MERCER UNIVERSITY
CENTER FOR TEACHING & LEARNING

Amplify AI at Mercer

User Manual

Getting started and using the core features

For Mercer students, faculty, and staff

Use this manual to sign in, start a conversation, choose a model, work with files and artifacts, and reuse prompts and assistants.

Live sessions and companion guides provide additional practice and support.

Open Amplify AI at mercer.cr8.io

Screenshots show the interface at the time of capture. Labels and available features may change.

September 30, 2026

Quick start

Follow these seven steps to complete your first useful conversation.

1. Go to mercer.cr8.io. Sign in with your Mercer credentials and complete multifactor authentication when prompted.
2. Review and acknowledge the required terms and guidance on your first sign-in.
3. Select New Chat. Start with the default model, GPT-5.6 Luna, or choose another model suited to your task. Keep reasoning on Low or Off for efficiency.
4. Attach a source if needed. Use the plus sign to upload a file from your computer. Wait for the green check mark before sending your prompt.
5. Write your request in the prompt input box. State the task, provide relevant context and source material, and explain the format and limits you want.
6. Turn on the globe control only when you need Web Search. Select the send arrow to submit your request.
7. Read the answer, ask follow-up questions, and verify important information. Save or download any work you need to keep.

Try a simple first prompt

"Summarize these meeting notes in five bullets and list the action items. Use only the notes. Mark missing names or deadlines as not specified."

Paste the notes after the prompt or upload them as a file. Use only information you are authorized to provide.

Before entering information

Amplify AI is not FERPA compliant. Follow the privacy guidance on page 4 before entering student information or other sensitive material.

Continue learning

Use the separate model, prompting, and assistant guides on the Center for Teaching and Learning website, along with live sessions and other handouts.

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Find a task below or use Word's Navigation Pane to move between headings.

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Sign in and protect information

Amplify AI brings several AI models into one Mercer-provided workspace. Use it to draft, summarize, explain, analyze, and organize information while keeping responsibility for the final work.

Sign in

1. Open mercer.cr8.io in your browser.
2. Sign in with your Mercer University credentials. Complete multifactor authentication when prompted.
3. Review and acknowledge the required terms and guidance. You will not normally see the acknowledgement again unless the language changes.
4. Select New Chat in the left sidebar.

Protect information

Amplify AI is not FERPA compliant. Do not enter FERPA-protected student records merely because the platform is provided by Mercer.

Use only information you are authorized to use, minimize the information you provide, and avoid using full names, account numbers, credentials, and other sensitive details when they are not necessary.

- Do not enter passwords, authentication codes, Social Security numbers, or financial account details.
- Do not enter HIPAA-protected information or other regulated data without explicit Mercer approval for that category and workflow.
- Review the conversation, artifact, and any included source material before sharing.

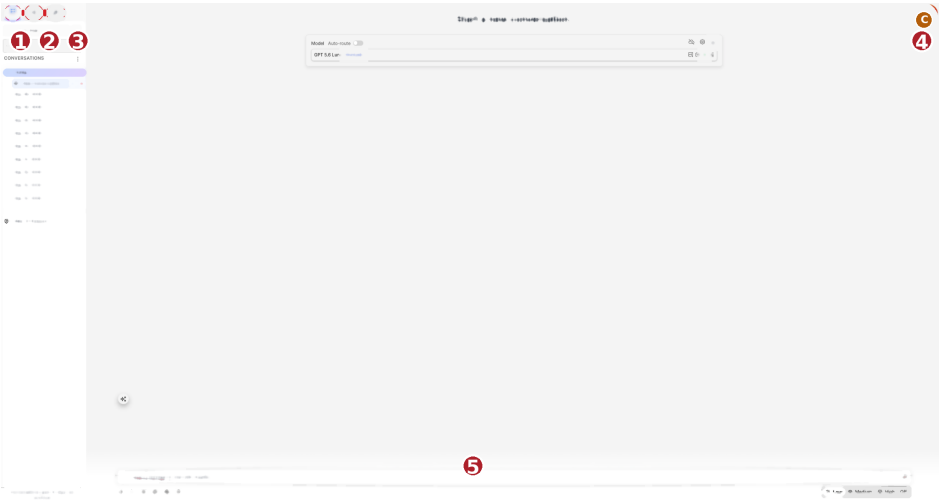
Use your judgment

Verify important facts, quotations, citations, calculations, policies, and dates. Students must follow each instructor's directions for each assignment. Faculty and staff remain responsible for accuracy, accessibility, copyright, professional judgment, and any required disclosure of AI use.

