*Updated: October 2026*

# Claire AI® FAQ

## Overview & Availability

**What is Claire AI®?**

Claire AI® provides real-time assistance to learners by answering questions about coursework within NHA products. Claire AI® can summarize, generate flashcards, explain, and generate a question.

**Why This Matters:**

- **Empowering Learners:** Claire AI® acts as a personal mentor that accelerates learning and builds mastery
- **Trusted and Safe:** Unlike generic, open-platform AI, Claire AI® is powered exclusively by NHA's proprietary content. Every summary, flashcard, and practice question is sourced only from credible, industry-specific content.
- **Closing the Resource Gap:** NHA meets the industry's need for high-quality technological resources by offering immediate access to verified information.

**When will Claire AI® be available?**

As of October 2026, Claire AI is available in all NHA learning resources and online study.

**Why did NHA introduce Claire AI®?**

Claire AI was designed to:

- Support learners as a personal, always-available mentor
- Accelerate mastery through real-time explanations and study support
- Reduce learner frustration and knowledge gaps
- Close the industry-wide gap in access to trusted, technology-enabled learning tools

**What makes Claire AI® different from public AI tools like ChatGPT?**

Unlike open AI platforms, Claire AI:

- Uses only NHA proprietary, vetted content
- Provides source-linked citations in every response
- Reduces the risk of hallucinations or inaccurate external information
- Delivers responses aligned with NHA curriculum and standards

**Will LTI customers be able to access Claire AI?**

Yes, LTI learners will have access to Claire AI.

**What if I do not want to use Claire AI in my classroom?**

We are able to turn Claire AI off within accounts, but it is at the institution/account level and would be disabled for all products and courses at the account.

If you do not want to have Claire AI enabled, contact your NHA Account Manager. If you decide you want to re-enable Claire AI, your Account Manager can also help with that.

## Claire AI® Data Usage

**Does Claire AI® use data outside of the proprietary content inside NHA products?**

No, Claire AI® does not use any external data sources, third-party datasets, or information from outside the NHA product when responding to users.

**Does Claire AI® pull in information from the internet?**

No, Claire AI does not browse or retrieve information from the web or from any external source. The only information being used is what is inside NHA proprietary content.

**Does Claire AI® use learner questions (prompts) or conversations to improve the AI model?**

No. Claire AI does not use any learner questions, messages, or interactions to train or modify the underlying AI model. The model does not learn from learner inputs, and no conversation data is used to "make Claire AI® smarter."

**Do we use learner questions (prompts) or conversations to improve Claire AI® responses in any indirect way?**

No, Claire AI does not currently use customer conversation data to optimize or refine our system prompts.

**Does Claire AI® share data across products?**

No, there is no cross-product data sharing. Each learner's interaction remains contained within the NHA product. It is not shared, reused, or fed into other NHA products.

**Is NHA doing anything today that uses customer data to improve Claire AI®?**

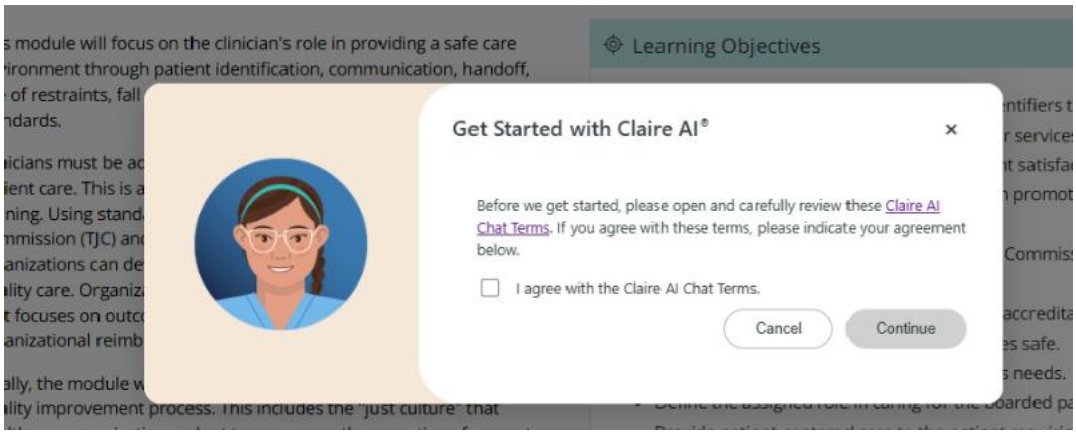
No, NHA does not use customer data—directly or indirectly—to improve Claire AI® intelligence, prompts, or model behavior. We treat all data securely, privately and according to our Privacy Policy.

