

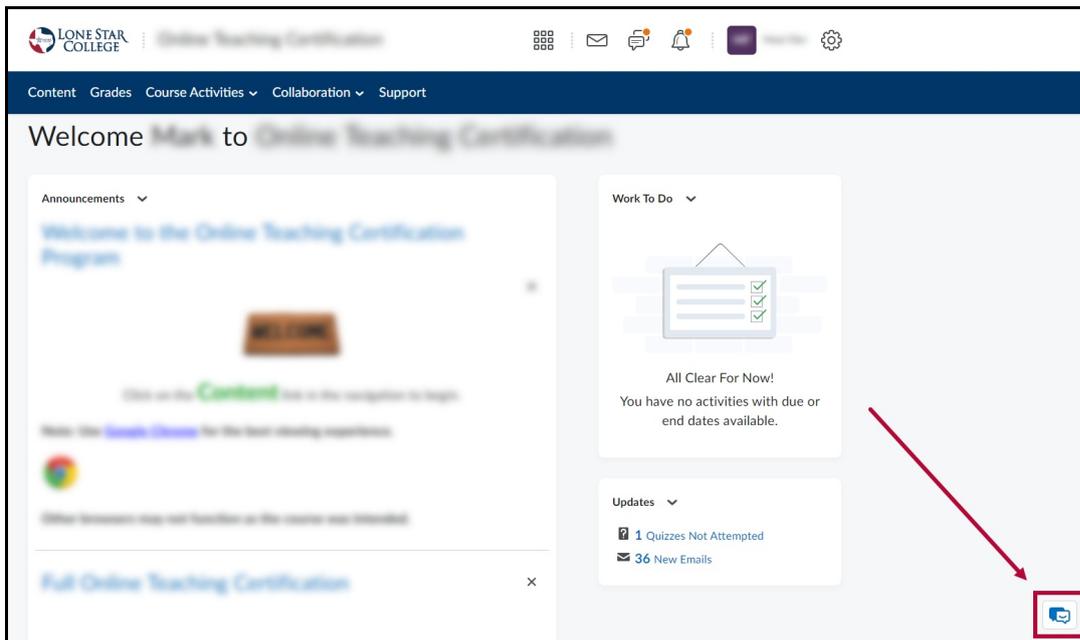
D2L Virtual Assistant

Last Modified on 04/03/2024 11:50 am CDT

The **D2L Virtual Assistant** can help facilitate communication, assisting with inquiries, and pointing you towards the right direction for further assistance. If you have simple questions or need direction on a specific issue, you can turn to the virtual assistant for help.

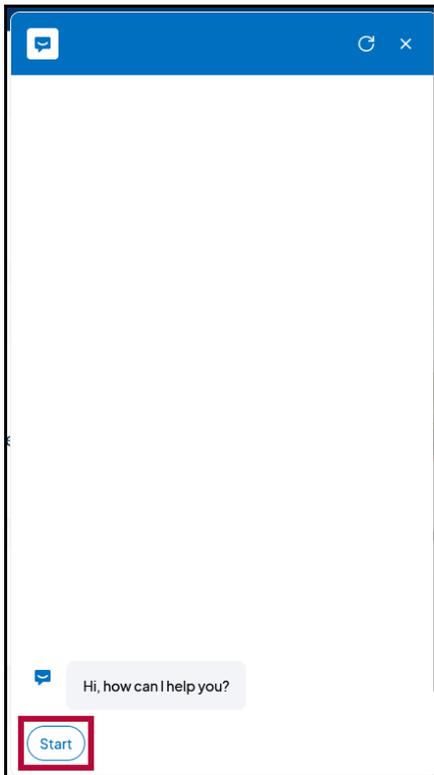
Accessing the Virtual Assistant

At any time when navigating D2L, in the bottom right corner of your screen, you can see the option **[Get Help]**. Clicking this option will open the **D2L Virtual Assistant**.

