# Western Online Virtual Assistant (Brightspace Lumi Chat) Tip Sheet

## Introduction

We have contracted D2L's End User Support services to provide **24/7/365** Western Online support to WIU students, faculty, and staff.

## How will support be delivered?

Support will be delivered through a virtual assistant called **Lumi Chat,** which is always available as a pop-up window from the **speech bubble button** in the bottom right corner of each page on Western Online. Through **Lumi Chat**, users will be able to **get support without leaving the space where their questions or problems arise. Lumi Chat** uses generative AI responses to provide answers to user queries. If you need further assistance, do one of the following:

A. Select **Ask the Community** to be directed to Brightspace Community to post your question in a discussion forum and receive answers from other Community members.
B. Select **Contact Support** for further assistance. The following options appear:
    a. **Call us:** Users will be given the correct phone number to contact a live support agent directly from Brightspace.
    b. **Email us:** A case will be created from the tool and will be sent to the D2L End User Support team.
    c. **Chat with us:** Users can chat with a live D2L support agent while navigating through different areas of Brightspace.

💡 **All users are expected to use Lumi Chat as their first point of contact for how-to questions, and technical questions regarding Western Online. If questions cannot be answered by the Lumi Chat, users will be directed to the appropriate office at WIU.**

‼️**If Western Online is down (you cannot access it or log in to it) you should contact University Technology Support at [support@wiu.edu](mailto:support@wiu.edu) or (309) 298-TECH (298-8234).**

All requests for assistance with instructional design, course development, course approval, one-on-one instructional training, workshops, etc. should continue to be directed to the uTech OTL team by calling (309) 298-TECH (8324).

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# How do I use the Virtual Assistant?

Consult the WesternOnline **Brightspace Lumi Chat 24/7/365** for all of your Western Online support needs. Support needs include basic questions such as, but certainly not limited to:
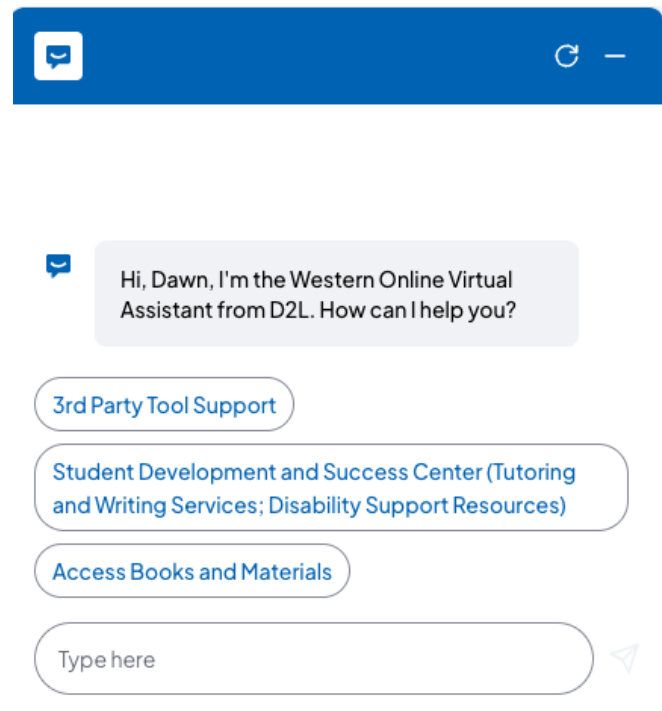
**Students**

How do I:

- Find course content?
- Check my grades?
- Hand in an assignment?
- Participate in a discussion?
- Send an email?

To more advanced questions such as, but certainly not limited to:

- Why am I receiving an error?
- Why can't I see my course?
- My computer locked up while taking an exam, now what do I do?
- Respondus Lockdown Browser is not working, what do I do?

**Faculty**

How do I:

- Activate my course?
- Set up my gradebook?
- Add content to my course?
- Create a Quiz or Exam?
- Import test questions into the Question Library?
- Copy content from one course to another?

