

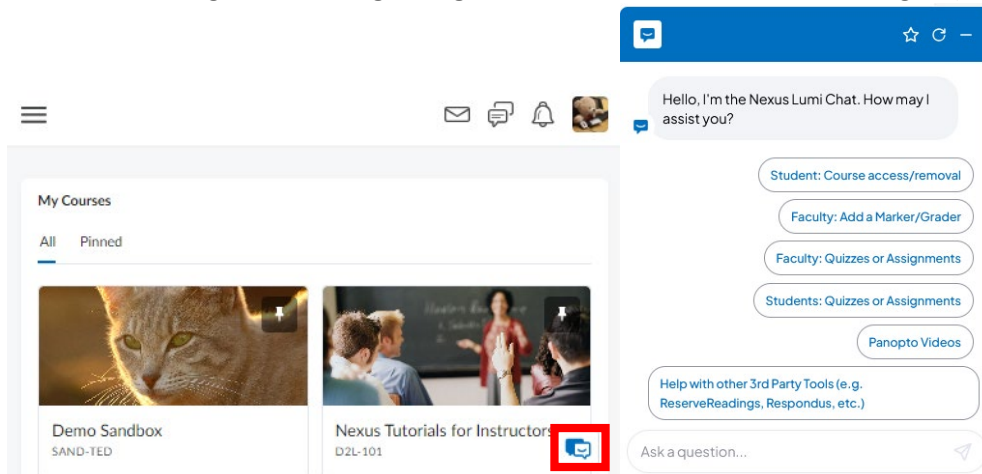
## Nexus “Lumi Chat” (formerly Brightspace Virtual Assistant)

Nexus Support’s D2L End User Support (EUS) service is available via a **contextual/in-line help tool integrated into Nexus**, providing 24/7/365 technical support for the Nexus (D2L Brightspace) LMS with options for an online chat with a live D2L agent, or by email.

Issues or questions involving **D2L Brightspace (Nexus)** tools and/or functions should be directed to this service (*not* 3<sup>rd</sup>-party tools like [ReserveReadings](#), [Panopto](#), [Respondus](#), or [ReadSpeaker](#), which have different support contacts).

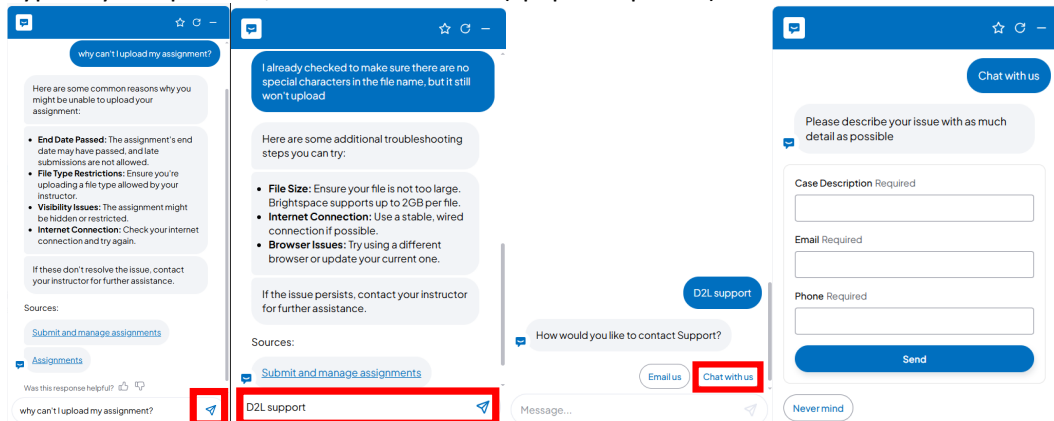
### How to Access D2L End User Support

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 popular UWinnipeg-specific Instructor & Student help topics, OR:  
use the **“Ask a question...”/“Message...”** text field to ask about a different issue, or to reach D2L support.

2. Type in your question, then use the Send (“paper airplane”) button:



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

3. If that does not resolve the issue, then for additional help, enter **“D2L support”** and select either:  
**“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](mailto: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.