**Are learner conversations stored? If so, why?**

Yes. Conversations may be captured for quality monitoring, such as reviewing whether Claire AI® is responding accurately and consistently. This data is handled securely and is not used to train or enhance the AI model.

**Are there Claire AI chat terms and conditions provided within Claire AI?**

Yes, upon clicking on the Claire AI icon in the product the learner will be presented with Claire AI chat terms and select the "Agree" to the Chat Terms (check the box).




**Do learners have to accept the Claire AI Chat Terms every time they access Claire AI?**

No, the system will remember that they accepted them already.

**What happens if they do not accept the Claire AI Terms?**

The learner will not be able to access Claire AI. The icon will remain in the product. If the learner decides they do want to use Claire AI, they will be presented with the Claire AI terms again.

**Can learners under the age of 18 still use Claire AI?**

Yes, learners who are under the age of 18, can still use Claire AI Chat. The Claire AI Chat Terms outline the details.

If you have learners who are under 18, they can still use Claire AI Chat if they have parent or guardian consent. They do not need to provide that consent to the institution, instructor or to NHA directly—by using Claire AI Chat, the learner is confirming they have obtained it. If your school has an existing process for collecting parental permissions, simply follow that process. There is no additional action required from you unless your institution requires it.

## Access & Navigation

**How do learners access Claire AI®?**

Learners:

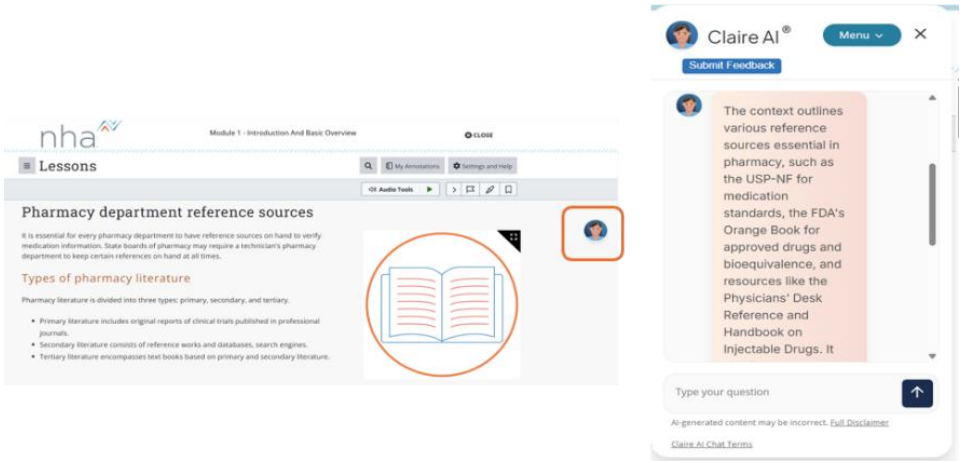
1. Log into the **NHA Cert Portal**
2. Navigate to **MyCourses**
3. Select an enabled product
4. Launch Claire AI® directly within the module content by clicking the **Claire AI®** icon

**Will instructors have access to Claire AI®?**

Yes, they can access Claire AI through the Instructor Preview button for products they have access to and those that are available. If instructors access Claire AI, they will be asked to accept the Claire AI Chat Terms just like learners.