Use AI output to support human review. Do not use it as the final decision in grading, admissions, student work, employment, personnel, or other consequential matters.

Find your way around

The Chats tab opens conversations. The Assistants tab also contains prompt tools. The prompt input box sits along the bottom; your profile is at the upper right.



1 Chats and conversations • 2 Assistants and prompt tools • 3 Group tools • 4 Profile and settings • 5 Prompt input box

Main interface. Numbered labels identify the primary navigation and prompt controls.

1. **Chats and Conversations** Select the speech-bubble tab to start or revisit a chat. Use the conversation list to find prior work; rename a conversation with a descriptive title when useful.
2. **Assistants and Prompt Tools** Select the sparkles tab to access assistants, Prompt Template, saved prompts, and the Assistant Gallery.
3. **Assistant and Conversations Group Interface** Select the hammer tab for group tools and conversation import or export. These tools support more advanced workflows.
4. **Prompt input box** Type your request here. Controls below it let you add files, manage context, attach an artifact, enable Web Search, or select an assistant.
5. **Profile and Settings** Select your profile circle to open account options, including Settings, appearance, and sharing.

Conversations more than 14 days old are archived. Save or export important work, and contact the Center for Teaching and Learning if you need help locating older conversations.

Start and manage a conversation

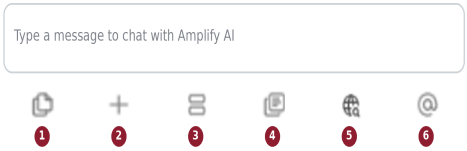
1. Select New Chat in the Chats tab.

2. Choose a model from the model name near the top of the workspace.

3. Type your request. Add a file or select an assistant when the task requires it.

4. Select the send arrow. Read the response and continue with a follow-up in the same conversation.

Controls below the prompt input box



The six controls appear in this order from left to right.

1. Files. Select a file already saved in Amplify AI File Manager. Reuse saved files rather than uploading the same file again; repeated uploads can add usage costs.

2. Upload a File. Select the plus sign to upload a file from your computer. Upload it once, then use Files to select the saved copy in later chats.

3. Manage Conversation Context. Bring relevant material from a previous chat into the current conversation. Include only what applies to the new task.

4. Add Artifact to a Conversation. Attach an existing artifact so the model can work with it.

5. Enable Web Search for this Conversation. Use the globe to turn Web Search on or off.

6. Select Assistant. Use the @ sign to choose an assistant with saved instructions and reference materials.

Continue in the same chat when you are refining the same task. Start a new chat when the subject changes or earlier discussion is no longer useful. To carry context forward, use Manage Conversation Context to bring in a relevant previous chat. Review the material you add and confirm it still applies.

Choose a model

Select the model name to open the model list, then choose a model for your task. You may compare responses with other models, especially for important work.

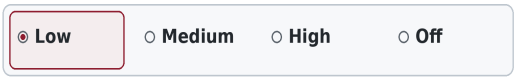
The models below are resource-efficient options in the companion model guide. Availability can change; check the model selector for your current choices.

