

Ask Extension Instructions: Getting Started

What is Ask Extension?

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.

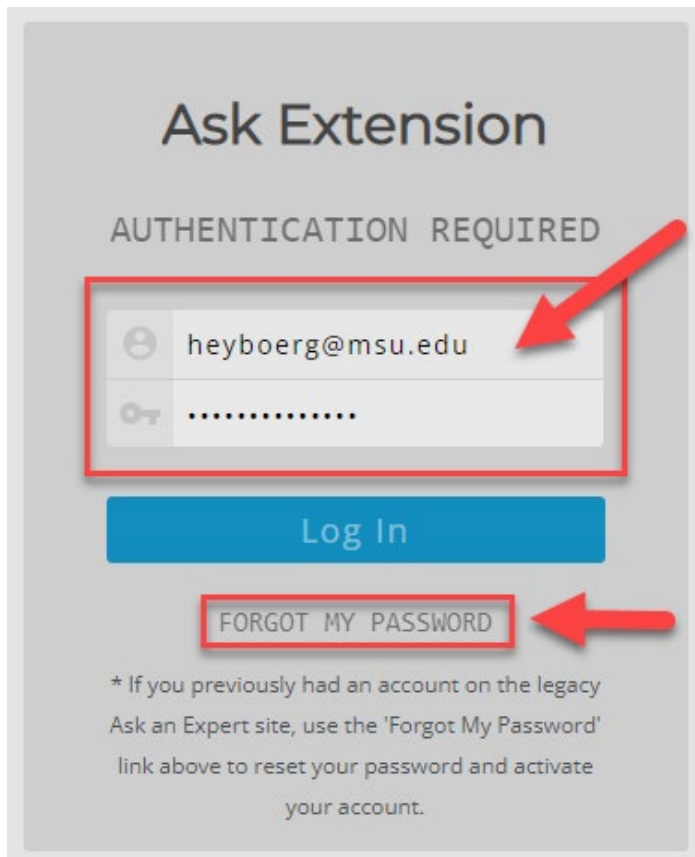
Requesting an Account

The Ask Extension tool is managed by [eXtension](#), a foundation that supports land grant institutions across the United States. To use this tool, you will need have an account set-up for you. To request an account email:

online@msue.msu.edu.

Logging Into Ask Extension

1. Go to <https://ask2.extension.org/>. Select the **Expert Sign In** button and login with your **MSU Email Address** and password. If you forgot your password go to the login page and select the **Forgot My Password** link shown below.



Ask Extension

AUTHENTICATION REQUIRED

heyboerg@msu.edu

.....

Log In

FORGOT MY PASSWORD

* If you previously had an account on the legacy Ask an Expert site, use the 'Forgot My Password' link above to reset your password and activate your account.

Editing Your Profile: Away Status

The first setting you will need to modify in the system is your Vacation Mode setting, so that questions can be assigned to you.

1. Select the **Profile link** in the top right corner of the screen.
2. In the **Account tab**, look for the **Vacation Mode checkbox** in the **Status and Settings area**. Uncheck this box so that you can receive questions.

Note: You can modify this setting and enable Vacation Mode when you are out of the office. The system does allow you to automatically set a return date as shown below.

Ask Extension

Dashboard Groups Questions Profile

Dashboard Expert Directory My Profile

My Account Profile

Account Preferences Signature Institutions Groups Tags Questions

Name: Gwyn Shelle

Email Address: heyboerg@msu.edu

Home State: Michigan

County: — Select County —

Phone Number: (517) 432-5131 Ext

Mobile Number: (517) 420-4015

Authentication

Username: heyboerg Change Password

Default 2FA: — Disable — Configure Options

Status and Settings

Vacation Mode

Return on Specific Date? mm / dd / yyyy

Save Changes Reset Cancel

Editing Your Profile: Tags

The final setting you need to modify is your tags - or your areas of expertise. This will allow the MSU Extension question wrangles to assign you questions relating to your expertise.

1. In your **Profile area**, select the **Tags tab**. Add tags relating to your expertise. As you type a tag a list of common tags will automatically appear. You can select these tags or type in a new one.
2. Once a tag is selected or added select the **Add button**.
3. Click on the **Save Changes** button.
4. If you need to delete a tag, select the **trash can icon**.

My Account Profile

Account Preferences Signature Institutions Groups **Tags** Questions

Associated Tags
Expert can select tags to describe their areas of expertise.

- social media
- online education
- online courses
- online course development
- instructional design
- instructional technology
- blended courses
- competency based learning
- adult learning

Search Tags Add

Save Changes Reset Cancel

Answering Questions

1. If a question is assigned to you, an email will be sent to you from the sender “Ask Extension.”
2. In the email you will see **the question** and a **link to login**.

