
ELLM

Personal Memory in eLLM

The article explains how eLLM's memory feature helps personalise interactions by remembering lasting facts about users, such as preferences and roles, without requiring repeated input. It also details how to manage, review, or disable this memory.

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What this product is for

If you keep telling the assistant the same background, like which department you are in or that you prefer short, bulleted answers, memory saves you the trouble. eLLM notices lasting facts from your conversations and brings them to mind next time, so answers feel more tailored to you without you having to set anything up. It is personalisation that stays under your control.

Main features

- Remembers lasting facts about you, picked up automatically from your conversations.
- Uses them to tailor your later answers, with no extra typing.
- A Memory area in your settings where you can see, remove, or clear what is stored.
- A personal on/off switch, so you decide whether memory is active for you.
- Private to you, and kept separate from your conversations, so starting a New Chat does not erase it.

How to use it

How facts are remembered

You do not need to do anything to build your memory. After an answer is sent, ELLM looks for any new, lasting fact in that exchange, for example your role, the tools you use, or a standing preference, and saves it if it is worth keeping. Passing details and one-off requests are not stored. Remembering happens quietly in the background and never slows your

answers down.

How remembered facts are used

When you ask something later, your saved facts are added as background knowledge the assistant may draw on. They are offered as helpful context, not as orders to obey, so a stored note can personalise an answer but cannot hijack how the assistant behaves.

Reviewing, removing, and clearing your memory

- Open the settings page and go to the Memory area.
- Read the list of facts ELLM has stored about you.
- Remove any single item you would rather it forgot, or clear them all at once.

Turning memory on or off

The same Memory area has a switch to turn the feature on or off for your account. With it off, ELLM neither uses your stored facts nor learns new ones; anything already saved is kept, ready for if you turn it back on.

Common tasks

- **See what eLLM knows about you:** open the Memory area in settings.
- **Correct a wrong fact:** remove that item; a fresh one can be learned later.
- **Start clean:** use clear-all to forget everything stored.
- **Stop personalisation:** turn the memory switch off.

Things to know

- Memory is private to you and is keyed to your account.

- It persists across New Chat. New Chat only clears the current conversation, not your long-term memory.
- Stored facts are treated as background knowledge, not instructions, so they cannot be used to make the assistant misbehave.
- There is a limit on how many facts are kept; the oldest are dropped as new ones are added.
- An administrator can turn the whole feature off for the organisation. If it is off centrally, your switch has no effect until it is re-enabled.
- Memory applies to people signed in to the portal. Connections from external software through the API do not use memory.

Troubleshooting

- **eLLM forgot something I expected it to know:** the fact may not have been judged lasting, or memory is off. Check the Memory area and your switch.
- **It remembered something I would rather it didn't:** open the Memory area and remove that item.
- **My memory switch seems to do nothing:** an administrator may have turned the feature off for the whole organisation.
- **I want a completely fresh start:** use clear-all in the Memory area; New Chat alone will not clear long-term memory.

Frequently asked questions

Do I have to set my memory up?

No. Lasting facts are noticed automatically from your conversations. You only need the Memory area to review, remove, or turn it off.

Can other people see my memory?

No. It is private to your account.

Does New Chat erase my memory?

No. New Chat clears the current conversation only. Memory is long-term and stays until you remove it.

Can a stored note change how the assistant behaves?

No. Facts are used as background knowledge the assistant may consider, never as instructions it must follow.

How do I switch it off?

Use the on/off switch in the Memory area of settings. Your stored facts are kept in case you turn it back on.

Summary

Memory makes eLLM feel more personal by quietly remembering lasting facts about you and using them in later answers, so you repeat yourself less. It learns automatically, stays private to you, survives New Chat, and is always under your control: review, remove, or clear your facts in settings, and turn the whole feature on or off whenever you like.

Need assistance navigating the complexities of eLLM? EssingtonITS offers expert guidance and tailored IT solutions to help you succeed. Visit EssingtonITS.co.uk for comprehensive support.