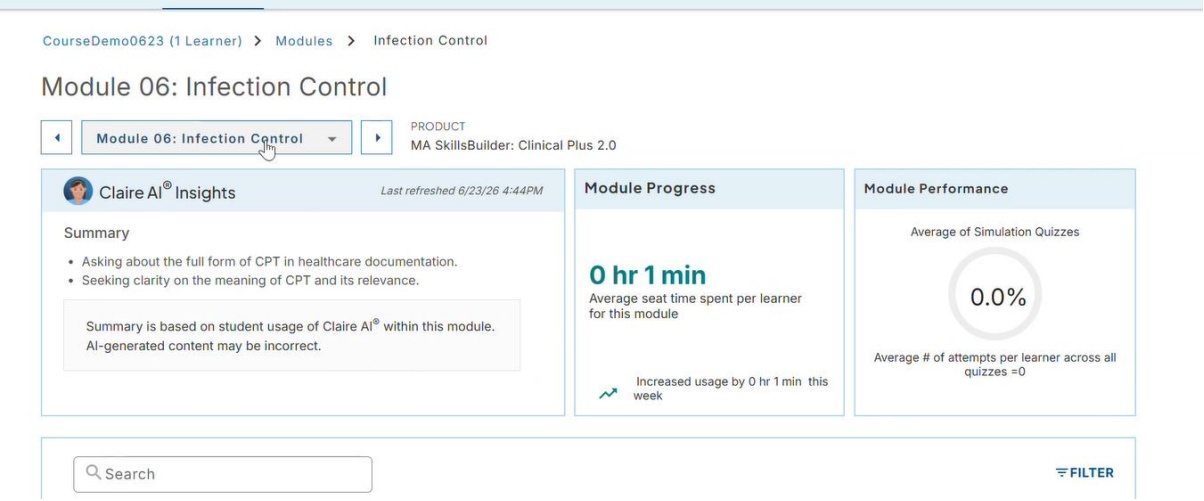
**Where does Claire AI® appear in the product?**

Claire AI is embedded directly inside module content and is accessible via an on-screen icon.




**Can I see any reporting on Claire AI®?**

Yes, you can access Claire AI reporting at the module level in the Learning Insights Center, and it includes high level insights into what the learners in that specific course are asking about. Learners have no reporting on Claire AI.




## Functionality & Usage

### What starter prompts are built into Claire AI®?

Learners can begin with pre-built prompts that are designed to model effective AI usage, including:

- **Summarize**
- **Generate a set of flashcards**
- **Explain**
- **Generate a question**

### What do all the icons in Claire AI mean?

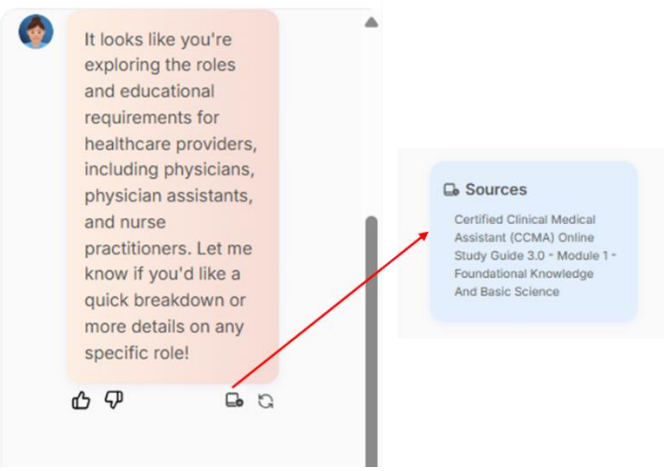
| Icon | Title | Description (what it means) |
|---|---|---|
| | **Erase Previous Chats** | When moving between pages or modules, clear your history / prompt to ensure you receive the most relevant response |
| | **Check the Source** | In every response, Claire AI™ will include links citing the source where information is being pulled from within the NHA resource, so you know where the information was found. |
| | **Rate Responses** | Give feedback on each Claire AI™ response by rating the response using the Thumbs up or Thumbs down icons. Thumbs up for helpful, accurate and clear responses. Thumbs down for when the response is incorrect, confusing or not what you expected. |
| | **View Chat History** | Access previous conversations with Claire AI™ to review questions, responses, and context from earlier conversations. |
| | **Regenerate Content** | Generates a new response using the same input, offering a different variation or perspective. |
| Submit Feedback | **Provide Feedback** | Use Submit Feedback to report issues and suggest improvements related to Claire AI™ |

### Can learners ask Claire AI® their own questions?

Yes. Claire AI® lets you type any question directly into the AI's chat box. Instead of choosing from suggested prompts, you can ask something specific that you want to know—as long as it relates to the content or topic you're currently viewing.