Model	Good starting uses
GPT-5.6 Luna	A general starting point for writing, analysis, planning, long documents, study support, structured content, and coding help.
Claude Haiku 4.5	Fast document review, clear analysis, comparisons, summaries, brainstorming, image analysis, and routine coding help.
Gemini 2.0 Flash	Rapid summaries of extensive material, long-document comparisons, information extraction from graphics, and large tables.
Gemini 3 Flash Preview	PDF and screenshot analysis, mixed-media comparisons, structured outputs, and coding assistance.
GPT-5.4 Mini	Technical writing, screenshot analysis, structured data extraction, code generation, and debugging.
GPT-4.1 Mini	Detailed instructions, long-document comparisons, structured data, image analysis, and code revision.
GPT-4o Mini	Quick drafts, summaries, outlines, explanations, image analysis, and simple tables or spreadsheet data.
GPT-5 Nano	Short, clearly defined tasks: extract key points, classify content, reformat text, and create concise lists or summaries.
GPT-5 Mini	Detailed documents, rubrics, templates, spreadsheet analysis, formulas, code, and structured document review.

Use computing resources efficiently

Keep reasoning Low or Off for almost all tasks

Use Low or Off for writing, summaries, brainstorming, document review, planning, study support, and image analysis. Reserve Medium or High for unusually complex, multi-step mathematics or difficult coding.



Reasoning appears at the lower right. Low, Medium, High, and Off are reasoning settings.

Reasoning effort is different from temperature. Reasoning changes processing effort; temperature, where available in model settings, changes how varied responses are. Most users can leave temperature at its default. *Using medium or high reasoning will result in reaching your chat rate limit faster*.

Turn Web Search on only when you need it

Select the globe below the prompt input box to enable or disable Web Search. All current models can use the platform's Web Search tool when it is enabled.

Prompt controls. Use the Web Search globe only when the task needs current or external information.

Turn it on for current information or external web sources. Leave it off for tasks that need only your prompt, uploaded material, or the model's training data. If current information matters, enable the control and verify the returned sources rather than assuming the model searched automatically.

Images

- Amplify AI is not intended for image generation. Attempting to generate images may result in reaching your chat rate limit faster.
- All current models can analyze images that you upload.
- GPT-5.6 Luna is the only current model that creates simple images.
- For image analysis, ask what is visible before asking for interpretation. Check small text, numbers, and labels yourself.

Daily and rolling 30-day usage limits

Limits apply across all models combined. The daily limit resets at midnight UTC, which is 7:00 or 8:00 p.m. Eastern Time, depending on the time of year. The rolling 30-day limit looks back over the previous 30 days; it does not reset on the first day of the month. If either limit is reached, usage must become available again before you can continue.

All users receive standard access. Users whose academic or professional work requires substantially greater or advanced AI usage may be eligible for an advanced use group with higher limits, depending on justification and funding.

Write effective prompts

A prompt is the instruction or question you give an AI tool. Start in everyday language. Add detail when you need a more specific result.

Google's Prompt Engineering page is helpful for understanding effective prompting.

Anatomy of a strong prompt

These five parts can appear in any order. You do not need all five every time. Supply source material as part of the request or attach it as a file.

- Task What should the AI do?

"Turn the meeting notes below into a concise recap."

- Context What background or audience matters?

"The recap is for colleagues who missed our campus workshop planning meeting."

- Constraints What requirements or limits apply?

"Use only the notes. Do not invent names or deadlines. Mark missing details as not specified."

- Output format How should the answer be organized?

"Use three headings: Decisions, Action Items, and Open Questions. Put action items in a table."

- Role or perspective What viewpoint would help? This part is optional.

"Write from the perspective of a project coordinator who needs clear next steps."

Combine these sentences into one prompt, then paste the meeting notes or attach the file.

Improve the response

- Give an example when you want a particular tone or format.
- Ask a focused follow-up: "Cut this to 150 words" or "Add two examples for university staff."
- Invite clarification: "Ask me any clarifying questions needed."
- For complex tasks, approve an outline before asking for a full draft.
- Before finishing, ask what is missing, what assumptions were made, and what you should verify.

Work with files and images

Amplify AI can work with documents, spreadsheets, PDFs, presentations, and images. Attach the material when the task depends on a source.