Question assigned to you (#0053298)

AE askextension=eduworks.com@mg.eduworks.com on behalf of Ask Extension
Sun 3/6/2022 9:08 PM
To: Shelle, Gwyn

Hi Gwyn,

Question #0053298 has been assigned to you by SYSTEM (Auto Assignment)

Cottage Law, Vanilla Extract

I've read that vanilla extract falls under Cottage Law in Michigan. However, I've read that it is regulated, as alcohol is often used to extract. I've looked at the MI alcohol sales licensing and cannot find a license that would cover sales of vanilla extract. Is a license needed to sell?

From: Kristen LaGorio
Submitted: 03/06/2022 9:08 PM

To view/respond to the question, please [login](#).

3. Read the question, type an answer, and submit the response by selecting the **Post Reply** button.

The screenshot shows a text input area with a rich text editor toolbar at the top. Below the input area is the name 'Gwyn Shelle'. Underneath is a file upload section with a blue dashed border, containing a plus icon, the text 'Drop files here or [choose them](#)', and a warning icon with the text 'Do not use images you downloaded from the Internet. Only use pictures you have produced.' Below this is a signature section with 'Signature:' and two radio buttons: 'None' and 'My Signature' (which is selected). To the right is a 'Question Status:' dropdown menu currently set to 'Closed'. At the bottom are two buttons: 'Post Reply' (highlighted with a red box) and 'Reset' (with a red arrow pointing to it).

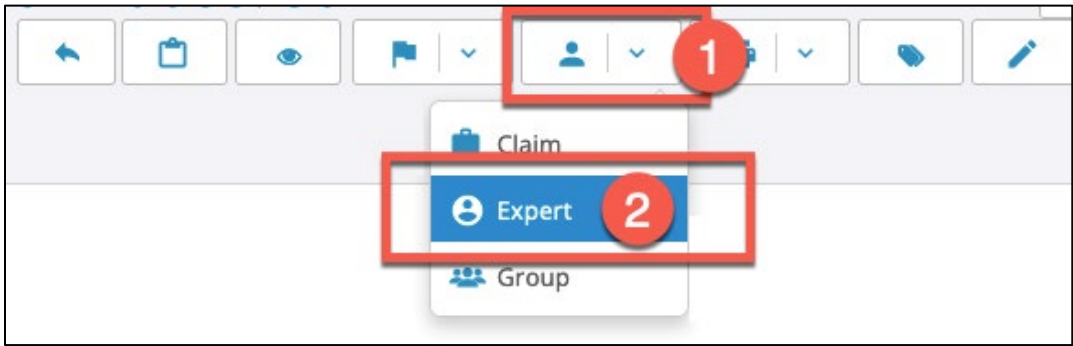
Assigning a Question to a Wrangler

If a question assigned to you does not relate to your area of expertise, you can assign it back to the person that assigned it to you.

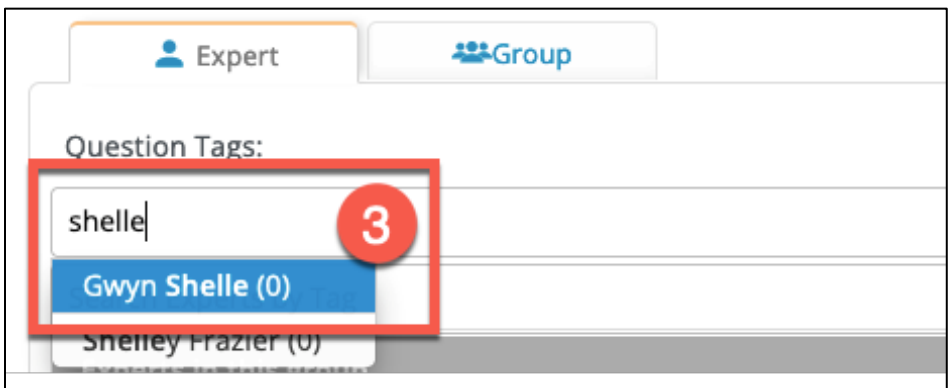
1. In the **question history**, look for the individual that assigned the question to you.

The screenshot shows a question history entry. The question text is: "I've read that vanilla extract falls under Cottage Law in Michigan. However, I've read that it is regulated, as alcohol is often used to extract. I've looked at the MI alcohol sales licensing and cannot find a license that would cover sales of vanilla extract. Is a license needed to sell?". Below the question is a metadata line: "Created by Kristen LaGorio 03/06/2022 9:08 PM". Below that is a list of actions. The first action is "Question Filter assigned this to Gwyn Shelle 03/06/2022 9:08 PM", which is highlighted with a red box and a red arrow. A red callout bubble with the text "Look for who the question was originally assigned to" points to this action. Below it is another action: "Question Filter assigned this to Michigan State University Extension (all general questions) 03/06/2022 9:08 PM".

2. Select the **Person icon** at the top of the screen and select **Expert option** from the drop down.



3. Type in the **name of the individual** that you would like to re-assign the question to. Select their name, scroll down, and select the Assign button. If you have any issues please reach out to the individual that assigned the question to you.



Questions

For any questions about Ask an Expert please contact:

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MSU Extension
heyboerg@msu.edu
517-432-5131
517-420-4015 (cell)