

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: <https://people.extension.org/signup>. If you forgot your password go to: https://people.extension.org/accounts/reset_password. Follow the steps below to get started!

Logging In and Editing Your Profile

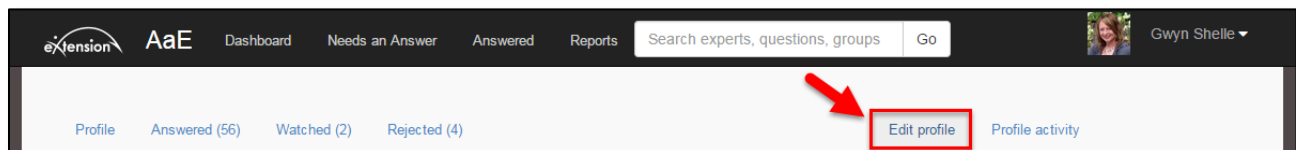
1. Go to <https://ask.extension.org/>. Select the **Sign in** link and login with your **eXtension ID** and password.



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**.

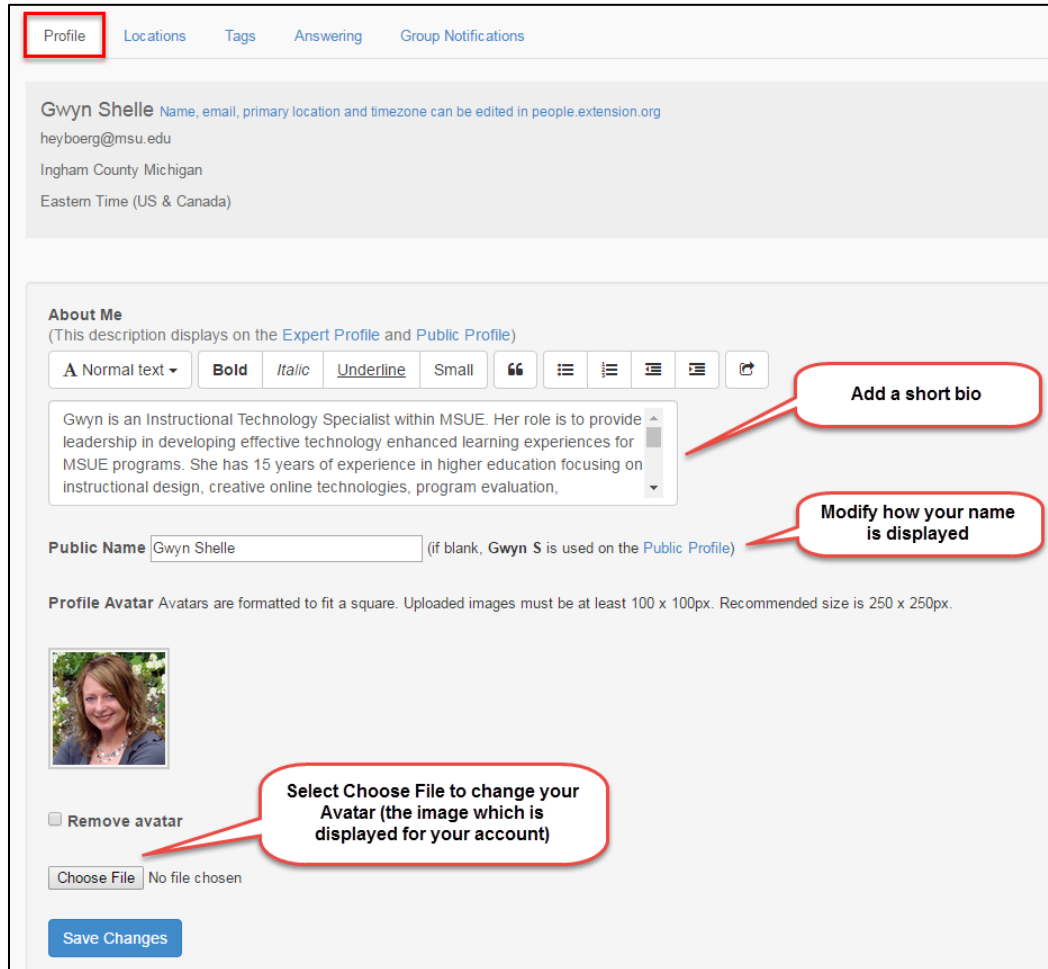


3. On your profile page select **Edit Profile**.

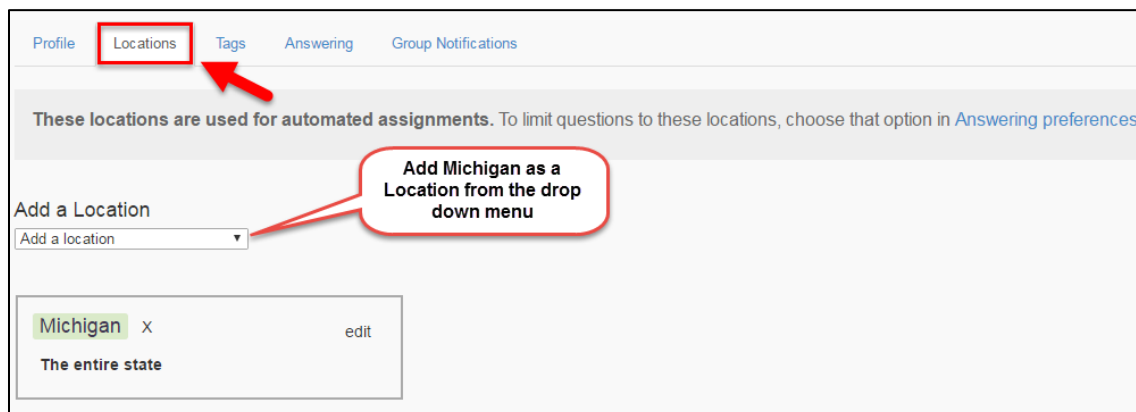


4. You have several settings which you should change before getting started with Ask an Expert including your Profile, Locations, Tags and Answering options. Each one of these areas are described below.

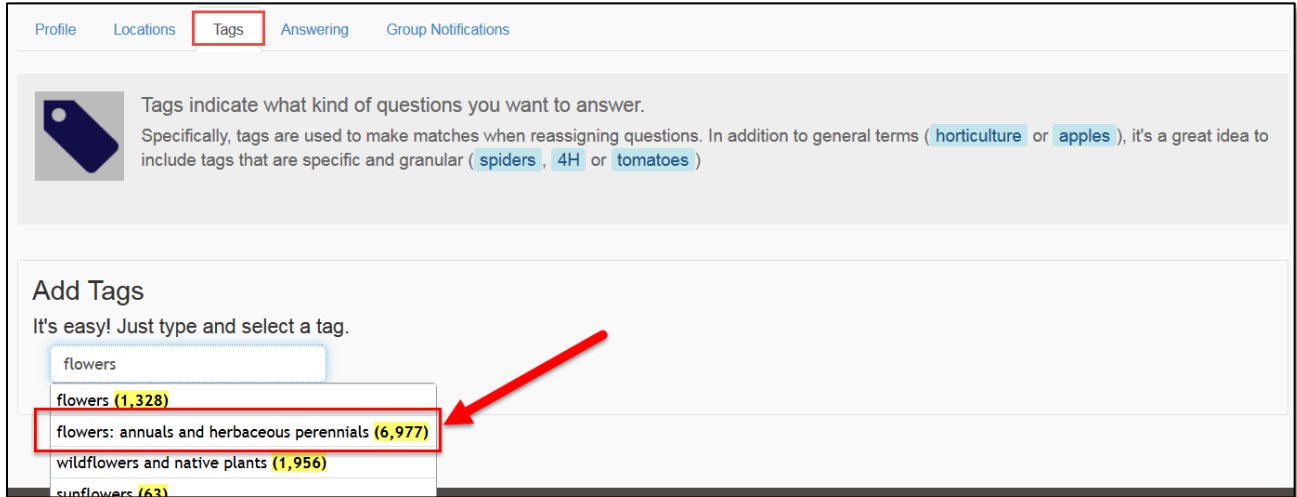
Profile Settings: In the **Profile** area you can add a short bio, modify how your name is displayed, and upload a photo for your account. Once you are done making your changes select the Save button.



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.



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.



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.



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!

The screenshot shows the 'Answering' settings page with the following sections and callouts:

- Profile** | **Locations** | **Tags** | **Answering** | **Group Notifications**
- Away Status**
 - Mark as away (on vacation, unavailable, inactive, etc.)**
(When the "away status" is turned on, questions cannot be assigned.)

Callout: 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!
- Automatic assignments**

Automatic assignments are routed through groups. Experts who don't belong to a group won't receive any automatic assignments.

 - My groups may automatically assign questions to me.**
(note: for some groups, instead of automatic assignments, leaders make assignments or members pick questions.)
 - Question can come from anywhere
 - Questions must match states**
 - Questions must match counties

Callout: 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 added to responses. may be edited on a per-response basis.

Normal text ▾ | **Bold** | *Italic* | Underline | Small | [Quote] | [List] | [List] | [List] | [List] | [Share]

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Callout: You 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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