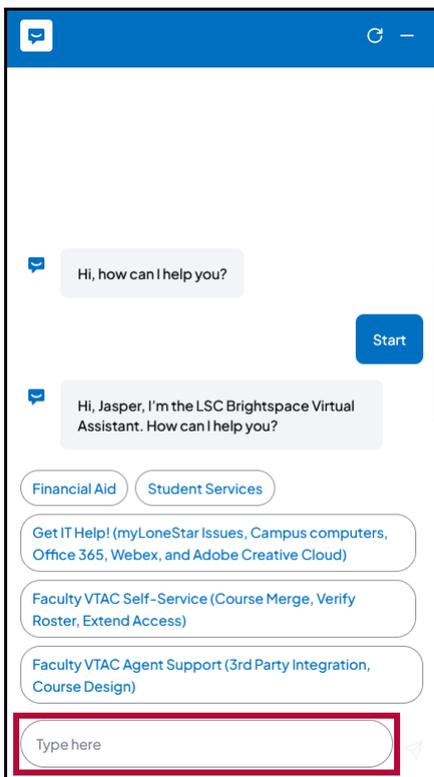


Using the Virtual Assistant

1. Upon opening the D2L Virtual Assistant, you may be greeted with "**Hi, how can I help you?**" Click **[Start]**.



2. After clicking **[Start]**, or if you did not see the initial greeting, it will bring up the available options: **[Financial Aid]**, **[Student Services]**, **[Get IT Help!]**, **[Faculty VTAC Self-Service]**, **[Faculty VTAC Agent Support]**. You can also type in the **[Type here]** field at the bottom to type in your question, if it's not listed in the above options (typing in your question is also how you contact the **D2L Helpdesk**, see [the last section of this article \(https://vlac.lonestar.edu/help/d2l-virtual-assistant#type-here-contact-d2l-helpdesk\)](https://vlac.lonestar.edu/help/d2l-virtual-assistant#type-here-contact-d2l-helpdesk) for more details).

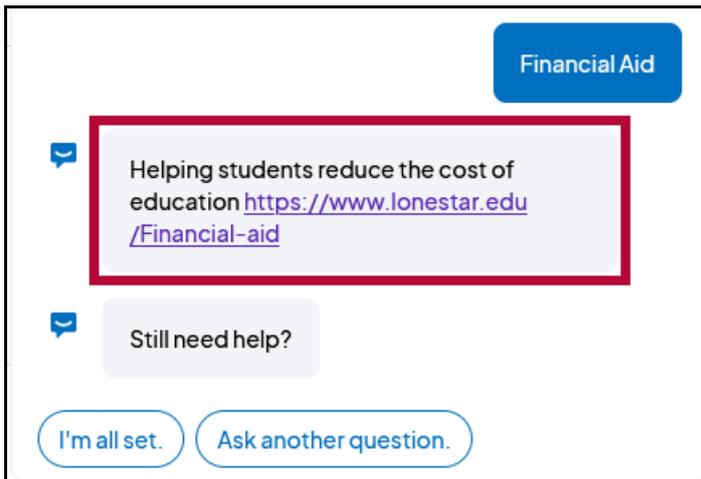


NOTE: At any time, you can click the **[Refresh]** icon to return to the beginning or click the **[Close]** icon to close the **Virtual Assistant**.

Virtual Assistant Options

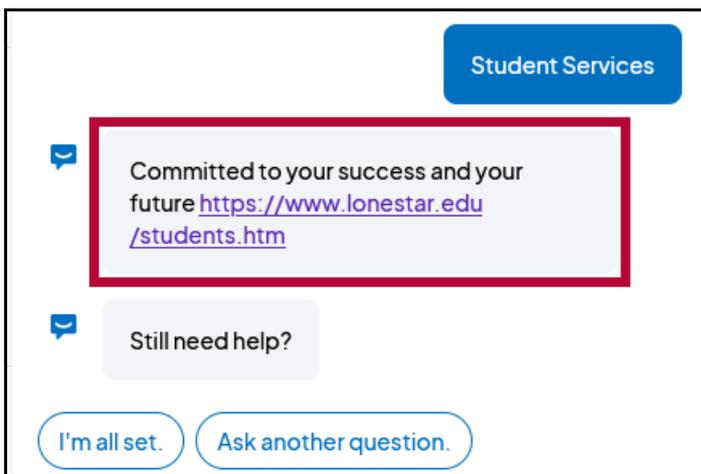
Financial Aid

Selecting **[Financial Aid]** will generate a link to the **Financial Aid** (<https://www.lonestar.edu/Financial-aid>) information page.



Student Services

Selecting **[Student Services]** will generate a link to the **Student Services** (<https://www.lonestar.edu/students.htm>) information page.



IT Service Desk

Choosing **[Get IT Help! (myLoneStar Issues, Campus computers, Office 365, Webex, and Adobe Creative Cloud)]** will provide you with the contact information for the **IT Service Desk** so you can get immediate assistance. For more information on the IT Service

Desk, the services they offer, and what LSC technologies they support, you can visit their **information page** (<https://www.lonestar.edu/ots.htm#ots-service-desk>) on the Lone Star College website.