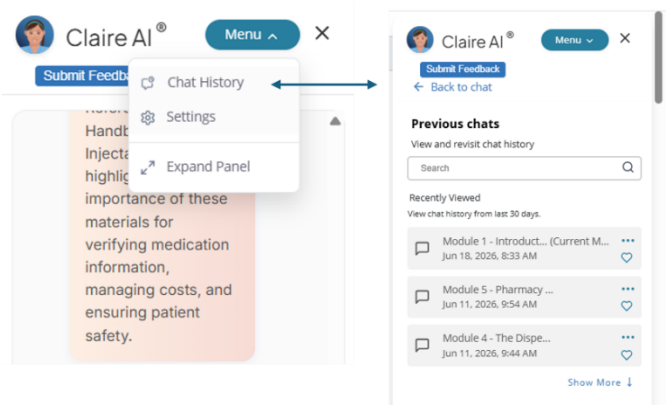
### Can learners see where Claire AI® gets its answers?

Yes, every response includes links to the specific NHA content source used to generate the answer.




### Can learners view previous chats?

Yes. Learners can view their chat history and revisit previous questions and responses.

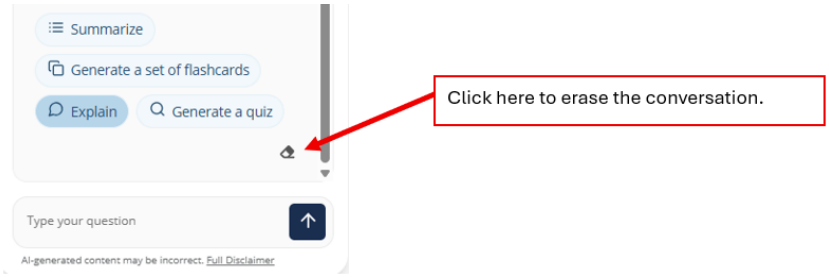



### If a learner gets out of the lesson, and returns at a later time, will Claire AI still remember the prior chats?

Yes! If a learner logs out, logs back In, and returns to Claire AI, is won't have any content in it, but prior conversations will be available in the chat history.

### How do I clear or erase conversations when moving between modules?

When moving between pages or modules, clear your history / prompt to ensure you receive the most relevant response – you can always revisit your previous conversations by selecting chat history.

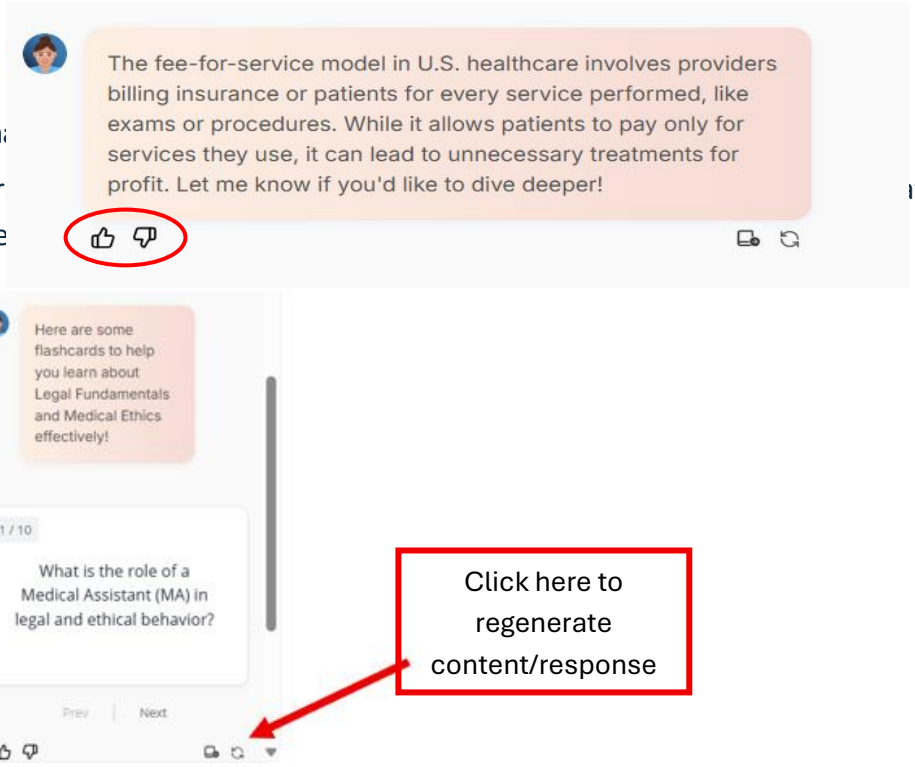



### Can I rate the response I get from Claire AI®?

Yes, rate the response using the Thumbs up or Thumbs down icons.  Thumbs up for helpful, accurate and clear responses. Thumbs down for when the response is incorrect, confusing or not what you expected.