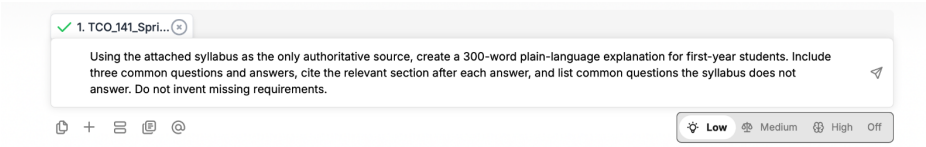
Upload a file from your computer

1. Select the plus sign, Upload a File, near the prompt input box.

2. Choose the file from your computer. For a file already saved in Amplify's File Manager, use Files instead.

3. Wait until the attachment shows that it is ready. A green check mark indicates that the file has been fully uploaded.

4. Name the source and explain how the model should use it, then send the prompt.



The green check mark confirms that the file is ready.

File size guidance Files greater than 10 MB may load slowly, may not load correctly, or may need to be split into smaller files. Upload only the pages, sheets, or images needed for the task.

Tell the model how to use the source

- Name the file and state whether it is the only authoritative source or one source among several.
- Ask for page, section, heading, row, or table references when available.
- Ask the model to identify missing information instead of inventing it.
- For spreadsheets, identify the sheet, columns, and calculation or comparison you need.
- For images, ask what is visible and verify fine details yourself.

Example file prompt

"Using the attached syllabus as the only authoritative source, create a 300-word plain-language explanation for first-year students. Cite the relevant syllabus section for each answer. List questions the syllabus does not answer. Do not invent requirements."

If the file is not recognized, confirm the check mark, reattach the file, try a smaller copy, or convert a scanned PDF to searchable text. Remove password protection only when authorized.

Work with responses and artifacts

A response appears directly in the conversation. An artifact is a separate item, such as a document, code project, or other structured output. When opened, it appears to the right of the conversation.

Artifact toolbar

The vertical toolbar sits at the far-right edge of the artifact panel. The next page identifies each control, from preview and save to share, edit, and delete.

Open and revise an artifact

1. Open the artifact card in the conversation. If available, use Turn Into Artifact on a response to create one.

2. Review the artifact in the right panel. Ask for revisions in the conversation or use Edit the Artifact.

3. Use Add Version Copy to Artifact List when you want to preserve a version before further changes.

4. Save or download the version you want to keep. Check its content and formatting before sharing.

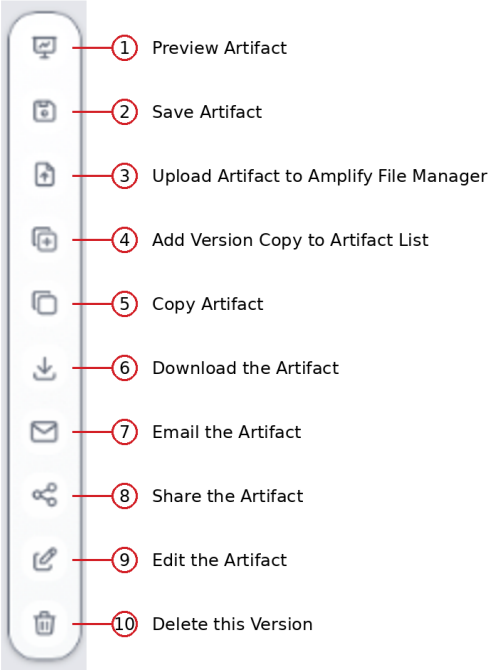
Use response controls

Hover over the controls beneath a response to find actions such as Copy Response, Download Response, and Turn Into Artifact. Depending on enabled features, you may also be able to prompt on highlighted text, edit a response, or branch into a new conversation.

Save a Word or PDF file Use Download the Artifact and choose Word. To create a PDF, open that Word file and use Word's PDF export or Save As option. Review the exported file before distributing it.

Artifact toolbar reference

The toolbar runs from top to bottom along the far-right edge of the artifact panel. Hover over an icon to confirm its label before selecting it.



Artifact toolbar shown beside the artifact panel on the previous page. Actions run from top to bottom.

Copy Artifact Choose formatted content when pasting into a document, or Markdown when you need plain text with formatting notation.

