Ask Class Genie a question in Canvas

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This article is designated for all users.

About

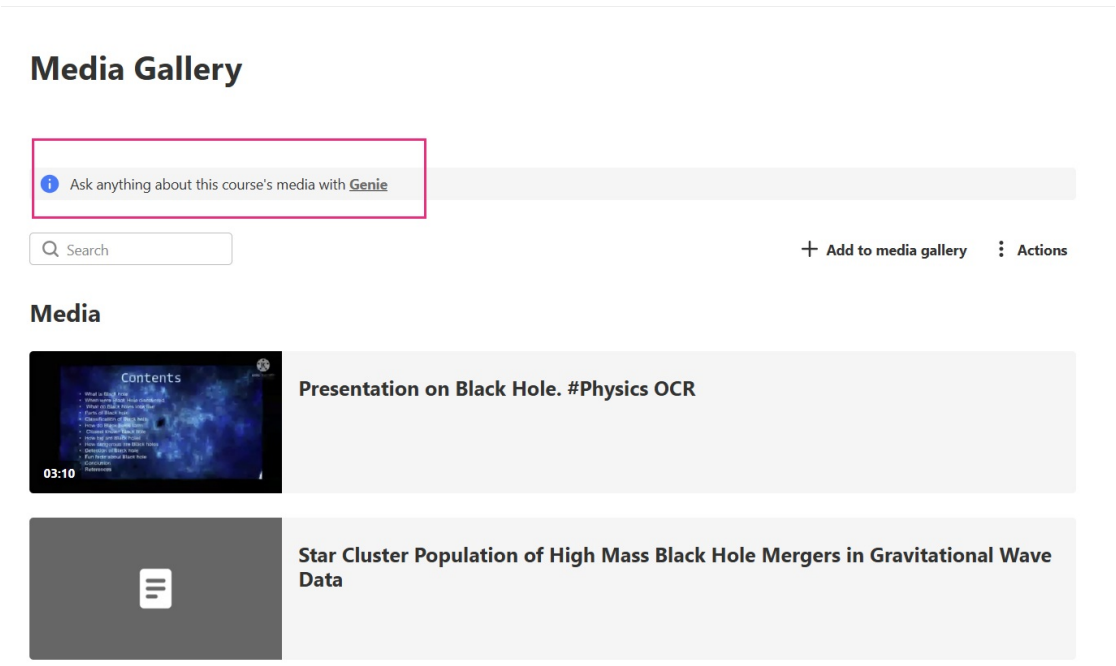
Class Genie is your AI-powered assistant for course questions. It pulls answers only from your course's Media Gallery and related materials, like lecture videos, slides, or documents. It does not use external AI sources, so you always get answers based on your school's trusted content.

By simply asking a question, you'll get clear takeaways, video clips, document excerpts, and suggested next questions - all designed to help you find what you need fast.

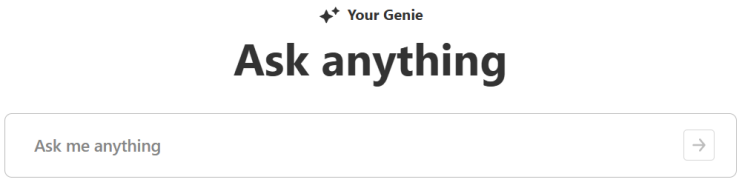
Ask a question

1. In your Media Gallery, click the **Genie** button.

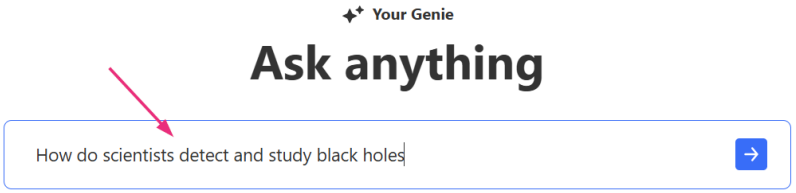
Can't access the Genie? Contact your admin to check permissions.



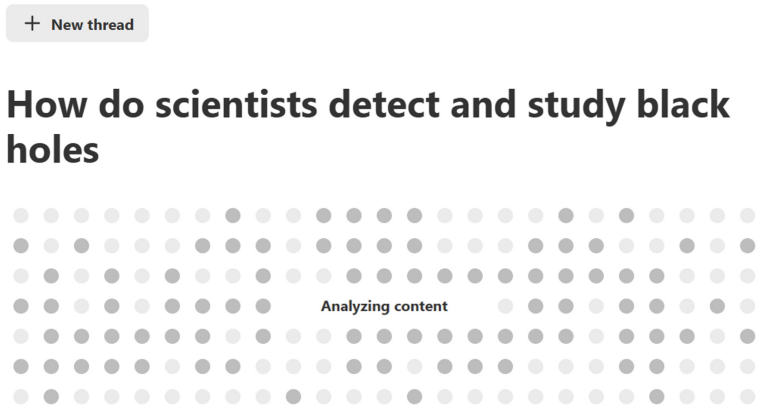
The 'Ask anything page' displays.



