

This guide provides comprehensive instructions for how University of Miami instructors, students, and administrators can utilize and interact with Panda Bot - our new Virtual Assistant - directly integrated within the Canvas LMS.

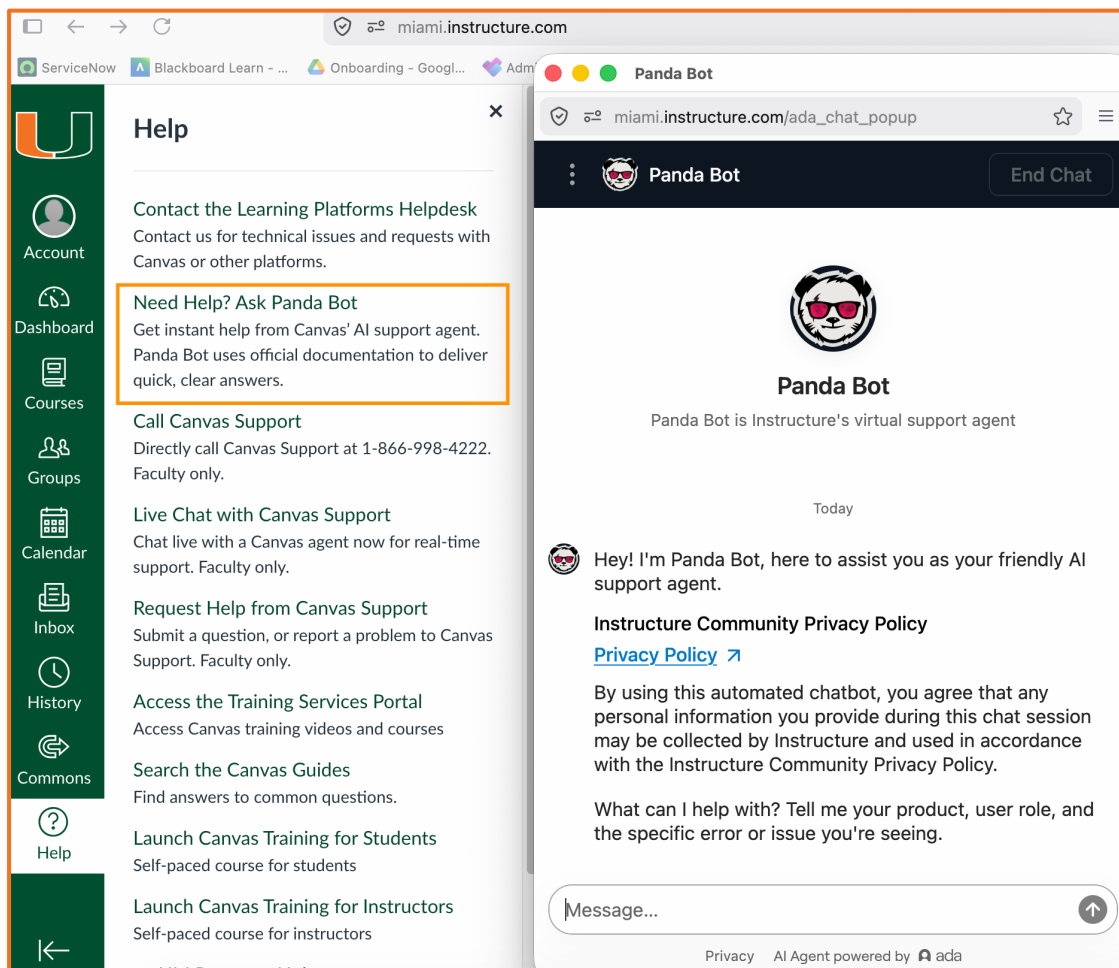
Panda Bot Overview

Panda Bot, the Instructure Virtual Assistant is available within the [Instructure Community](#) and directly in Canvas to provide quick, on-demand support to the University of Miami community.

Access the Panda Bot

Log in to [Canvas](#) then select the **Help** button from the menu and click the **Ask Panda Bot** option.

[Login to Canvas](#)



The screenshot displays the Instructure user interface. On the left, a vertical sidebar contains navigation icons and labels: Account, Dashboard, Courses, Groups, Calendar, Inbox, History, Commons, and Help. The 'Help' option is highlighted. The main content area shows the 'Help' page with several options: 'Contact the Learning Platforms Helpdesk', 'Need Help? Ask Panda Bot' (highlighted with an orange box), 'Call Canvas Support', 'Live Chat with Canvas Support', 'Request Help from Canvas Support', 'Access the Training Services Portal', 'Search the Canvas Guides', 'Launch Canvas Training for Students', and 'Launch Canvas Training for Instructors'. To the right, a chat window titled 'Panda Bot' is open, showing the bot's profile (a panda wearing sunglasses) and a message: 'Hey! I'm Panda Bot, here to assist you as your friendly AI support agent.' Below the message is a link to the 'Instructure Community Privacy Policy' and a text input field for the user to type a message.

Key Features and Capabilities

New Window: Ask Panda Bot opens in a separate window so you can get help without covering your Canvas page.

Remembering Conversations: Panda Bot is currently set to retain each user's conversation history and data.

Knowledge Articles: Panda Bot can reference both Instructure Community resources and select University knowledge articles.

Canvas 24/7 Support: Ask to work with an agent to connect with Canvas 24/7 support and share the conversation history.

Persistent Conversation History: The "Never Forget" setting helps Panda Bot continue previous support threads for each user.

Context-Aware URLs: Panda Bot records the page URL when launched, but you should still describe your task or issue.

Types of Questions: Panda Bot works best for quick answers, summaries, and step-by-step guidance. For complex or unusual troubleshooting needs, contact the live support team.

Examples

Use Panda Bot for quick Canvas questions, step-by-step guidance, and help finding the right support resource. The examples below can help you get started.

Getting Started: "How do I find my courses in Canvas?" "Where can I update my Canvas notification settings?" "How do I customize my Canvas dashboard?"

Course Content: "Where do I find my course modules?" "How do I download a file from Canvas?" "Why can't I access a page, quiz, or module in my course?"

Communication Tools: "How do I send a message to my instructor?" "Where do I find course announcements?" "How do I participate in a discussion?"

Quizzes and Exams: "How do I start a quiz in Canvas?" "What should I do if my quiz does not load?" "How do I see quiz results or feedback?"

When to Ask for Canvas 24/7 Help: "Can I speak with a support agent?" "I'm still stuck after trying these steps. Can you connect me with live support?" "Can you share this conversation with an agent?"