Ask an Expert Instructions: Getting Started

What is Ask an Expert?

From the Public's point of view:

• An online system for asking questions and receiving expert answers quickly on a broad range of subjects. From the Extension Professional's point of view:

- An efficient way to apply research-based knowledge to meet the immediate needs of clientele.
- An effective way to strengthen the visibility and reputation of MSU Extension.

Getting Started

The Ask an Expert tool was created and is managed by eXtension. To use this tool you will need to create an account (eXtension ID) on the eXtension website. If you don't have an eXtension ID go to: <u>https://people.extension.org/signup</u>. If you forgot your password go to: <u>https://people.extension.org/accounts/reset_password</u>. Follow the steps below to get started!

Logging In and Editing Your Profile

1. Go to https://ask.extension.org/. Select the Sign in link and login with your eXtension ID and password.



2. You know that you are successfully logged in if you see your name in the top right corner of the screen. Click on the drop down arrow to the right of your name and select **My Profile**.



3. On your profile page select Edit Profile.



4. You have several settings which you should change before getting started with Ask an Expert including your Profile, Locations, Tags and Answering options. Each one of these areas are described below.

Profile Settings: In the **Profile** area you can add a short bio, modify how your name is displayed, and upload a photo for your account. Once you are done making your changes select the Save button.

Profile Locations Tags Answering Group Notifications												
Gwyn Shelle Name, heyboerg@msu.edu Ingham County Michigan Eastern Time (US & Car	1	ary locati	on and timezon	e can be e	dited in po	eople.e	xtension	1.org				
About Me (This description disp	lays on th	e Exper	t Profile and I	Public Pro	ofile)							
A Normal text -	Bold	Italic	Underline	Small	66	i≡	Ē	₫	Ē	C	6	Add a short bio
Gwyn is an Instruct leadership in devel MSUE programs. S instructional design Public Name Gwyn S Profile Avatar Avata	oping effe he has 15 , creative Shelle	ctive tec years o online te	hnology enha of experience echnologies, p	anced lear in higher program e (if blank,	rning ex educatio evaluatio Gwyn S	perien on focu on, is use	d on the	n • • Publ			mende	Modify how your name is displayed
Remove avatar Select Choose File to change your Avatar (the image which is displayed for your account)												
Save Changes												

Location Settings: In the **Locations** area you can select your location preferences for receiving questions. It is recommended that you select Michigan as your state. You may also click on the **edit** link to add specific Michigan counties.

Profile Locations Tags Answering	Group Notifications
These locations are used for automated a	ssignments. To limit questions to these locations, choose that option in Answering preferences.
Add a Location	Add Michigan as a Location from the drop down menu
Michigan X edit The entire state	

Tags: In the **Tags** area you can add keywords that describe your area of expertise. Adding tags is very important as it allows question wranglers to easily match questions to experts. To add tags type in keywords. It is helpful to find keywords which have been used a lot within the system and these can be identified by the number to the right of the tag.

Profile Locations Tags Answering Group Notifications
Tags indicate what kind of questions you want to answer. Specifically, tags are used to make matches when reassigning questions. In addition to general terms (horticulture or apples), it's a great idea to include tags that are specific and granular (spiders , 4H or tomatoes)
Add Tags
It's easy! Just type and select a tag.
flowers
flowers (1,328)
flowers: annuals and herbaceous perennials (6,977)
wildflowers and native plants (1,956)
sunflowers (63)

You can add an unlimited number of tags which describe your expertise and can delete them by select the "x" to the right of the tag.

Add Tags It's easy! Just type and select a tag. Type and select a tag	Delete a tag by selecting the "x"
flowers: annuals and herbaceous perennials	s [X]

Answering: In the **Answering** area you can mark yourself as away when you are unable to answer questions (remember to mark yourself as available when you want to receive questions again), select the option for groups to automatically assign questions to you, select "questions must match states," and modify your signature. Save your changes and you are ready to receive questions in the Ask an Expert system!

-	•	Answering Gr		Mark yourself as "Away" when you are on vacation or not available. Remember to log back in and de-select this box to receive questions again!
My groups ma (note: for some gr	an come from must match s	ally assign questi d of automatic assig m anywhere states	ons to me.	elong to a group won't receive any automatic assignments. s make assignments or members pick questions.) Select the button to receive questions from groups you belong to. Select the option requiring questions to match your state (otherwise you could be assigned questions from other states.
Email Signature Default signature a A Normal text • Gwyn Shelle Instructional Techr Michigan State Un	Bold Ité	alic <u>Underline</u>	dited on a per-ro Small	response basis. Tou may optionally add in a signature for questions. Do not include any personal information.

Questions

For any questions about Ask an Expert please contact:

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