



## Using the AI Helpdesk Tool in OpenSpecimen

The OpenSpecimen integrated AI Help Tool is a great way to get quick answers, step-by-step guidance, and help navigating features like Collection Protocols, specimen setup, and storage configuration.

The AI Help Tool is especially useful for new users and can assist with tasks like label formatting, event setup, and troubleshooting common issues.

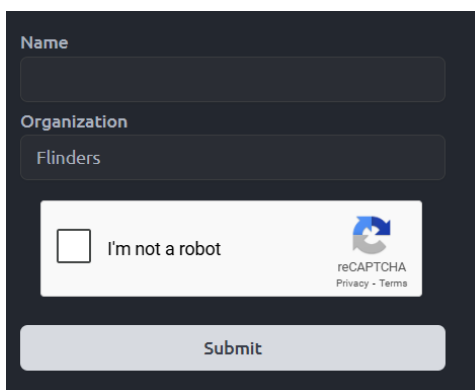
### How to set up the OpenSpecimen AI Helpdesk tool

Click on this link: <https://helpdesk.openspecimen.org/>

Enter your **Name** and “*Flinders University*” as the **Organisation**.

**Tick the checkbox** to confirm “*I’m not a robot*”.

Click **Submit**.

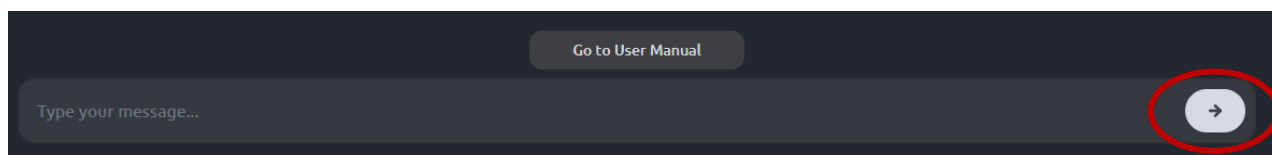


We recommend you bookmark this AI Helpdesk link to your Favourites Bar, for quick access throughout your onboarding journey.

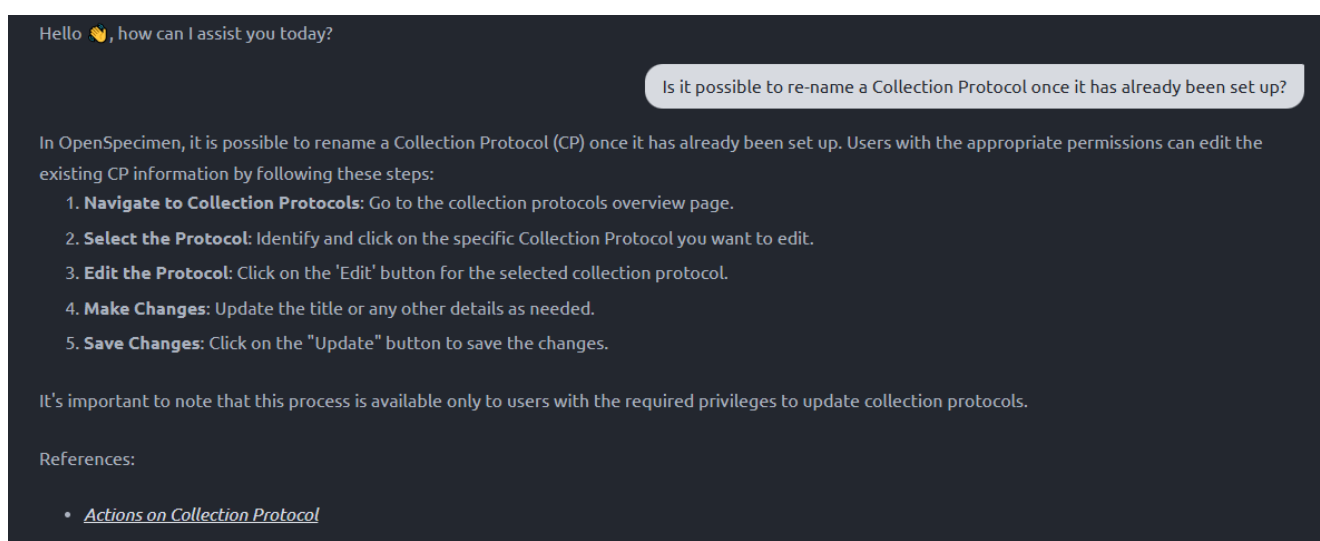
## Using the OpenSpecimen AI Helpdesk tool

Enter your question or the information you'd like clarified into the text box at the bottom of the page.

Press **Enter** on your keyboard or click on the **arrow button** next to your query.



The tool will review your question and provide a response, along with links to any relevant support documentation under the 'References' section.



You can also click the 'Go to User Manual' button to access the vendor's Support Center, which includes a wide range of helpful resources such as articles, videos, FAQs, and more. This serves as an additional source of support documentation.

