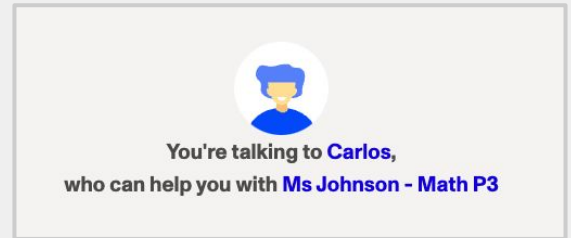
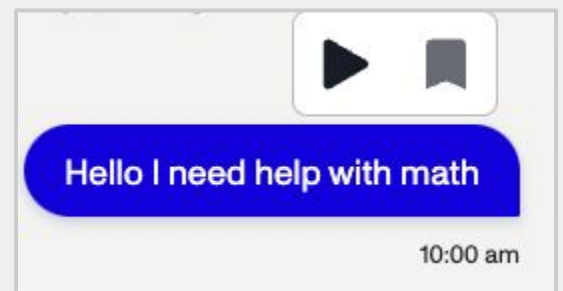


**1**

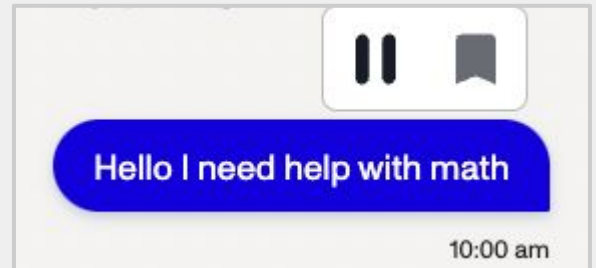
You can now press “play” and have text-based messages read out loud during a Live Help session. Note that the voice you hear is a programmed voice.

**2**

To listen to a message that either a student or tutor has sent, you can hover over a message to access the play button.

**3**

After that, press play to hear the message read out loud. You can also press pause at any time.

**4**

Students can also listen back to the voice reading at a playback speed of their choice.

