

BlueField FAQ

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About BlueField

What is BlueField and how should I use it?

BlueField is a secure generative artificial intelligence technology (AI) tool that empowers associates to harness AI in their everyday work, enhancing productivity and efficiency and driving innovation. It can help you by automating routine tasks and accelerating content creation, freeing you up to focus on more strategic and complex aspects of your role.

What is generative AI/how does it work?

Like search engines, generative AI applications like BlueField comb existing data sources for information. BlueField has the added advantage of access to company documents and certain data. Following a user prompt, generative AI then creates new content that can range from a document, to images, video, webpages, business plans and more.

Who can see what I generate or upload?

You have your own “instance” of BlueField, similar to having your own email inbox. However, you should treat it like any other company system. While your team or leader will not be able to freely search your chats or files you upload, the content can be accessed by the Enterprise Technology (ET) team for legitimate business or security reasons.

Getting Started & Access

I'm new to Generative AI. How do I get started?

The best way to begin is by completing the self-paced course, [AI 101@BCBSMA](#), on Workday Learning. This course will provide you with the foundational knowledge to use BlueField effectively and responsibly.

Where can I find resources/demos on how to use the tool?

You can find a comprehensive set of resources on the [Intelligent Automation Hub website](#).

How can we access BlueField?

To request BlueField access, please submit a request on ServiceNow after having a discussion with your leader on how you will use the tool in your workflow.

How long can I expect to wait before getting access to BlueField after my leader approves?

You can expect to receive access approximately two weeks after your leader's approval.

Do we need to connect to VPN to use Bluefield?

Yes, ensure that you are connected to our VPN for secure access to the platform. If you are not connected to the VPN, please follow the company's VPN connection guidelines.

How do I log in to BlueField?

To understand the login and usage procedure for Bluefield, please check out the BlueField login & Usage guide: [HERE](#).

My coworker has different settings on their home screen, like Deep Research, and Idea Generator. Why don't I have these?

Access to certain advanced features and settings within BlueField can be role-based or part of a phased rollout. Your view may be tailored to your specific job function, or new features may be in the process of being deployed to all users.

How often do I have to re-log in to Bluefield due to account inactivity?

15 mins of inactivity will require re-login to BlueField.

Using BlueField Effectively

What are some use cases for BlueField?

A great way to experiment is to start with low-risk tasks. Some common use cases include:

- **Market research**
- **Drafting content**
- **Workflow and process documentation**
- **Brainstorming creative ideas**
- **Recruiting, onboarding, and HR workflows**
- **Business communication (emails, thank-you notes, recognition)**
- **Project planning, SMART goals, and reporting templates**
- **Drafting project summaries, sprint updates, and risk tracking**

What types of outputs can Bluefield produce?

BlueField can generate a variety of content types, including text-based outputs like emails, summaries, and reports. Its capabilities are constantly expanding, stay tuned for communications sharing additional features.

Do you have a list of helpful prompts that I might use?

Yes, here are a few examples:

- "Summarize the key findings from the attached report into five bullet points."
- "Draft a professional email to a client providing an update on their project status."
- "List ten creative ideas for a team-building event."
- "Explain the concept of [insert business term] in simple, easy-to-understand language."

Bluefield isn't generating the outputs I need. How do I troubleshoot?

If you're not getting the desired results, the most effective troubleshooting step is to refine your prompt. Be more specific and provide clear context, including the desired tone, format, and audience. For more detailed guidance, check out the Prompting Basics one-pager in our [AI 101 @BCBSMA course](#).

How can I give feedback on the outputs I'm getting from BlueField?

Give a thumbs up or thumbs down on your response within the tool and leave a comment explaining your rating. This feedback helps us to continue to improve BlueField.

Can I upload files into Bluefield? If so, what file types are acceptable?

Yes, you can upload a variety of file types to the platform including Documents (PDF, Doc, PPTX), Data files (CSV) and Images (JPEG & PNG).

Responsible & Appropriate Use

What type of data can we share with BlueField?

You must ****strictly not**** share any Protected Health Information (PHI) or certain types of Sensitive Company Information (SCI). Do not use BlueField for any task involving this sensitive data, for making final decisions that require human oversight, or for situations with significant financial or legal implications. It is a tool to augment your work, not replace your professional judgment. For more details, refer to The BlueField Usage Guidelines: [HERE](#).

Do outputs generated by BlueField require verification?

Yes. You should treat the information from BlueField as a starting point that requires human verification. Generative AI can occasionally produce incorrect or fabricated information, and its knowledge base may not be current. It is your responsibility to verify all outputs for accuracy against reliable sources.

What critical thinking skills should I use when using BlueField?

Always evaluate the AI's output for accuracy, relevance, and potential bias. Verify the information it provides, question its assumptions, and ensure the result aligns with your professional standards and the specific context of your work.

Can I use the tool for prompts that are not related to my role?

Please limit use of the tool to business-related activities, including professional development. Using the tool for business-related activities.

Troubleshooting & Support

I can't access my account. Who do I contact?

For all account access issues, please contact the [ET Help Desk](#).

I got an error message – what do I do?

Try refreshing the page or rephrasing your prompt. If the error persists, contact the [ET Help Desk](#) for support.

I received a security alert. Is there a way to override it?

No. Never override a security alert. Report it immediately to the information security department and follow their instructions. In addition, raise a ticket via [ET Help Desk](#)

I accidentally uploaded something; can I delete it?

Yes, you can. Right click on the session and select the option delete.