

**From:** [All-extension](#) on behalf of [Snyder, Vickie via All-extension](#)  
**To:** [all-extension](#)  
**Subject:** [All-extension] Check in ASK profile that OHIO has been added for your STATE  
**Date:** Thursday, February 4, 2021 12:45:34 PM  
**Attachments:** [image001.png](#)  
[ATT00001.txt](#)  
**Importance:** High

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**To all Extension Employees:**

**We have found a glitch that we need your help ASAP- to ADD OHIO to your profile!**

We are now in the new platform as of February 1<sup>st</sup> - **ASK Extension** – and we need each employees' profile updated- not only "Claim Your Account" and "Uncheck Vacation" but to also mark "Home State" as OHIO and fill in any other info you so choose- this will be under the Account TAB. Also be sure that The Ohio State University is the Primary Institution under the "Institutions" TAB. As it is now, the home state part evidently did not migrate over. This is for anyone that was in the system as of August 12, 2020.

All Ohio State Extension employees- with any % of Extension appointment- (except those on grants/special circumstances IE: SNAP-ED/EFNEP/Service Center) are expected to be signed in. You will need to "Claim your Account" to have access to the new system. Instructions are below. Anyone not in the Ask an Expert system as of August 12<sup>th</sup> will have to be added in manually as well as all new employees from now on. IF you find that you are NOT in the system, please alert one of the ASK TEAM members listed at the bottom of this email so they can add you in!

Answering questions in the system can be a benefit to all and may be included on your Vita: reporting contacts, information shared, an opportunity to include in your responses links to your programs/counties for promotion, connecting with your community/area and representing Extension to the world. This is an opportune time to work with the public while our offices are not open full-time yet, providing an online forum as a service to the community.

Basic requirements for this process have been that questions get an answer within 36 hours before reminders are sent, and over that time requirement to be copied to the supervisors; that no one marks themselves as "Away" other than what matches their timesheets; that 'research-based' answers are given, and that questions are given back to the Wranglers and not to the system if you cannot answer it.

This new sign-in time is the perfect time to check your profile and edit as needed and to ADD or update TAGS (what you are willing to answer questions on). We encourage collaboration on answering, especially new employees to have answers reviewed before submitting to the system.

Here's what you need to do so we can assign to you:

1. Claim your Account

If you have an existing Ask an Expert account, visit [ask2.extension.org](http://ask2.extension.org) and click the "Expert View" button. On the sign-in page, click the "Forgot my password" link so that you can set your password for the first time in the new system. Please follow the directions in the password reset email. For detailed instructions, please watch the [Claiming User Account](#) screencast.

2. Turn off your “Vacation mode”

Only the expert accounts that were migrated (August 12<sup>th</sup>) from Ask an Expert have been set to “away” using the vacation mode setting. Once you have claimed your account, you need to view your profile. On your profile page, uncheck the “Vacation mode” setting, and click the “Save changes” button. Those added in after August 12<sup>th</sup> shouldn’t have to do this part for the vacation status, nor #3 as we are putting that information in as we add your account in the new system- but you CAN add more to your profile, signature, TAGS...

3. Mark OHIO at Home state under name and email in the ACCOUNT TAB. Indicate County if you mostly want questions for your county. While you are signed in, we also encourage you to update your signature and tags. Your signature may include useful program websites, podcasts, YouTube channels, etc....

4. View the How-to Screencasts and Frequently Asked Questions

If you have specific questions about how to do something in the new system, hopefully we have it covered in one of our [How To Screencasts](#). [Frequently Asked Questions](#) have also been compiled and are very useful.

Thanks in advance for your time and work to get set up in ASK and to keep The Ohio State University on top of all our questions. And Thanks to all who have already claimed their accounts!

ASK TEAM

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