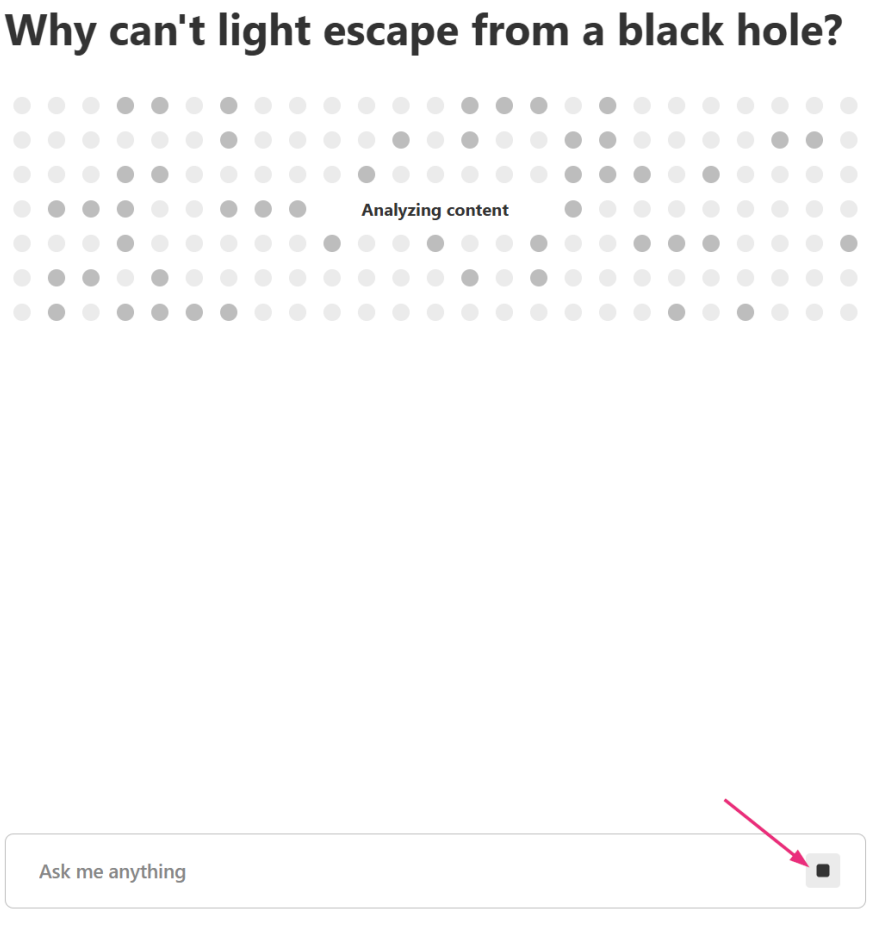
2. Type your question into the **Ask me anything** search field and press **Enter** on your keyboard.



While Genie processes your request, the 'Analyzing content' screen displays.



To **cancel** while Genie is generating a response, click the **Stop button** (square icon). You'll stay in the same thread and can immediately ask a new question.



After a few seconds, your answer appears on the same screen. Depending on your question, Genie will return:

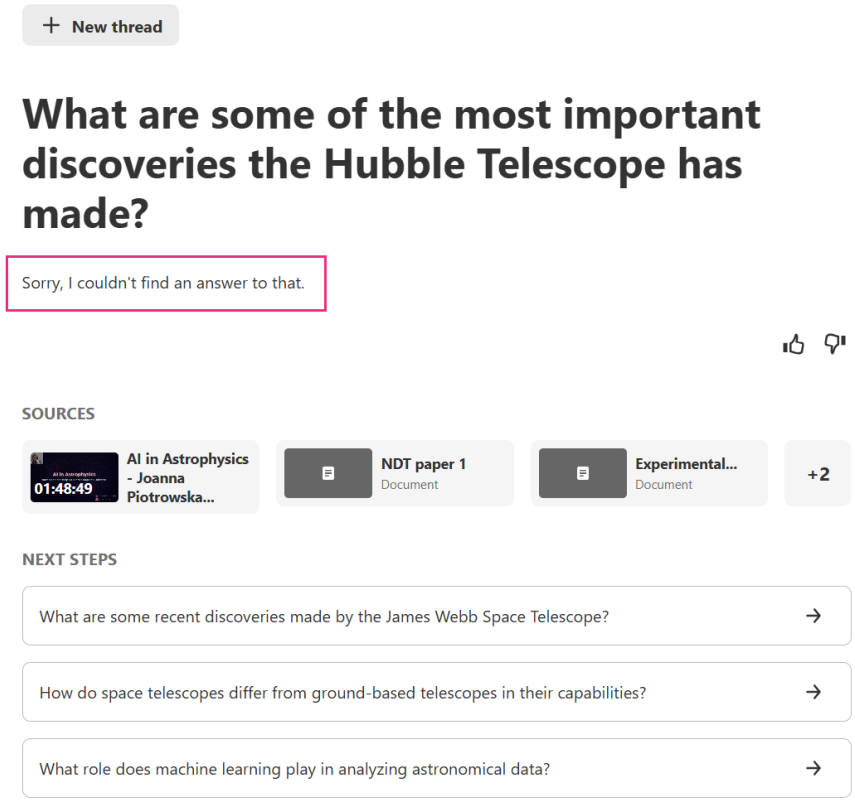
- **Flashcards** – Key takeaways, often with video clips, document excerpts, or images

