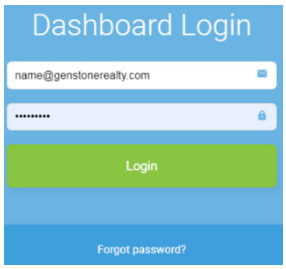
GENSTONE REALTY

kvCORE PLATFORM

Getting Quick Answers from kvCORE
Using the Dashboard Chat Bubble

Login:

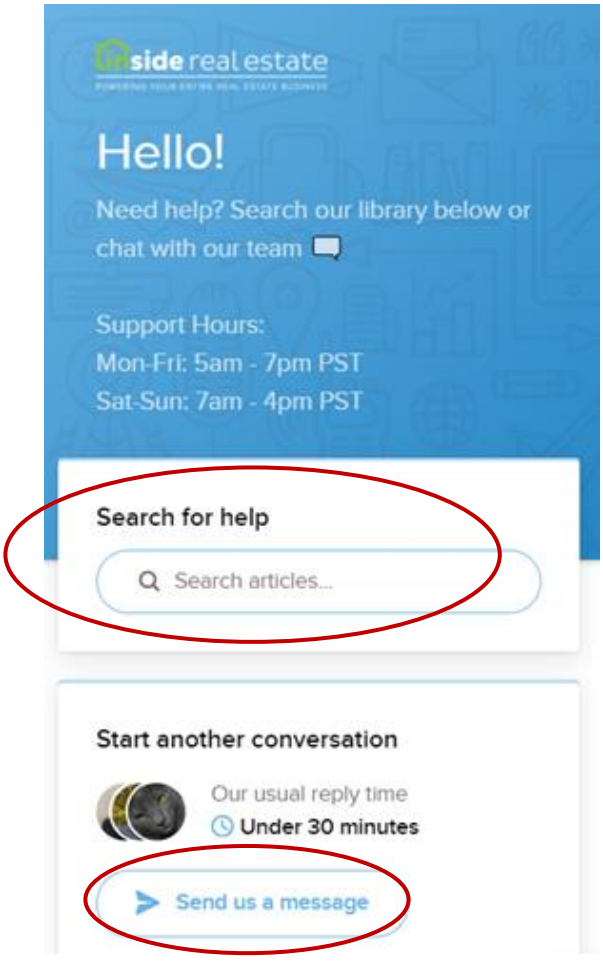
1. Go to https://app.kvcore.com/login
2. Enter your genstonerealty.com email address and your kvCORE password. If you have never logged in or have forgotten your password, click the “Forgot password?” link at the bottom.



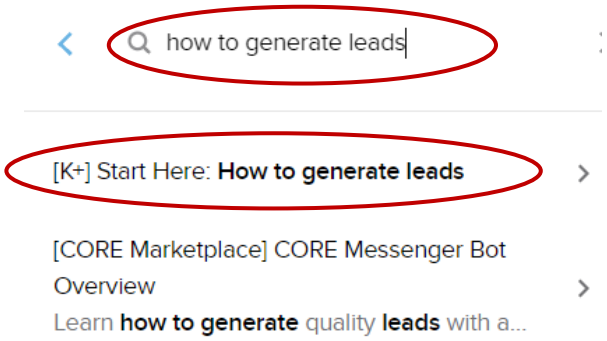
3. When in the kvCORE dashboard, find the “Chat Bubble” at the bottom right, and click on it. This is the quickest and most direct way of getting assistance and answers about kvCORE.



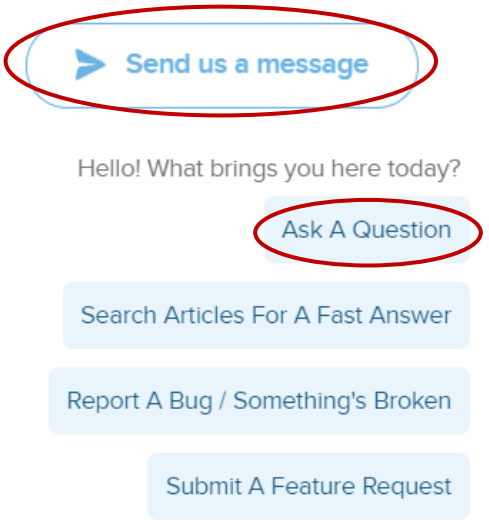
4. The chat bubble displays the support hours in Pacific time and gives two options:
   - Enter a subject to search for kvCORE articles to provide help
     OR
   - Start a (or another) conversation by selecting “Send us a message.”



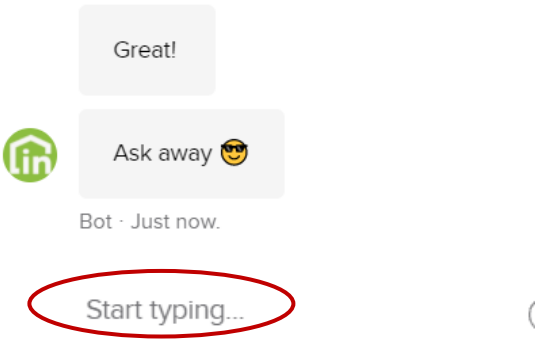
5. When choosing “Search for help,” enter a description for what you want to know, then select from the displayed list.



6. If the article does not give you the answers, or brings up an additional question, use “Send us a message,” then select “Ask a question.”



7. Enter the question.



8. The ‘bot” recognizes keywords to send you answers. If the articles received do not address what was needed, select **“Talk to a person.”** Depending on how busy they are, a response time is displayed – from 20 minutes to hours. My experience is it is usually less than what is posted. When the advisor responds, chat to get the answers.

