User Manual

Administration - Categories

A category must be created before any questions can be added by users.

- A question has to be linked to a category and more than one question can be linked to a category.
- The Categories option will be available to the Administrator on the Quick Links option on the right-hand side of the Ask the Expert screen.

Create a Category

Where do I find the Categories option?

To add a category, select the Categories menu item and after the page has loaded, click on the Create Category button.

- Select the **Categories** menu item from the **Quick Links**.
- Click the **Create a Category** button.

The Create a Category page opens.

- Click the **Save** button. The new category will be listed on the categories page and can be edited or removed.

Actions

Click Actions:

- **Edit** to edit the Category.
- **Remove** to remove the Category.

> **Try It Out:** Add a Category on the Discussion Forum module

Administration - Experts

What is an Expert?

A Expert is an individual assigned to mentor and give expert advice on questions asked by learners or employees.

The administrator can assign an Expert to a category(s) to moderate. Experts can view, edit, remove and moderate questions and comments in the category(s) they have been assigned to.

1. Assign a User to an Expert Role

Find the user

- Click on **System administration | Users | Manage users.**
- Click **Action | View / Edit** next to the user you want to grant access.

Assign the Role

- Select *Role Assignment.*
- Click the *Add Multiple Roles* button*.*
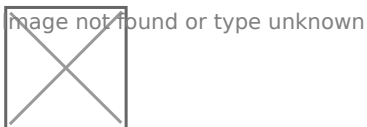
The Add Multiple Roles screen will open.

- Select the Ask The Expert Expert Role for the Ask The Expert module.
- Click the **Save** button.
- Click the **Close** button.

Assign specific rights for the user

Click on the Role to open the specific access available for this role.
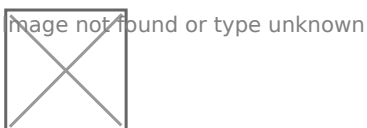
Select the Role detail applicable to the user.

- Click *Save to apply* the change.
- Click Back to List to Return to the User Role List.

Rights available for a user with the Ask The Expert Role

Role	User	Moderator	Administrator
Add a new question	X	X	X
View the questions you asked	X	X	X
View question statistics	X	X	X
Search for specific questions / comments	X	X	X
View Current Discussions	X	X	X
View Most Read	X	X	X
View Most Commented	X	X	X
Report Questions asked by fellow users	X	X	X
Report Comments made by fellow users	X	X	X
Moderate questions and comments: Publish		X	X
Moderate questions and comments: Unpublish		X	X
Moderate questions and comments: Lock		X	X
Moderate questions and comments: Remove		X	X
Moderate questions and comments: Edit		X	X

Role	User	Moderator	Administrator
Remove / Edit questions individually		X	X
Remove / Edit comments individually		X	X
Add / Edit and Remove Categories		X	X
Add / Edit and Remove Experts			X
Mark comments as preferred			X
Assign Experts to categories			X

What happens now?

The user's name will appear in the Expert drop down on the Assign an Expert page once the user has been assigned the Expert Role.

2. Assign an Expert

Where do I find the Experts option?