- **Text answers** – A full written explanation with summaries, steps, or lists

> Want to learn more? See Understand Genie's answers.

If Genie can't find an exact match, it will:

- Show a message: *Sorry, I couldn't find an answer to that*
- Suggest related questions you can try instead



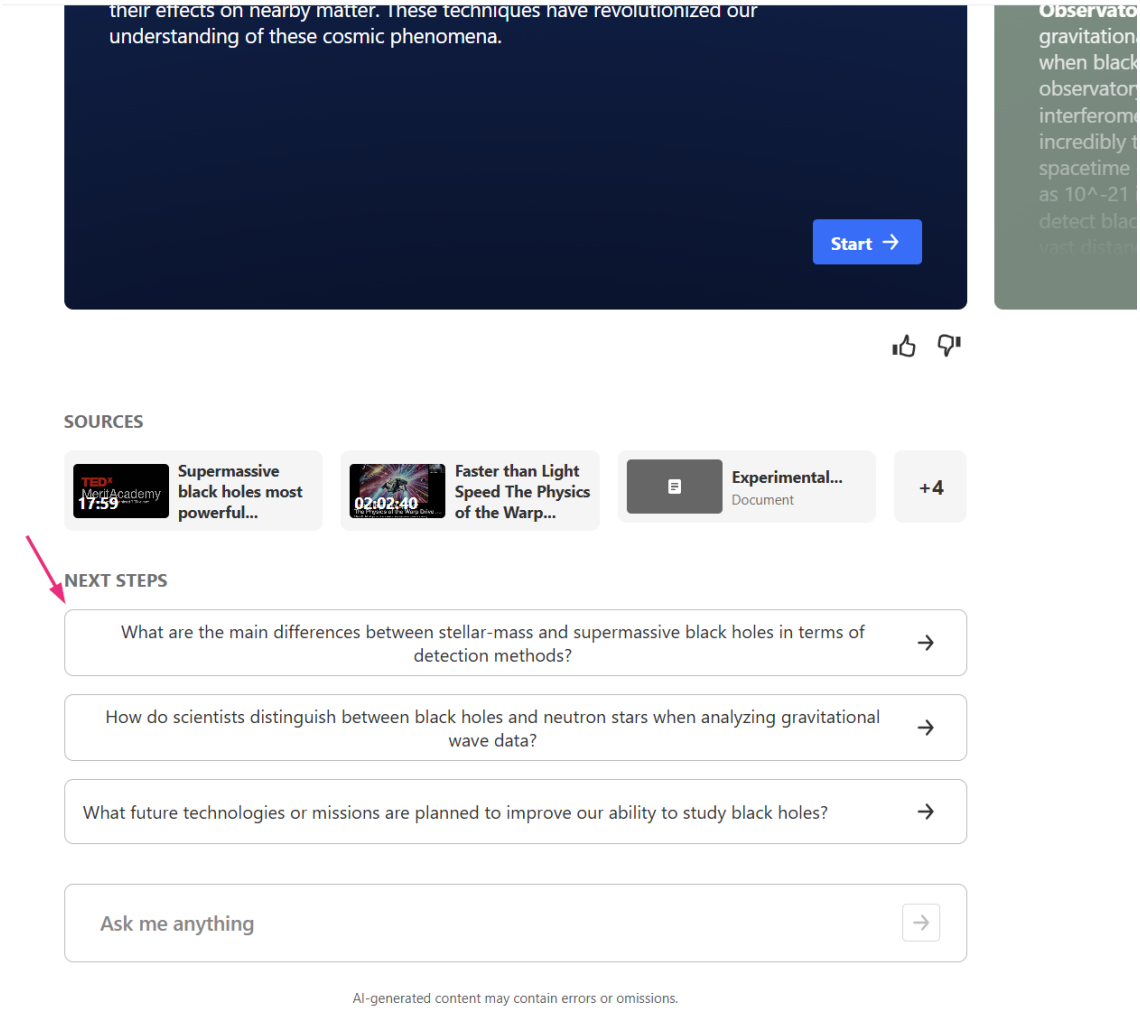
Multilingual support

Genie can respond in the language you use to ask your question. It automatically detects the language and pulls from matching multilingual sources. If content isn't available in your preferred language, Genie will return the most accurate results it can find, even if they're in another language.