To more advanced questions such as:

- How do I reset a student's exam?
- How do I add special access for an assignment or quiz?
- How do I create a randomized exam?
- How do I set up a Self-Registration course?
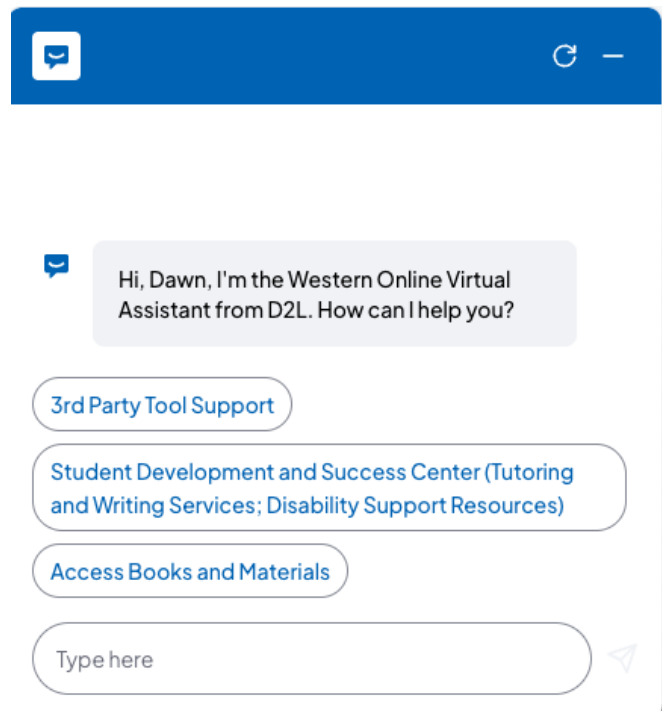


Visit the **Receive Live Help with Lumi Chat** to watch how to use **Lumi Chat** to receive live help within Western Online.

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## Accessing help with Brightspace Lumi Chat

1. Login to Western Online if you are not already logged in.

2. Click on the **speech bubble button**  at the bottom right-hand corner of any page in Western Online.

3. Initially, you will be presented with 3-5 predefined support resources above the **Type Here text field** that are geared to answer some of the most commonly asked

questions. These may change depending on the time of the semester. If these do not reflect the topic of your question, proceed to the next step.

4. Enter your question in the **Type here** field at the bottom of the assistant window,

   then press **Return/Enter** on your keyboard, or press the **send** icon.
   **Note:** When typing your questions use the following guidelines, For example, ask: Where do I find my grades, or Where do I find my grades in Brightspace, **not** Where do I find my grades in **Western Online**. Including the words **Western Online** in your question **will not return the correct results**.
5. A response will be automatically generated and delivered in the virtual assistant box.
6. If the automated response did not answer your question, select one of the following additional options for obtaining support at the bottom of the virtual assistant:
   a. Yes, I have another question,
   b. Contact Support
   c. Ask the Community
7. If you select **Contact Support**, you will be prompted to enter your question or a description of your issue in the **Case Description** field. After entering that information you will be asked to enter your email address in the user email field. (**Note:** This may be auto-filled for you). Finally, you will be asked to enter your phone number in the Phone field. If you do not want to continue, select **Nevermind**, otherwise, provide the requested information.
8. After you have provided your information, select **Send**.
9. You will then be prompted to select the manner in which you would like to communicate with support.
10. If you click **Call us**, you will be given the D2L support number so you can call and speak to a live support representative.
11. If you click **Email us**, a support request will be automatically emailed on your behalf and a Support Representative will reach out to you shortly. Watch your inbox!
12. If you click **Chat with us**, a live chat will begin in the Lumi Chat window. You will be prompted to enter your **Name, Email Address, and Phone number** before beginning live chat assistance. When you have finished your chat, click on the **X** in the upper right-hand corner of the chat window.
13. If you select **Yes, I have another question**, you will be returned to the initial screen where you can enter a question and receive an automated answer.
14. If you select **Ask the Community** you will be able to pose a question in the **Brightspace Community**, where other users, just like you, can provide thoughts and ideas.

15. If at any time your Lumi Chat window becomes too cluttered, and you want to go back to an empty screen, click the **Refresh** button at the top right corner of the Lumi Chat window.