

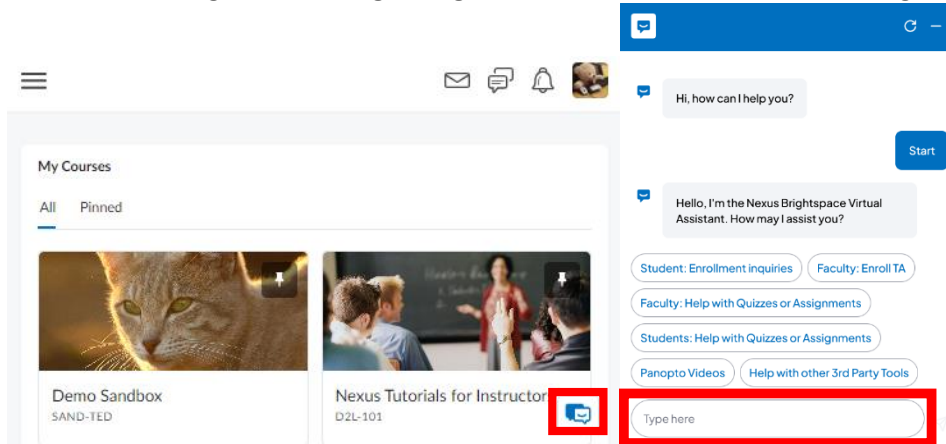
Nexus Brightspace Virtual Assistant

Starting Tuesday, August 8, 2023: Nexus Support’s D2L End User Support (EUS) service will be available through a **contextual/in-line help tool integrated into Nexus**. This service continues to provide 24/7/365 technical support for the Nexus (D2L Brightspace) LMS with options for an online chat with a live agent, or by email.

Issues or questions involving the Nexus LMS platform itself, such as Nexus tools and/or functions, should be directed to this service.

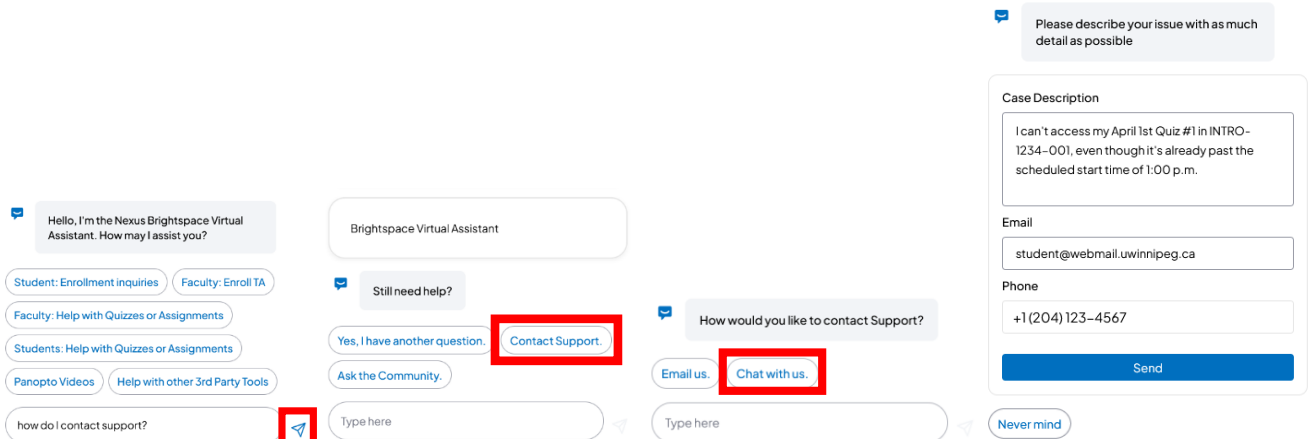
How to Access End User Support

1. In your web browser, from anywhere in Nexus (e.g. the page that you’re experiencing issues in), select the floating blue **“smiling dialog boxes” button** found in the lower right, (then **“Start”**, if needed).



Choose from the most common UWinnipeg Instructor & Student help topics, OR: use the **“Type here”** text field to ask a different question or to reach a support agent.

2. Type in your question, then use the **“Send message”** button:



You’ll be presented with the first set of available information related to your question.

3. For additional help, select the **“Contact Support.”** button to enter your issue description, then: **“Chat with us.”** (to be connected live to a support agent; average wait time is under 2 minutes), OR: **“Email us.”** (for issues that are not as time-sensitive, and an agent will respond within approximately 2 days).

Nexus Support Email

The UWinnipeg Nexus Support email address (nexus@uwinnipeg.ca) will continue to function. Any issues that are "non-LMS platform"-related, such as administrative questions - for example: student enrollment, or faculty enrollment (ie. of Instructor/TA/Staff users) into Nexus courses - should continue to be sent to this email address.