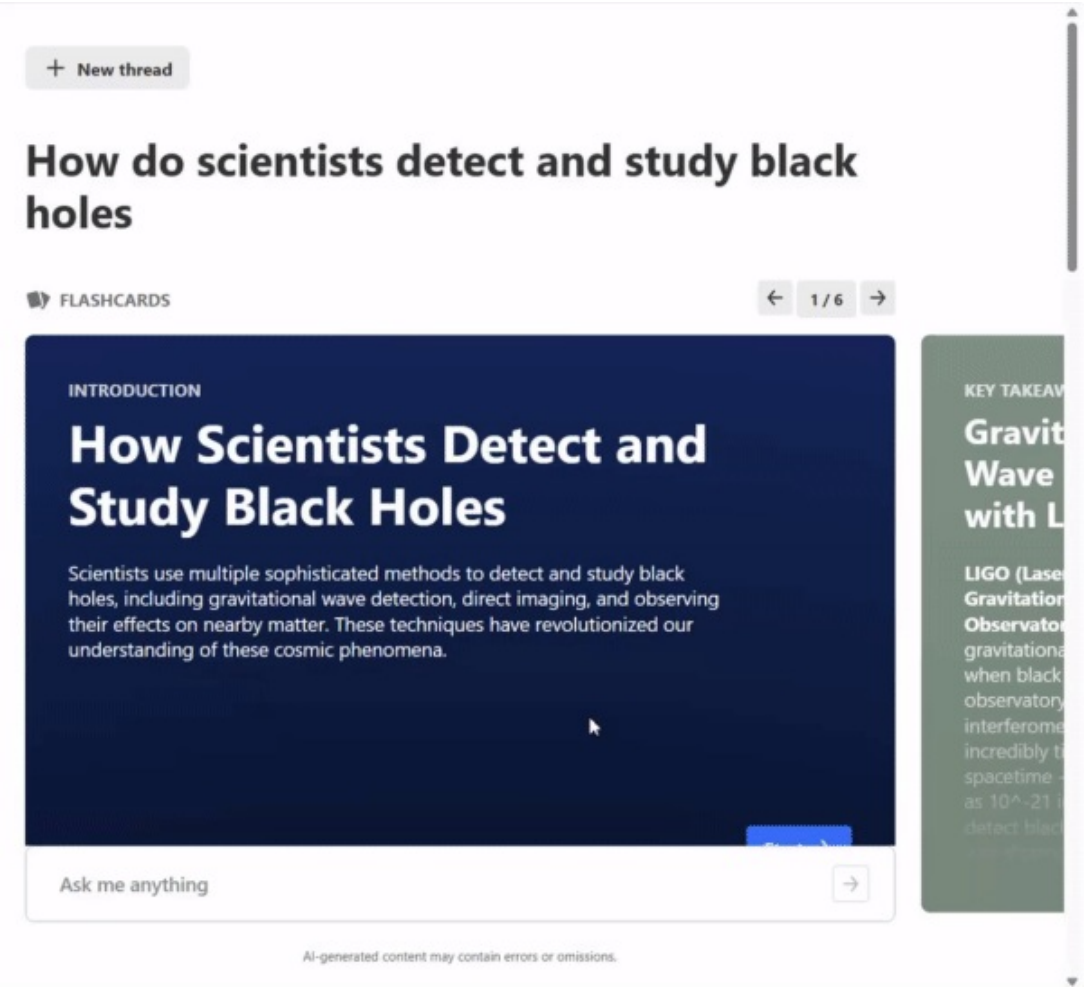
Ask a follow-up question

To continue the conversation, just type your follow-up question into the 'Ask me anything' field or click one of the suggested follow-up questions in **Next Steps** beneath

the **most recent answer**.



Genie will keep the **thread** going by using the previous response as context and generate a new answer directly below it, as demonstrated below:



Start a new thread

Click the **New thread** button at the top left to begin a new search. This clears the conversation and opens a new 'Ask Anything' window.