The Experts option will be available to the Administrator on the Quick Links option on the right-hand side of the Ask the Expert screen.
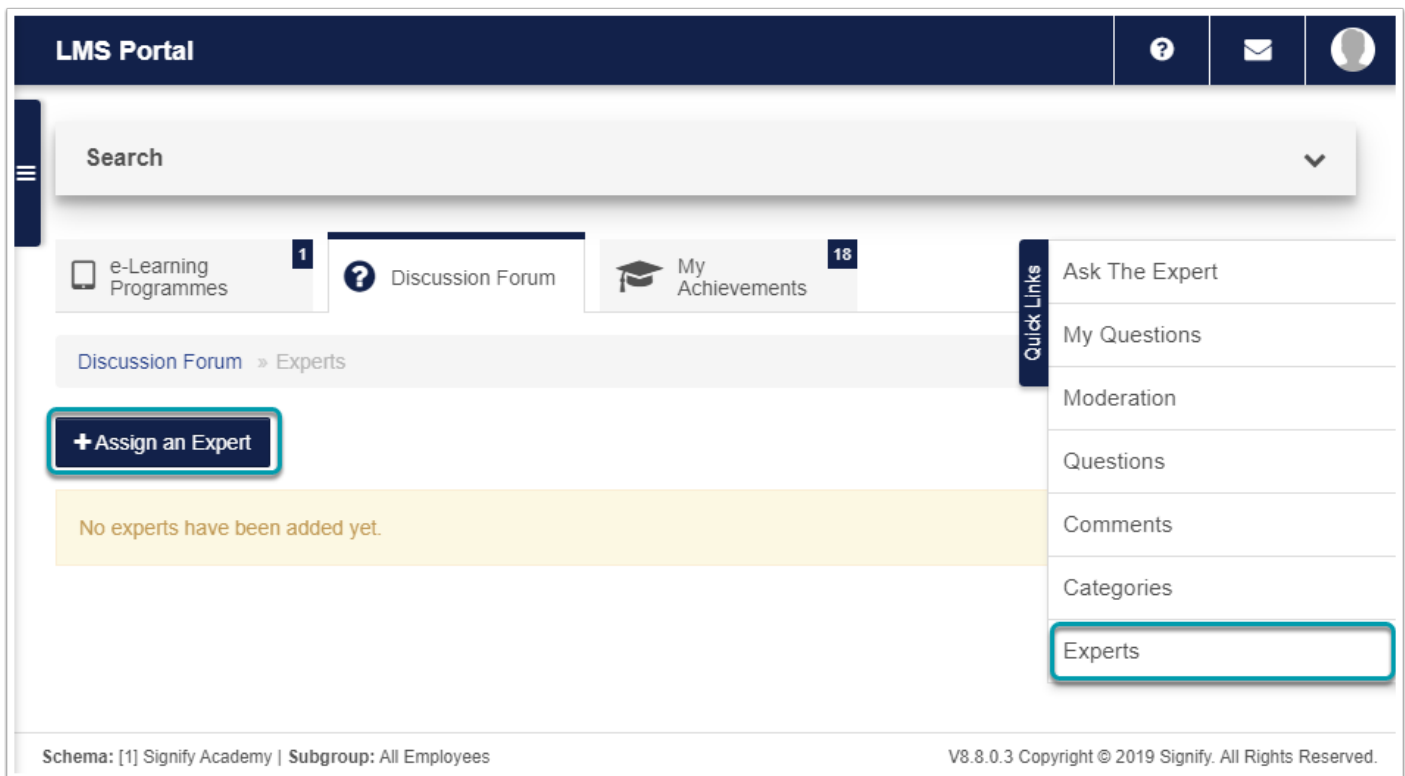
- Select the **Experts** menu item from the **Quick Links**.
- Click the **Assign an Expert** button to open the Experts page.

- Select the **Expert** from the drop down.
- Select one or multiple categories for the Expert to moderate.
- Multiple categories can be selected if you hold the *Ctrl button* in and select the categories.
  - Click the *Assign* button.
  - The Expert will be listed on the Experts page and can be edited or removed.

Expert List

Click Actions:

- **Edit** next to the Expert you want to edit.
- **Remove** next to the Expert you want to remove.

Try It Out: Assign Ask The Expert, Expert Rights to a user and add the user as an Expert on a Category.

Administration - My Questions

Questions and discussions are at the heart of the Discussion Forum / Ask The Experts module.

Questions are linked to a Category so that an Expert can provide an answer to the question.

The My Questions section, displays questions created by the logged in user, in this case the Ask The Expert Administrator.

[Zoom:](#)

Ask a Question

- Click the Ask a Question button to add a new question.

The Add New Question screen will open.

[Zoom:](#)

Overview of Fields

Field	Overview
Category	Select a Category from the drop down list.

Field	Overview
Question Status	Statuses available: • Hidden From User • Locked • Not Published • Published - The question will be displayed to the learners/users. • To Be Moderated
Question Heading	Use a short descriptive phrase which gives learners an idea of what is being asked.
Question	The question being asked.
Click here to upload or drag your files to this window	A file (document, image, etc.) can be uploaded to support the question.

Question List

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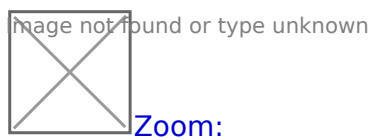
Actions

Click Actions:

• Edit to edit the Question.
• Remove to remove the Question.
• Generate Link to generate a link to the discussion related to the Question.

Generate Link

To ensure the learners who need to see the Question and answers to the Question, the link can be added to a pathway.

• Click Copy to clipboard to copy the Question Link.
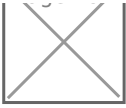
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Try It Out: Add a question & generate the link and add it to a Pathway.