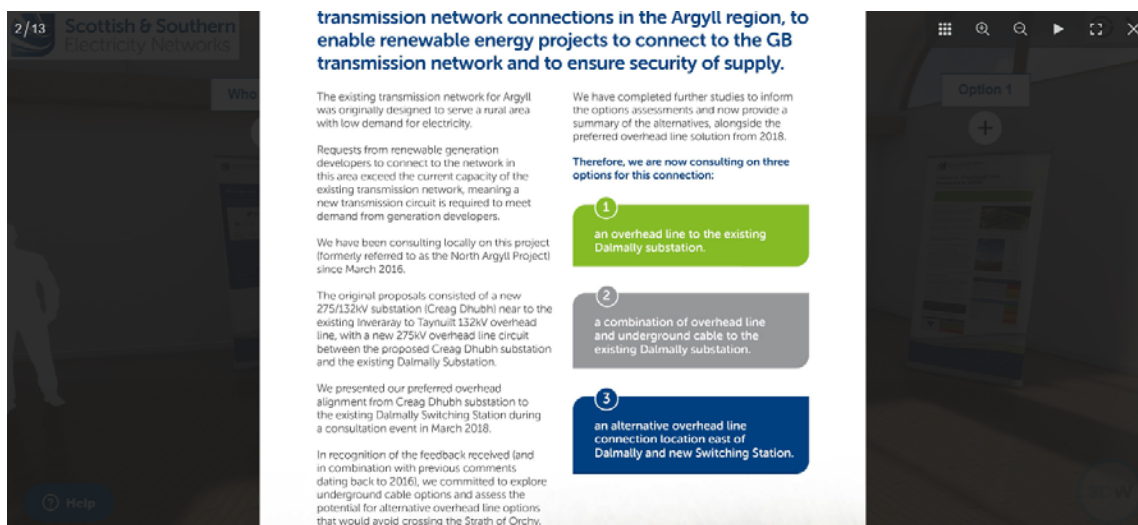
To view any of the information boards, maps, meet the team section or videos on display, just click on the + button below the title:



This will then enlarge the information as follows:



In order to zoom in and view the materials in more detail, just click on the board and it will zoom right in:

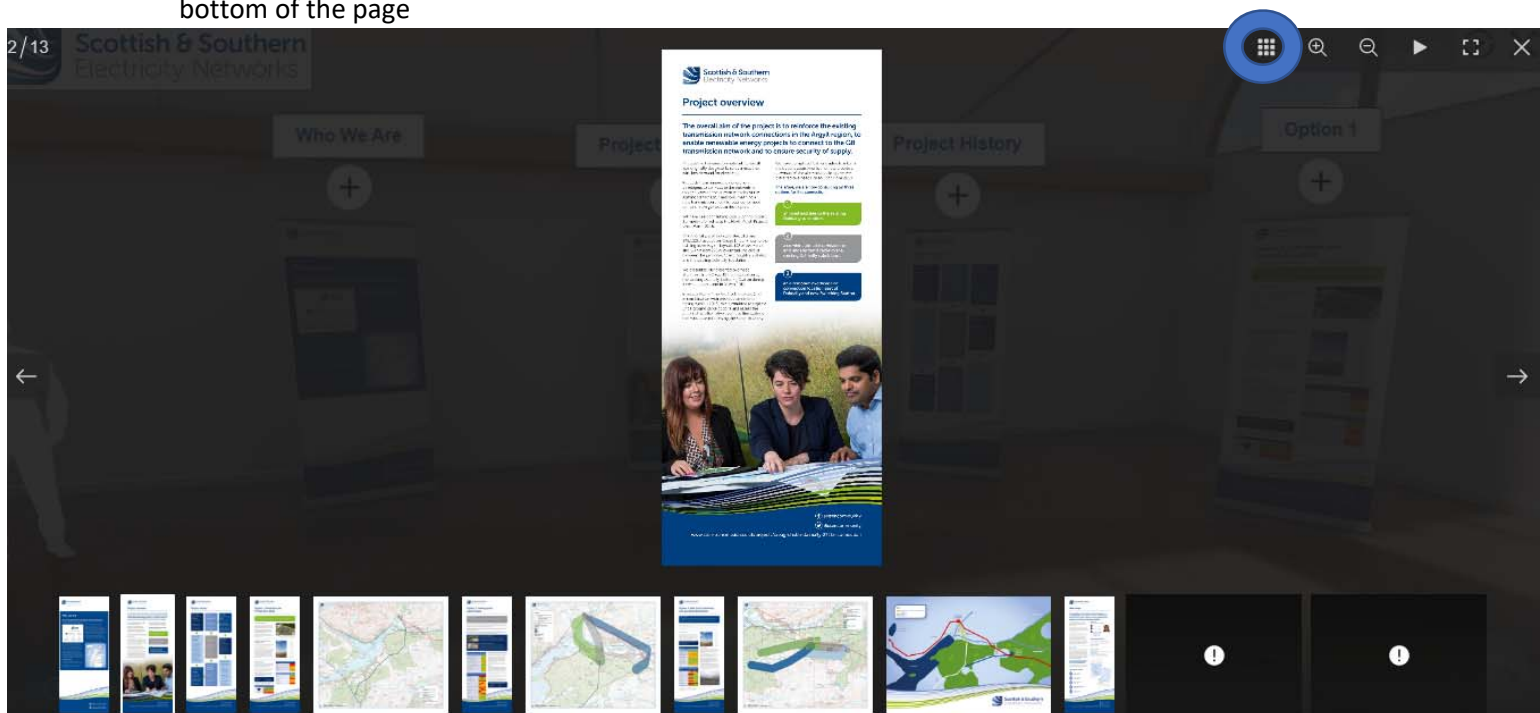


You can then click and drag on the content as required to read each section

Alternatively, once you click on a board you can use the buttons on the **top right-hand corner** to zoom in and out, make full screen, play as a slideshow or show thumbnails of all the content:



Clicking on the **thumbnail button** (circled in blue below) will present all of the materials at the bottom of the page



Using the chat function

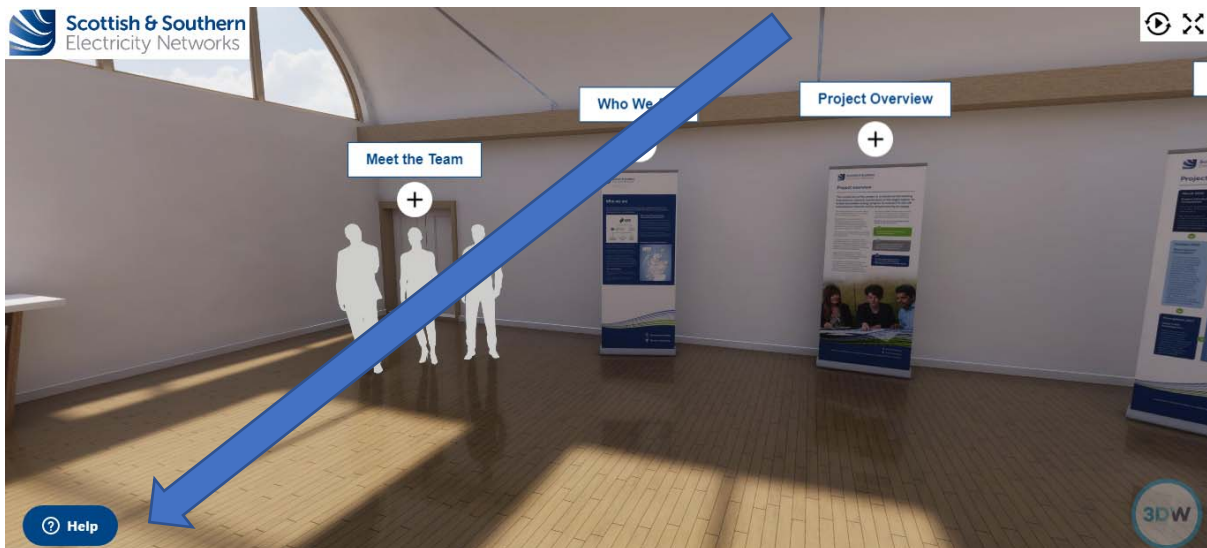
The team will be available for live chat sessions on:

- **Tuesday 01 September 2pm – 4pm**
- **Wednesday 02 September 10am – 12pm and 6pm – 8pm**

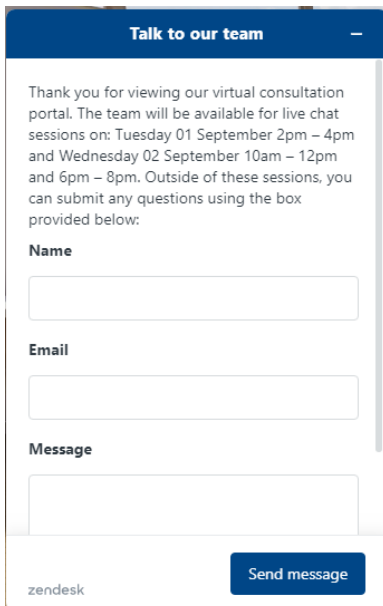
However, out with these times, you can still send a message which will be picked up by the team.

When we are offline:

There will be a box in the bottom left hand corner which says 'help'



If you click on this, the following box will appear:

A screenshot of a chat form titled 'Talk to our team'. The form has a blue header with the title and a minus sign. Below the header, there is a paragraph of text: 'Thank you for viewing our virtual consultation portal. The team will be available for live chat sessions on: Tuesday 01 September 2pm – 4pm and Wednesday 02 September 10am – 12pm and 6pm – 8pm. Outside of these sessions, you can submit any questions using the box provided below:'. Below this text are three input fields: 'Name', 'Email', and 'Message'. At the bottom right of the form is a blue button labeled 'Send message'. In the bottom left corner, there is a small 'zendesk' logo.

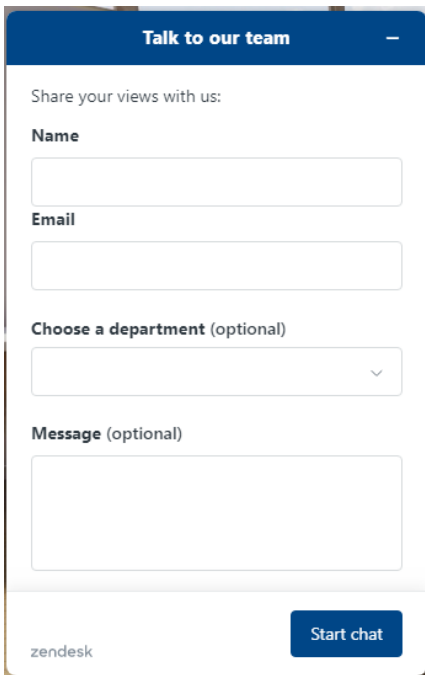
Just type in your name, email, and message or question and click the 'send message' button and the team will get back to you once they receive your message.

When we are online:

During the live chat sessions outlined on the previous page, a different message will appear on the bottom left hand corner which says 'chat'



If you write a message and then click on the arrow, a similar box will appear to when we are offline:



Talk to our team

Share your views with us:

Name

Email

Choose a department (optional)

Message (optional)

zendesk **Start chat**

Again, we will ask for your name and your email address prior to submitting your question. This is to ensure we are able to contact you should we become disconnected for any reason.

We shall receive a notification of your message and once this is picked up by a member of the team a message will appear to say that they have joined the chat.

Depending on how well attended the live sessions are, our response rate may have a slight delay, however if this is the case we'll make sure to tell you so that you are aware.

Additional Information and Feedback



This section of the portal will take you back to the SSEN Transmission Website, either to a Feedback Form or an Additional Information page, depending on the link you click.

Additional Information

If you click the 'More Info' button, it will take you to our Additional Information page where you can download a copy of the booklet, the boards, the maps and also our Consultation Document should you wish for more detail on each of the three proposals.

Feedback

If you click on 'feedback' it will take you to our feedback form. If you fill this in and click 'submit' at the bottom, your form will be emailed straight to our Community Liaison Manager.

If you have a preference as to any of the three options being presented, or any general comments regarding our proposals, we would strongly encourage you to fill in a feedback form to enable us to effectively record your views.