

# Entering and Editing Questions in the eXtension FAQ System

(Updated May 22, 2008)

## Logging in to the system:

1. Go to <https://faq.extension.org/account/login> and login with your eXtension user name and password. (Note: this is NOT the same as your Blackboard user name and password).
2. Set your preferences (upper right of your screen). You will especially want to “show publishing controls”. Also “add FAQs I create to my watchlist”. Save your preferences. (You only need to go through step 2 once. The system will remember your preferences each time you log back in.)

The screenshot shows the eXtension FAQ System interface. At the top, there is a navigation bar with links for Events, Frequently Asked Questions, CoP Wiki, About Wiki, and About Blog. The eXtension logo is on the left, and a 'logout' link is on the right. Below the navigation bar, there are tabs for Home, FAQs, and Ask an Expert. A yellow arrow labeled '#2' points to the 'logout' link. The main content area is divided into two columns. The left column is titled 'FAQ Application' and contains a search box, a 'Search' button, and checkboxes for 'draft', 'published', and 'inactive'. Below this is a section titled 'Enter a Question' with a text input field and a 'Next' button. A yellow arrow labeled '#3' points to the 'Enter a Question' section. The right column is titled 'Ask an Expert Application' and contains sections for 'Incoming Questions (145)', 'Questions assigned to me (0)', and 'Questions I've answered (0)'. There is also a yellow box with text about a new set of features in November and a '30 Minute Session' link. At the bottom, there are links for 'My: Watchlist', 'Contributions', 'Comments', 'Tags', and 'User Report'. There is also a 'Browse FAQs' section with links for 'draft', 'published', 'unpublished', and 'inactive', and a 'Hot Tags' section with various tags like 'annualsandherbaceousperennials', 'beefcattle', 'dairycattle', 'editready', 'foodsafety', 'fruitsandnuts', 'horse', 'horsec', and 'horticulture'.

## Entering a new question:

3. At the home page of the FAQ system (pictured above), click anywhere in the box titled “Enter a Question”. When you have finished typing it, click on “Next”

- The system will search for existing FAQs similar to yours. If yours will duplicate an existing one, you can contribute information to improve the existing FAQ. If none of the suggested FAQs are like yours, click on the "I have the answer" box.

extension FAQ  
more mind reach

Help | jillheerstra | Preferences | Logout

Search

draft  published  inactive

home > search results

Home  
My Stuff  
Incoming Questions

**Browse Publish Status ?**  
Needs 1st review  
Needs 2nd review  
Needs copy-editing  
Ready to publish

**Browse FAQs**

Our system has found the following FAQs below that may closely match your question or possibly answer it.  
Please review the search results to see if your question has already been answered.

**testing**

I have the Answer | Post this question to the community

Existing FAQs	ID	Status
Does the University of Maine do water testing?	3254	draft
Testing 123	24221	draft

- Enter the answer in the box provided.
- Add Tag(s) to your FAQ. Selecting multiple Tags will result in other Communities of Practice noticing and possibly contributing to the question/answer. See the keyword tags found on the last page to help connect your FAQ with the appropriate LPE Learning Center work group. This helps individual work groups track progress of FAQs for which they are responsible.

Events | Frequently Asked Questions | People | CoP Wiki | About Wiki | About Blog

help | SherylBurbach | preferences | logout

extension FAQ  
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Home | **FAQs** | Ask an Expert

Search

draft  published  inactive

FAQ home  
My Stuff  
Tags  
My tags

**Browse FAQs**  
all  
draft  
unanswered  
published  
unpublished  
inactive

**Enter New FAQ**

Question  
Test

Answer

My Tags [what are tags?](#)

FAQs do not currently allow tables or figures to be included. You can add links to other publications, references or web sites if you use the format below. For example, to display:

