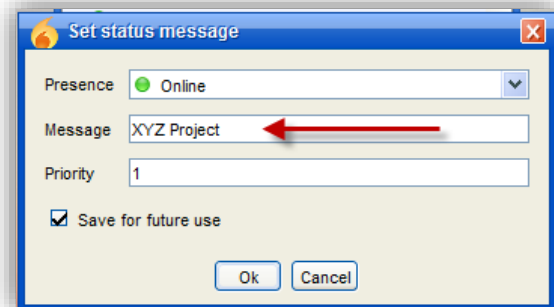
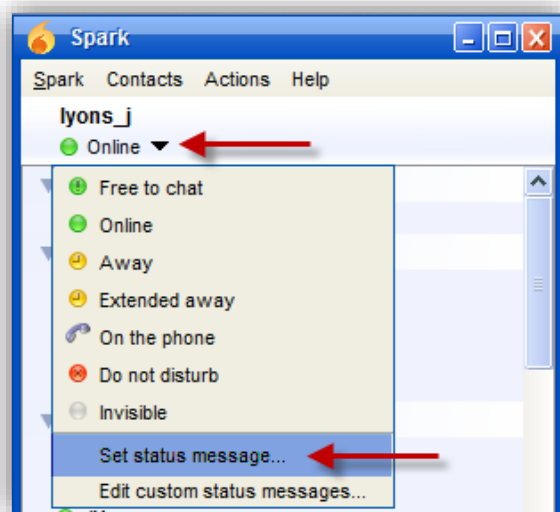


## INSTANT MESSAGING

In order to quickly communicate with Team Leaders and Mentors during trainings and while working, we use Instant Messaging Software. The software we use for instant messaging is called SPARK. You are required to log in to SPARK during every shift.

Once you have read the instructions, downloaded the software and have successfully logged in:

1. Immediately change your status by clicking the dropdown arrow and selecting Set Status Message. In the message line, indicate which project you are working. Do this **EVERY TIME** you log in. If you do not update your status, you may not be seen by Team Leader staff and they may assume you have not logged in to Spark during your shift.



2. After loading the software for the **first time**, send a quick note to an available team leader.

**There are different instructions based on whether you work At-Home or In-Center. Please click on one of the links below based on your location.**

**At-Home Link:** [At-Home Spark Install Instructions](#)

**In-Center Link:** [In-Center Spark Install Instructions](#)