Get IT Help! (myLoneStar Issues, Campus computers, Office 365, Webex, and Adobe Creative Cloud)

IT Service Desk can be contacted **6 a.m. – midnight** 7 days a week

Contact: Live Chat
(Hyperlink <https://lonestar.service-now.com/sp>)
Click for Live Chat on the bottom of the screen)

Phone: [281.318.HELP](tel:281318HELP) (4357) or toll-free at 866.614.5014

Still need help?

Faculty VTAC Self-Service - (Faculty ONLY)

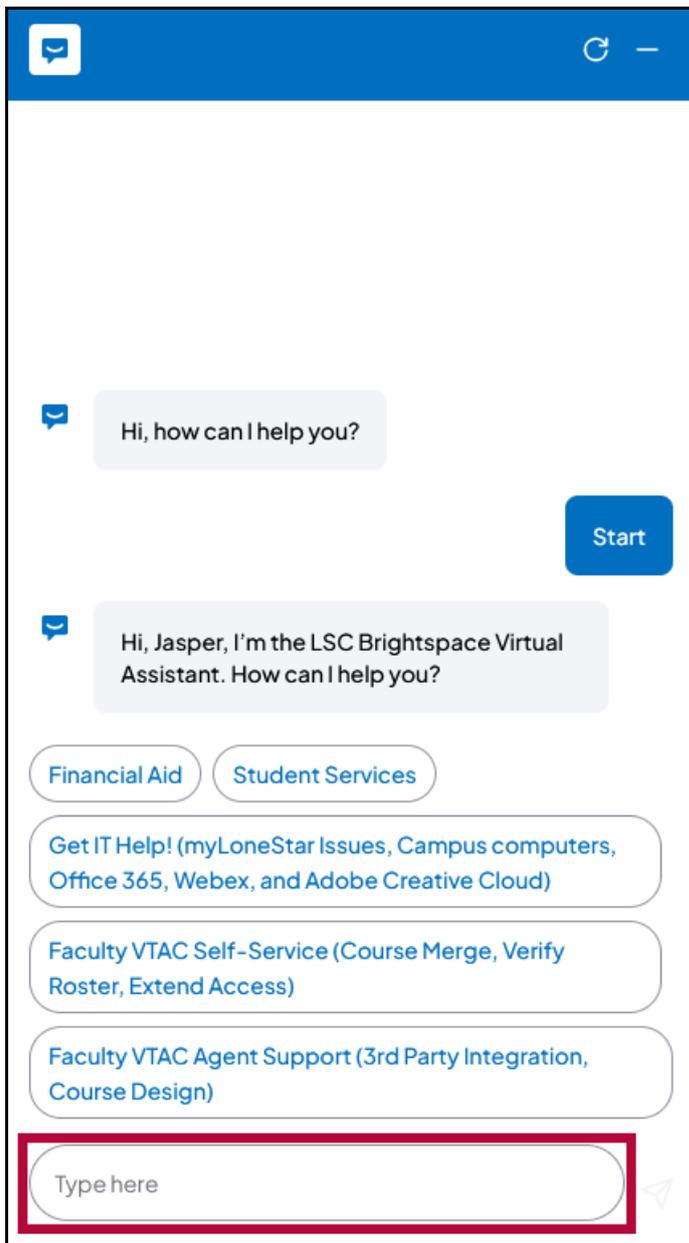
Choosing [**Faculty VTAC Self-Service (Course Merge, Verify Roster, Extend Access)**] will provide multiple options to view the VTAC Self-Service page. **These options are not available for students.**

Faculty VTAC Agent Support - (Faculty ONLY)

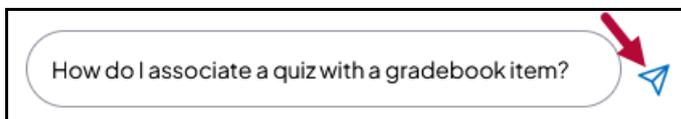
Choosing [**Faculty VTAC Agent Support (3rd Party Integration, Course Design)**] will bring up options to schedule VTAC appointments. **These options are not available for students.**

Type Here/Contact D2L Helpdesk

The [**Type Here**] text box at the bottom allows you to enter any question. The Virtual Assistant will attempt to find a relevant document which answers your question, and if it is unable to do so, you will be given an opportunity to contact **D2L Helpdesk** either by phone, email, or chat for further support.



1. Enter your question and click the **[Send]** (Paper Plane) icon.



2. The Virtual Assistance will search **D2L's documentation site** (<https://community.d2l.com/brightspace/>) for the most closely related article(s) to your question. Click **[Read Article]** to read the full text of the article.

How do I take a Quiz?

Here's what I found

Using the Quizzes tool

Video: How to take a quiz



[Read article](#)

Create and configure a quiz

Still need help?