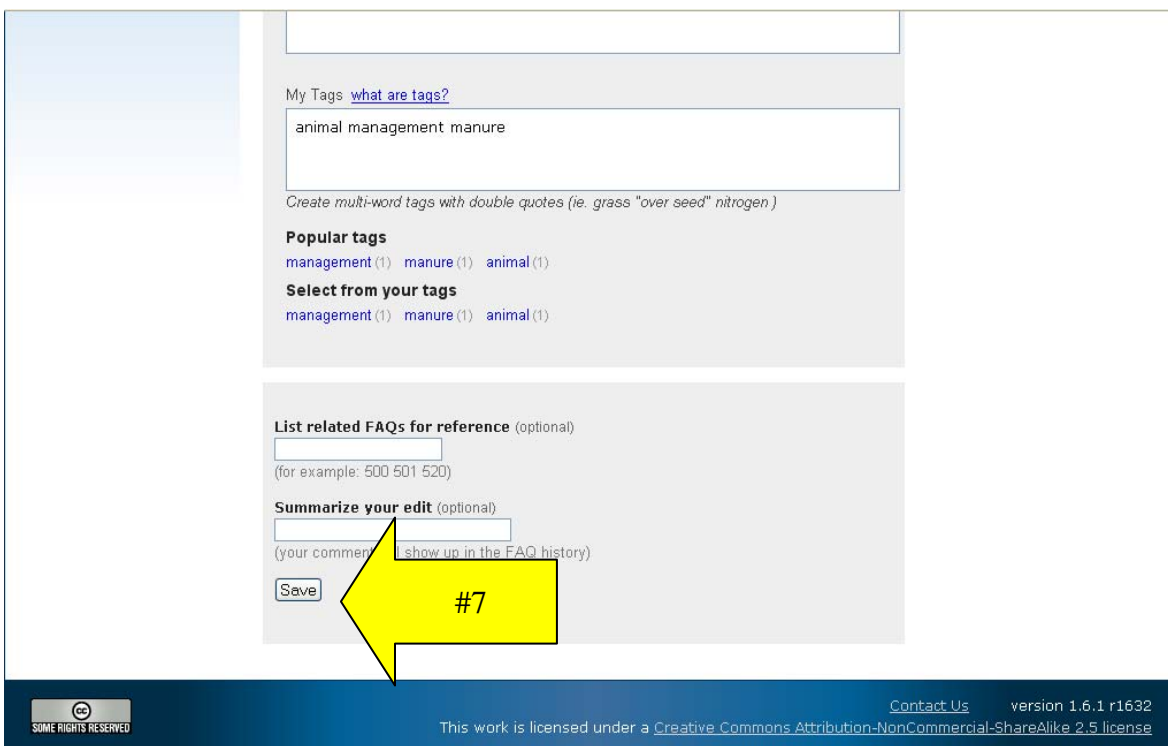
For more information on this topic, see the Extension publication [Phosphorus Management and Water Quality Protection in the Midwest](#).

Enter the following:

For more information on this topic, see the Extension publication [Phosphorus Management and Water Quality Protection in the Midwest](http://extension.missouri.edu/explorepdf/regpubs/ncr187.pdf).

The general format to follow is:

`<a href="web site address">preferred name to be displayed in text</a>`.



7. Once you (the author) have finished with your answer, click on the “Save” box.
8. Once you have saved the answer to your question, you may EDIT your question, review the HISTORY of your question as reviewers add changes or suggestions, and ADD TO MY WATCHLIST to easily access your question in the future. It is also important to note and record the questions reference number for quickly returning to this individual question.
9. When you have completed your first draft of the question, click on PUBLISH OPTIONS.

The screenshot shows the 'extension FAQ' website interface. At the top, there are links for 'help', 'rkoelsch1', 'preferences', and 'logout'. A search bar is present with a 'Search' button. Below the search bar, there are checkboxes for 'draft' (checked), 'published' (checked), and 'inactive' (unchecked). The main navigation includes 'Home', 'FAQs', and 'Ask an Expert'. On the left, there is a sidebar with 'FAQ home', 'My Stuff', 'Tags', and 'My tags'. Below the sidebar, there is a 'Browse FAQs' section with categories like 'all', 'draft', 'unanswered', 'published', 'unpublished', 'inactive', and a list of review stages: 'Needs 1st review', 'Needs 2nd review', 'Needs copy-editing', and 'Ready to publish'. The main content area shows a question titled 'Is manure brown?' with the answer 'YES'. It includes a 'Status: Draft' indicator and 'Publish options'. Navigation links for 'return to list', 'previous question', and 'next question' are at the top. A yellow arrow labeled '#9' points to the 'previous question' link. On the right, there are several action links: 'FAQ', 'Edit', 'History', 'Make inactive', 'Add to my watchlist', and 'My Tags for this FAQ'. A yellow arrow labeled '#8' points to the 'Edit' link. At the bottom right, there is a 'get help with tagging' link.

10. The previous step exposes two important features. From this point, you can EDIT TAGS FOR PUBLIC SITE. These tags are words the user might select that would help locate your question. Tags that are more than one word (e.g. nutrient management) should be entered with quotes (e.g. "nutrient management") so that the software recognizes this as a single term.
11. When the first draft of the FAQ is ready for others to review, click on READY FOR REVIEW. This will tell the team leader that it is OK to assign two reviewers to the question.

*The author is encouraged to check back and look over your question to see if there are comments you want to address or to be sure changes meet with your approval. In most cases, the team leader will contact you if he/she sees changes that are significant before the FAQ is published.*

This screenshot shows the same FAQ page but with the status changed to 'Ready for Review'. The 'Status: Draft' is now 'close'. A progress bar at the top shows stages: 'Draft', 'Ready for Review', 'Reviewed (0)', 'Copy-edited', and 'Published'. The 'Current Status' is 'Draft', and there is a 'Ready for Review' button. A yellow arrow labeled '#11' points to this button. Below the progress bar, there is a section for 'Tags for the Public Site' with a link 'edit tags for public site'. A yellow arrow labeled '#10' points to this link. Below this, it says 'No tags have been selected for the public...'. The question title 'Is manure brown?' and answer 'YES' are still visible, along with 'FAQ' and 'Edit' links at the bottom right.

