



# User Guide to SPArky



## Introducing SPArky!

SPArky is a helpful chatbot that has been created to help you confidently resolve any questions related to your Chromebook.

## How will SPArky help me?

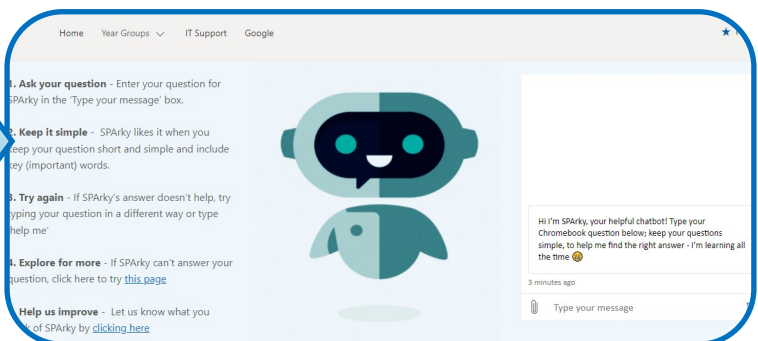
SPArky is here to answer questions you have about your Chromebook or the apps you use for homework. SPArky helps you to become an independent problem solver.

## What is a chatbot?

A chatbot is a computer programme which is used to help quickly answer questions on line. A team of people help a chatbot to understand what answers to give. A chatbot will improve over time when more questions are asked. It's called a chatbot because Chatter + Robot = Chatbot!

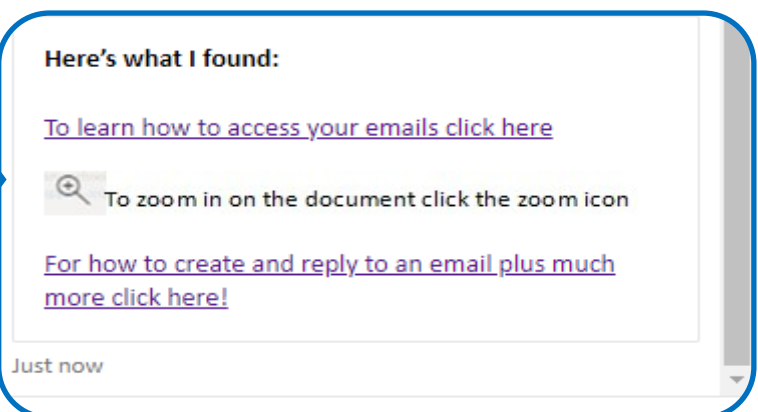
## Where can I access SPArky?

You can access SPArky on the IT Support page of SPArk. SPArk is the homepage of your Chromebook.



## Example of questions you can ask SPArky:

- How do I access my emails?
- Can I take a screen shot?
- I can't connect to WiFi?



## What if SPArky can't answer my question?

- Try again, keeping your question short but with important words included
- Take a look at the Explore IT Support page

## More help:

Sometimes SPArky will ask you to bring your Chromebook into school so your issue can be fixed. Remember to bring the special ticket number that is emailed to you.