The image shows a user interface for a help article. At the top right is a blue button labeled 'How do I take a Quiz?'. Below it is a light gray box with a speech bubble icon and the text 'Here's what I found'. The main content is enclosed in a rounded blue border and contains the heading 'Using the Quizzes tool'. Underneath is a video section titled 'Video: How to take a quiz' with a video player thumbnail. The thumbnail shows a person at a laptop with a red play button in the center. Text on the thumbnail includes 'How to Take a Quiz', 'Learner', 'How to Take a Quiz | Lear...', and 'D2L BRIGHTSPACE'. Below the video is a red-bordered button labeled 'Read article'. At the bottom of the blue-bordered area is a light gray box with the text 'Create and configure a quiz'. Below that is another light gray box with a speech bubble icon and the text 'Still need help?'.

3. If multiple articles appear, you can click each one to switch between them.

How do I take a Quiz?

Here's what I found

Using the Quizzes tool

Video: How to take a quiz



D2L BRIGHTSPACE

[Read article](#)

Create and configure a quiz

Still need help?

How do I take a Quiz?

Here's what I found

Using the Quizzes tool

Create and configure a quiz

Fill in quiz details

Once you have opened the **New Quiz** page, you must start by entering basic details for your quiz.

To fill in quiz details

1. From the **New Quiz** page, enter a **Name** for the quiz.

Name *

Grade Out Of

0 points | Not in Grade Book

Due Date

MM/DD/YYYY

[Read article](#)

4. When viewing the full text of an article, you can click the **[Back]** button to return to the Virtual Assistant, or click the **[Expand]** button to open the full version of the article on the **D2L Documentation site** (<https://community.d2l.com/brightspace/>).

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Using the Quizzes tool

Use the Quizzes tool to take a quiz (start a quiz), review your quiz results, and see class statistics for a quiz.

Access quizzes using the New Content Experience (Lessons)

Quizzes can be used as a benchmark to track your learning progress. Your instructor may provide you with several assessments for you to access and complete throughout the duration of your course.

To access quizzes using the New Content Experience

1. On your course homepage, navigate to **Content**.
2. Navigate to the module where the quiz is located.
3. Click on the name of the quiz that you want to take.

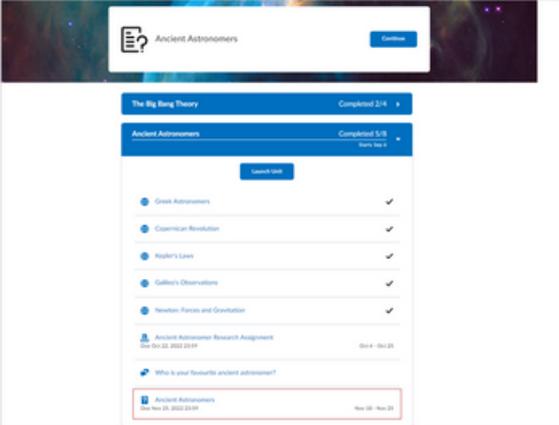


Figure: A quiz in a module in Content.

Access quizzes using the Classic Content experience

5. Once you have finished reading an article, you will be asked if you **Still need help?** You can answer with **[Yes, I have another question.]**, **[Contact Support]**, or **[Ask the Community]**.

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Still need help?

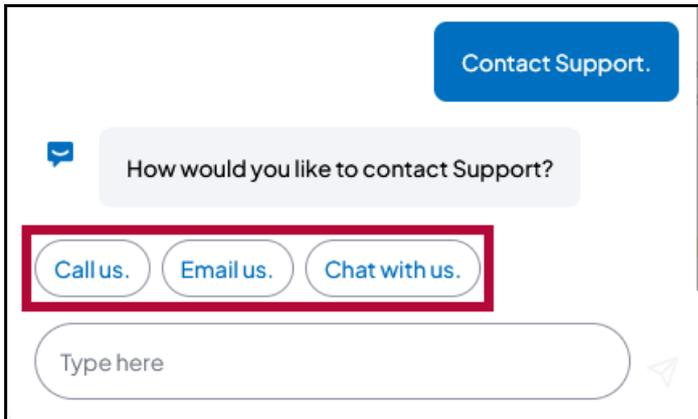
Yes, I have another question.

Contact Support.

Ask the Community.