Download the Artifact Choose Text, Markdown, or Word. Downloading creates a file for use outside Amplify AI.

Save and reuse Save Artifact keeps your work in Amplify AI. Upload Artifact to Amplify File Manager makes it available through the file tools. These actions serve different purposes from downloading.

Share or delete carefully Review the content and recipients before Email or Share. Delete this Version removes the selected artifact version, so confirm that it is the one you intend to remove.

Reuse a prompt template

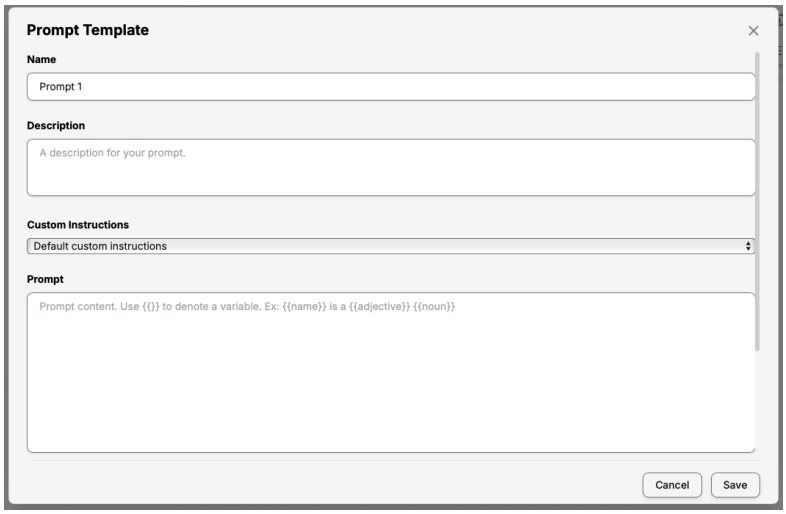
A prompt template saves a repeatable request. Use variables for details that change each time, such as the audience, topic, or length.

1. Select the sparkles tab, then Prompt Template.

2. Enter a recognizable name and a short description.

3. Write the reusable prompt. Put changing values inside double braces, such as {{audience}} or {{length}}.

4. Select Save. Open the saved template, supply the changing values, and test it with more than one example.



Prompt Template setup. The Prompt field holds reusable instructions and variables.

A reusable prompt example

"Summarize the notes I provide for {{audience}} in {{length}} words. Use Decisions, Action Items, and Open Questions as headings. Do not invent missing names or deadlines."

Template or assistant?

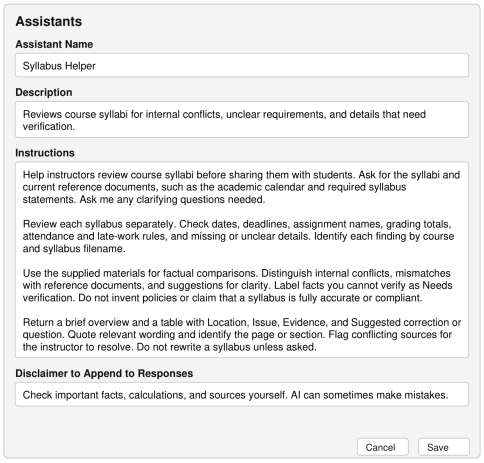
Choose a prompt template for a reusable prompt. You cannot add files to the prompt template itself; provide source material in the conversation when needed. Choose an assistant for a repeatable task that needs saved instructions and a repository of reference files.

Build and use an assistant

An assistant is a reusable AI helper configured for a particular purpose. Give it a name and instructions and add reference materials it should use. Test it before sharing with others.

Create the assistant

1. Select the sparkles tab, then Assistant.
2. Enter a clear name and description. In the example below, Syllabus Helper is used.
3. Write instructions covering the task, audience, sources, output, boundaries, and what to do when information is missing.
4. Add current, authoritative reference files under Upload Data Sources. Include only material you are permitted to use.
5. Add a reminder in Disclaimer to Append to Responses when useful. Select Save and allow a few minutes for source changes to take effect.



