

### Adding Widgets/Plugins to Site

- w/ Kidus, a plugin to have better mobile display

### How to Edit Site Pages

- Copying individual pages: sent email

### Inserting APIs into Wordpress

- Theme options on side menu bar -> Custom Code/Custom CSS
- API to delete browser history
  - <https://geekflare.com/delete-browser-data/>
    - inform to users how to automatically delete browser history
  - Worst case scenario:
    - Have a page, or somewhere on site to inform users how to delete history for this site

### Wordpress Popup Plugins

- How to edit appearance (WIP)
  - May need to email SafeChatSV advocate
- Issues:
  - Hours are not placed intuitively
    - Settings -> Business Hours Indicator
  - Colored bar(?) doesn't make sense + delay on color change
    - Previous testing: did not work at 10pm, checked at 10:21pm (did change to orange)
    - Color orange doesn't make sense: possibly change it to red
- Plugins used: (they don't integrate automatic updates)
  - Popliup
    - When accessing the contents of the popliup plugin, it seems to only pertain to the text, not so much appearance
    - Editing appearance separate from text editing
  - Popup Maker
- Worst case scenario:
  - Use Figma and present the layout of the edited popup

### Promoting SMS Text Messenger Feature

- Don't need a whole dedicated page
  - Would have to be added to main about page
- Somewhere on the main site layout
  - On slides
  - As a popup
  - Add to website live-chat

### Better Office Hour Display

- Currently:

- Shows up on popup, but not very obvious (small txt, bad placement)
  - Shows up on info/about page, from user perspective hard to find/navigate
- Somewhere on main site layout
  - Edit it to make it clearer in the emergency escape popup
  - We were thinking of adding/editing a slide from the main site to display live-chat hours

## Chat Hours

Advocates are available to chat during these times:

**Monday through Wednesday** 10 am – 10 pm (CLOSED 12:30 pm – 1:30 pm)

**Thursday and Friday** 10 am – 8 pm (CLOSED 12:30 pm – 1:30 pm)

**Saturday and Sunday** 1 pm – 8 pm

SPANISH and VIETNAMESE Advocates are available to chat as requested.

### EMERGENCY ESCAPE

In the event that you need to exit the site quickly, please click on the “Escape” button on the top of the page. If you are in immediate or imminent danger, please call 911.

During working hours, SafeChatSV advocates are available to live chat with survivors of domestic violence to provide support and referrals to resources. Our current live chat hours are shown below:

20 Thursday

Today	10:00 AM – 12:30 PM
	1:00 PM – 8:00 PM
Tomorrow	10:00 AM – 12:30 PM
	1:00 PM – 8:00 PM

If you would like to contact us out of these timeframes, [please click here to email an advocate](#). We will get back to you within 24-48 hours. Thank you for reaching out.

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During working hours, SafeChatSV advocates are available to live chat with survivors of domestic violence to provide support and referrals to resources. **Please note that SafeChatSV is not a service provider; we can only refer you to appropriate resources for you to contact directly to receive services.**

Our current live chat hours are shown below:

20  
THURSDAY



Today	10:00 AM - 12:30 PM
	1:00 PM - 8:00 PM
Tomorrow	10:00 AM - 12:30 PM
	1:00 PM - 8:00 PM

If you would like to contact us outside of these timeframes, [please click here to email an advocate](#). We will get back to you within 1-2 business days. Thank you for reaching out.