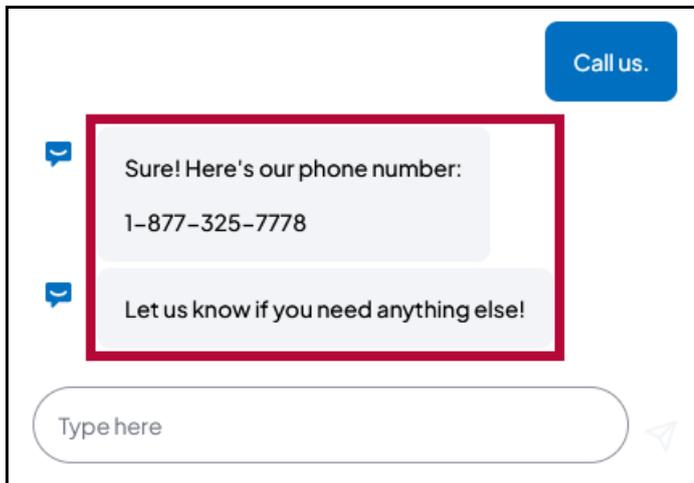
Type here
➤

6. If you choose **[Contact Support.]**, it will allow you to contact the **D2L Helpdesk** via phone, email, or chat. Select **[Call us.]**, **[Email us.]**, or **[Chat with us.]**.



The screenshot shows a chat interface with a blue button labeled "Contact Support." in the top right corner. Below it is a grey message bubble containing the text "How would you like to contact Support?". Underneath the bubble are three buttons: "Call us.", "Email us.", and "Chat with us.", which are highlighted with a red rectangular box. At the bottom of the interface is a text input field with the placeholder text "Type here" and a send arrow icon on the right.

- A. If you choose **[Call us.]**, you will be provided the **D2L Helpdesk** phone number.



The screenshot shows the chat interface after selecting "Call us.". A blue button labeled "Call us." is in the top right corner. A red rectangular box highlights two grey message bubbles. The first bubble contains the text "Sure! Here's our phone number:" followed by "1-877-325-7778". The second bubble contains the text "Let us know if you need anything else!". Below the bubbles is a text input field with the placeholder text "Type here" and a send arrow icon on the right.

- B. If you choose **[Email us.]**, you be be required to entire a **Case Description** detailing your question or issue (please provide as much detail as possible), a contact **Email**, and a contact **Phone number**. After entering this information click **[Send]**.

[Email us.](#)

 Please describe your issue with as much detail as possible

Case Description Required

I am having an issue with my gradebook.

Email Required

Faculty@lonestar.edu

Phone Required

281-555-1234

[Send](#)

[Never mind](#)

- C. If you choose **[Chat with us.]**, you will be asked to provide the same information, but after entering the information and clicking **[Send]**, it will open a **Live Chat** with a **D2L Helpdesk** agent.

[Chat with us.](#)

 Please describe your issue with as much detail as possible

Case Description Required

I am having an issue with my gradebook.

Email Required

Faculty@lonestar.edu

Phone Required

281-555-1234

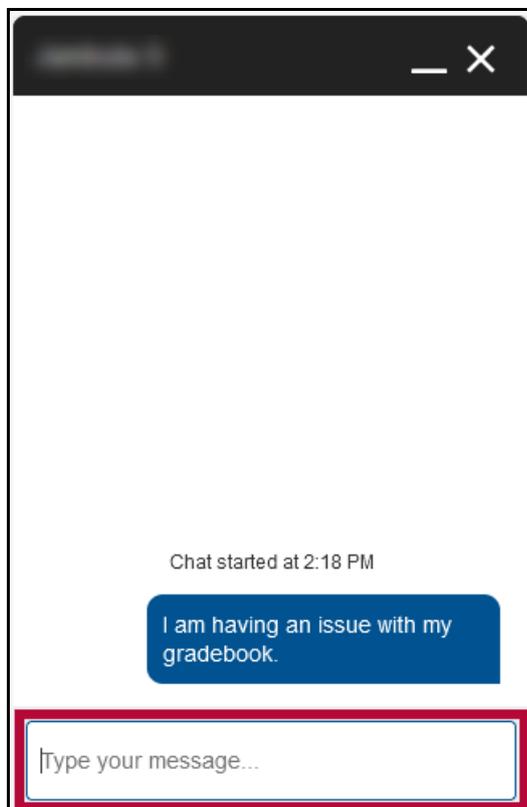
[Send](#)

[Never mind](#)

- While you are waiting to connect to your live chat, you can click **[Cancel Chat Request]**.



- Once the chat begins, use the **[Type your message...]** box to communicate with the agent.



7. If you choose **[Ask the Community.]**, you will be taken to the [D2L Documentation site](#)

[\(https://community.d2l.com/brightspace/\)](https://community.d2l.com/brightspace/).

8. If you choose **[Yes, I have another question.]** or **[Ask another question.]**, you will be taken back to the beginning.
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