### Finding an FAQ:

After logging in to the FAQ system. You will be at the home page (pictured below). Several ways to find an FAQ are listed in the arrows.

- If you want to review the entire database of questions our CoP has developed (or other CoPs have developed) enter Animal Manure Management in the Search FAQs box and click on the box Search.

The screenshot shows the Extensio FAQ system home page. At the top, there is a navigation bar with links for Events, Frequently Asked Questions, People, CoP Wiki, About Wiki, and About Blog. A 'logout' link is in the top right corner. Below the navigation bar, there is a search bar for FAQs and an 'Ask an Expert' button. A yellow callout box points to the search bar with the text: "Enter the FAQ number, a keyword (work group key word from last page) or category." Below the search bar, there are filters for draft, published, and inactive questions. A section titled "Enter a Question" allows users to submit new questions. A yellow callout box points to the "Browse FAQs" section, which lists various categories such as draft, published, unpublished, inactive, and unanswered, along with specific topics like horticulture. A third yellow callout box points to the "Ask an Expert" section, which shows "Incoming Questions (143)" and "Questions assigned to me (0)". A yellow callout box points to the "Questions I've answered (0)" section, stating: "FAQs you have authored or edited can be found in Questions I've answered." At the bottom, there is a "Have a question?" section with links to a help section and a 30-minute session.

## Reviewing and/or Editing an FAQ:

Each FAQ needs two technical reviews before it can be moved toward "published" status. If you are assigned to review a question, it does not matter if you were asked to be the first or second reviewer. Just go ahead and complete that task whenever you get the chance regardless if the other reviewer has made their changes. The reviewer can:

- Add comments for the author to consider that do not change the original response.
- Click on EDIT and modify the author's response.
- Click on HISTORY and compare an earlier draft answer against a later answer.
- Click on APPROVED (1<sup>ST</sup> REVIEW) (or 2<sup>ND</sup> review) when the comments and changes have been entered to the reviewers satisfaction.

After two reviewers, an eXtension technical editor will review the final answer for possible changes to improve grammar and clarity of the answer. Once the technical editor has finished their job, the FAQ is left ready to PUBLISH. A team leader should look at the final response and notify an author if they see significant edits that should be brought to the author's attention. Either a team leader or author can PUBLISH the FAQ once the previous reviews are complete and the author is satisfied with the final answer.

The screenshot shows the eXtension website interface for reviewing a FAQ. At the top, there are navigation tabs for Home, FAQs, and Ask an Expert, along with status filters for draft, published, and inactive. A yellow banner at the top of the main content area reads "This FAQ is now ready to review." Below this, there are links for "return to list", "previous question", and "next question". A status box indicates "Status: Awaiting approval" with a "close" link. A progress bar shows stages: Draft, Ready for Review, Reviewed (0), Copy-edited, and Published. The current status is "Awaiting approval", and there is a button for "Approved (1st Review)". A yellow callout box points to this button with the text "Approve to move review process forward". Below the progress bar, there are tags for the public site and a note that no tags have been selected. The main content area displays "Question #37031" and the question "Is manure brown?" with the answer "YES". It includes the creation and update dates and times by Richard Koelsch. On the right side, there are links for "FAQ", "Edit", "History", "Make inactive", "Add to my watchlist", and "My Tags for this FAQ". A yellow callout box points to the "Edit" and "History" links with the text "Edit FAQ or Review Changes (History)". At the bottom, there is a "Comments" section with a "Comment on this FAQ" form and a "Post this Comment" button. A yellow callout box points to the form with the text "Add Comments".

**Keyword for each team:**

*In addition to keywords the author enters to help facilitate searches for the FAQ, each team will have common keyword to help the team leader search for and organize their FAQs. We'll use "amm\_\_\_\_" (amm is for animal manure management).*

<u>Team</u>	<u>Keyword</u>
Emerging issues (J Davis)	ammissues
Crop Nutrient Management (Koelsch/Beegle)	ammnutrient
Alternative Technologies (M Rice)	ammtechnology
Small Farms (M Westendorf)	ammsmallfarms
Air Quality (R Stowell)	ammair
Environmental Management (M Risse)	ammmanagement
Feed Management (J Harrison)	ammfeed
Regulations (C Galloway)	ammregulations
Manure Handling & Storage (S Mukhtar)	ammstorage
Value of Manure (J Lawrence)	ammvalue