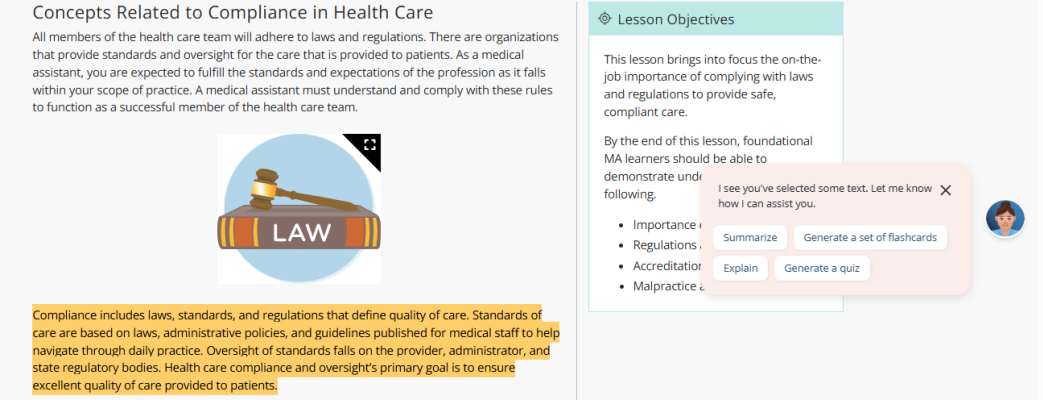
### What h

Learner ation of the same re




### Will Claire AI® help me if I highlight the text?

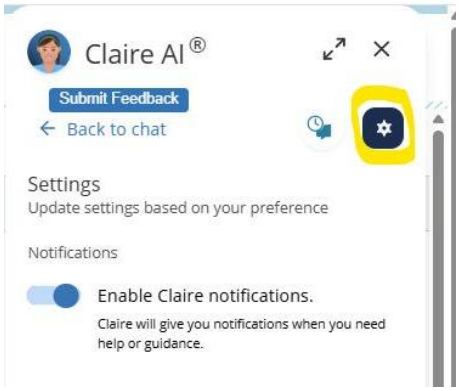
Yes, Claire AI® will automatically appear when text is highlighted within the product.



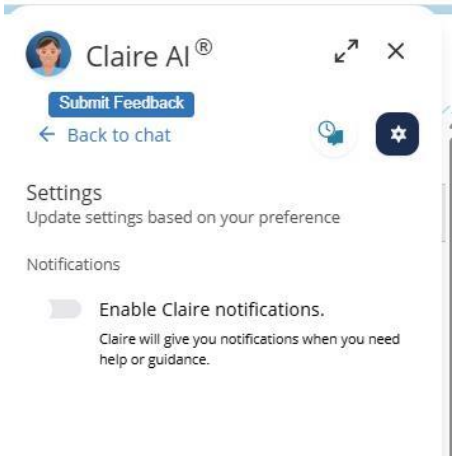

## Is there a way to turn Claire AI chat notifications off?

Yes, within Claire AI under "Setting" icon you can toggle notifications off and back on if you choose.

Below is a screen shot where the yellow box is highlighting the settings icon and Claire AI notifications are enabled.




This is what it would look like when notifications are disabled.



**What resources are available for learners?**

Here are some resources to share with your learners to help them get the most out of Claire AI:

- Getting Started with Claire AI
- Keys to Effectively Using Claire AI
- How to Get the Most Out of Claire AI: Prompt Examples and Improving Studying

## Feedback & Support

**How can learners provide feedback on Claire AI®?**

Learners can submit feedback directly within Claire AI® to:

- Report issues
- Suggest improvements
- Share positive experiences