Full assistant editor view. Select Assistants from the sparkles tab, then create or edit an assistant.

Attach the assistant to a chat

1. Start a New Chat and select the @ icon below the prompt input box.
2. Choose your assistant. Upload any documents specific to the task and wait for the green check mark.
3. Type the current request. The assistant supplies the reusable instructions; your message supplies the task for this conversation.

Example Syllabus Helper Assistant

Use shared calendar and syllabus requirements as the assistant's reference materials. Attach the current syllabi in each conversation and identify the course and term.

Assistants

Assistant Name

Syllabus Helper

Description

Reviews course syllabi for internal conflicts, unclear requirements, and details that need verification.

Instructions

Help instructors review course syllabi before sharing them with students. Ask for the syllabi and current reference documents, such as the academic calendar and required syllabus statements. Ask me any clarifying questions needed.

Review each syllabus separately. Check dates, deadlines, assignment names, grading totals, attendance and late-work rules, and missing or unclear details. Identify each finding by course and syllabus filename.

Use the supplied materials for factual comparisons. Distinguish internal conflicts, mismatches with reference documents, and suggestions for clarity. Label facts you cannot verify as Needs verification. Do not invent policies or claim that a syllabus is fully accurate or compliant.

Return a brief overview and a table with Location, Issue, Evidence, and Suggested correction or question. Quote relevant wording and identify the page or section. Flag conflicting sources for the instructor to resolve. Do not rewrite a syllabus unless asked.

Disclaimer to Append to Responses

Check important facts, calculations, and sources yourself. AI can sometimes make mistakes.

Cancel Save

Illustrative completed assistant form from the companion assistant guide.

First request: "Review these syllabi for fall 2026. Use the attached academic calendar and syllabus requirements for comparison. Review each syllabus separately, identify the course for each finding, and list conflicts and items I need to verify."

Test a known date conflict, an incorrect grading total, missing information, and a request outside the assistant's purpose. Revise the instructions and repeat the tests.

Adjust useful settings

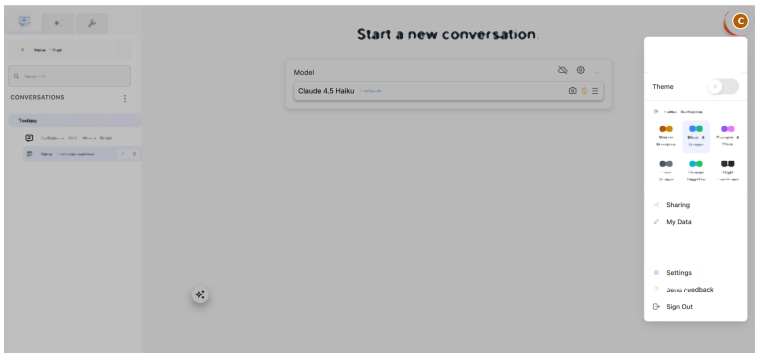
1. Select the profile circle in the upper-right corner.

2. Choose Settings from the menu.

3. Open Configurations and scroll to Features to find Smart Focused Messages.

Commented [SC1]: needs better screen grab and explanation

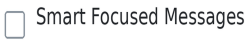
Commented [KK1R2]: Maybe the ones from the Scribe?



Profile menu open over the interface. Use the profile control to open Settings.

Choose Settings from the profile menu.

Smart Focused Messages on or off



Smart Focused Messages in Settings. Checked means on; unchecked means off.

Turn Smart Focused Messages on to let Amplify AI filter conversation history for material it considers relevant to the current prompt. Turn it off when you need all conversation context retained or want to improve response speed. If the response misses relevant context, check the setting or start a new, focused chat.

Choose light or dark mode

Open the profile menu and use Theme to choose light mode or dark mode. Choose a color scheme that is comfortable to read; High Contrast is also available.

Other settings

Custom Instructions can supply reusable guidance, and Response Length can express a preference for shorter or longer answers. Keep instructions concise and give a specific word or item limit in your prompt when length matters.

