I can't see the patrons email address even though it appears they typed it

Last updated: Thu, 08 Nov 2018 16:00:05 GMT

Symptom

- It appears patron typed in their email address from chat context
- Email address is not visible in request or on a search
- Chat displays "Patron has chosen to remain anonymous (no email address available for followup)"

Applies to

- Chat Interface

Resolution

1. After patron enters email, have patron clear the "Stay Anonymous" checkbox.
2. Request patron resubmit email address.