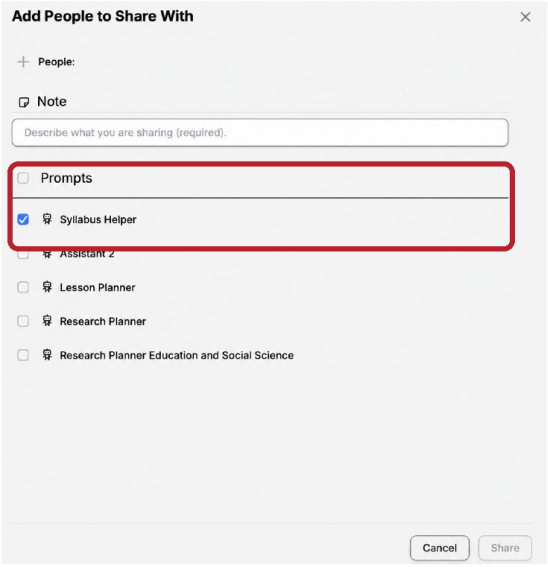
Verify and share your work

Use this checklist before you rely on an answer, distribute an artifact, or share a conversation or assistant.

- ☐ Locate important claims in authoritative sources.
- ☐ Confirm that citations, links, and publication dates are real and relevant.
- ☐ Compare quotations with the original wording.
- ☐ Check calculations, totals, and units.
- ☐ Confirm that the answer uses the intended file or reference material.
- ☐ If Web Search was used, open the sources and check that they support the claims.
- ☐ Review clarity, accessibility, and suitability for the audience.
- ☐ Remove sensitive material and confirm permission to share included sources.
- ☐ Follow course, unit, publication, or professional requirements for AI disclosure.

Share a conversation or assistant

1. Select the share control for the item, or open Sharing from the profile menu.
2. Add the intended recipients under People and enter the required Note explaining what you are sharing.
3. Select the intended items. Assistants appear under Prompts in the sharing dialog. Check that no unintended items are selected.
4. Select Share. Ask a recipient to confirm that they can open the material.



Sharing dialog from the Assistant Guide. The selected assistant is highlighted.

For an assistant, tell recipients its purpose, which documents they should provide, its limitations, and whom to contact about errors. Keep its reference materials current.

Maintain human accountability at all times

Students must follow the AI rules for each course and assignment. Faculty and staff should review AI-assisted work before using it in instruction, professional communication, or decision-making.

Troubleshoot and get help

Cannot sign in: Confirm that you are using Mercer credentials and complete MFA. For account or access problems, contact the Mercer IT Help Desk.

Response is slow: Use Low or Off reasoning for simple work, turn Web Search off when unnecessary, try a faster model, or start a shorter, focused chat. Turning Smart Focused Messages off may also help.

File is not recognized: Wait for the green check mark, mention the filename, and reattach the file. Try a smaller file, split files over 10 MB, or convert scanned pages to searchable text.

Answer is vague or incorrect: Add the audience, source, desired format, and limits. Ask the model to identify uncertainty and missing information. Try another model and verify the result.

Citation appears fabricated: Do not use it. Locate the original source independently and check the claim. Report repeated problems to the Center for Teaching and Learning.

Feature or assistant is missing: Check the model, Settings, selected tools, and sharing permissions. Features may vary by account and platform update.

Older conversation is missing: Conversations more than 14 days old are archived. Contact the Center for Teaching and Learning if the archive retrieval option is not clear.

Get help

Mercer IT Help Desk for sign-in and account access: helpdesk@mercer.edu

Academic Technology: AcademicTechnology@mercer.edu

Contact Academic Technology for models, files, artifacts, prompt templates, assistants, and technical support.

Amplify AI guides and training

The Amplify AI page includes the model, prompting, and assistant guides and the Assistant Planning Template. In Amplify AI, open the Assistant Gallery and choose Amplify Expert for platform help.

When reporting a problem, include the task, selected model, what happened, and a screenshot with sensitive information removed. Do not include passwords or authentication codes.