Administration - Experts

What is an Expert?

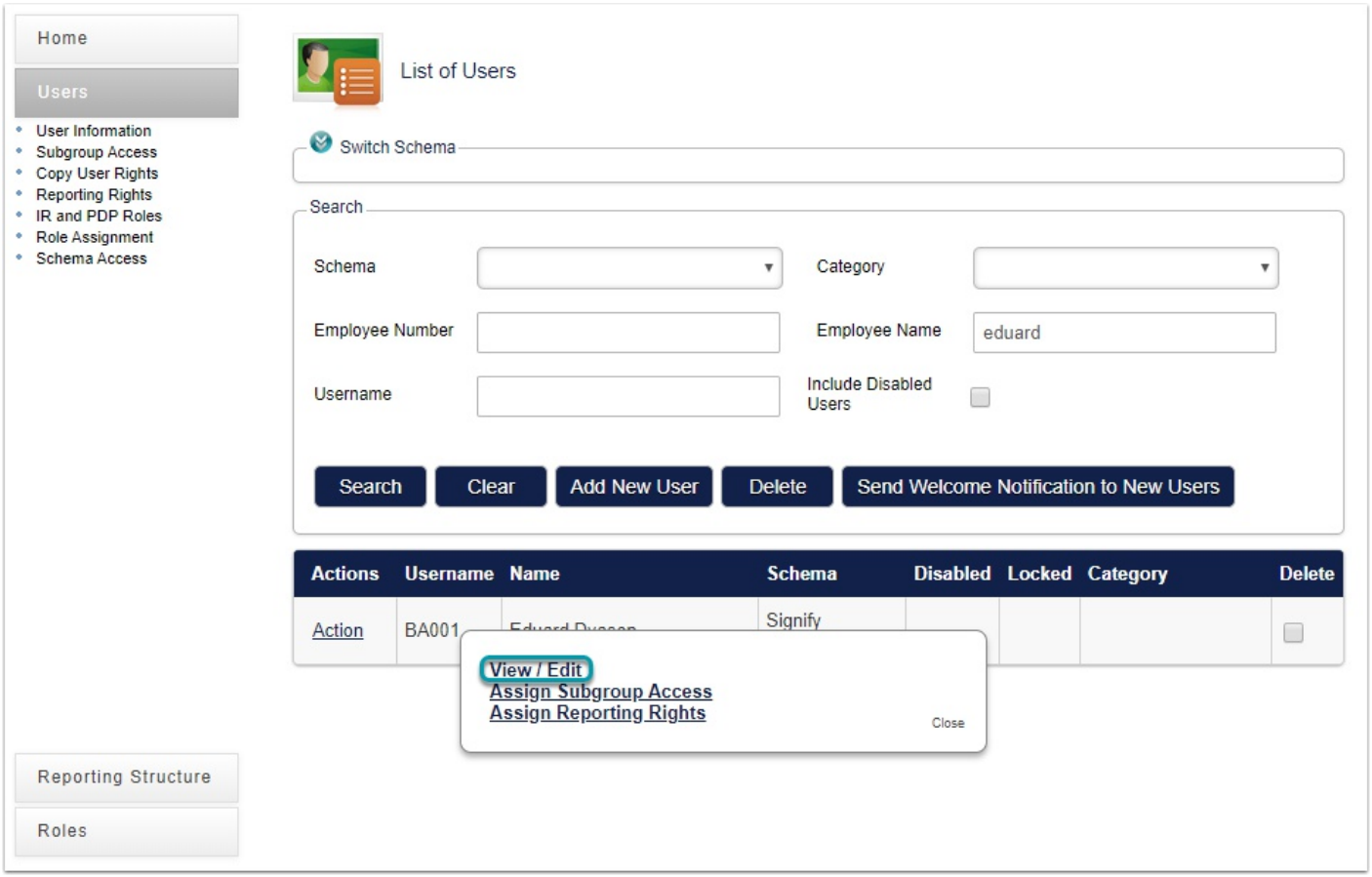
A Expert is an individual assigned to mentor and give expert advice on questions asked by learners or employees.

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.

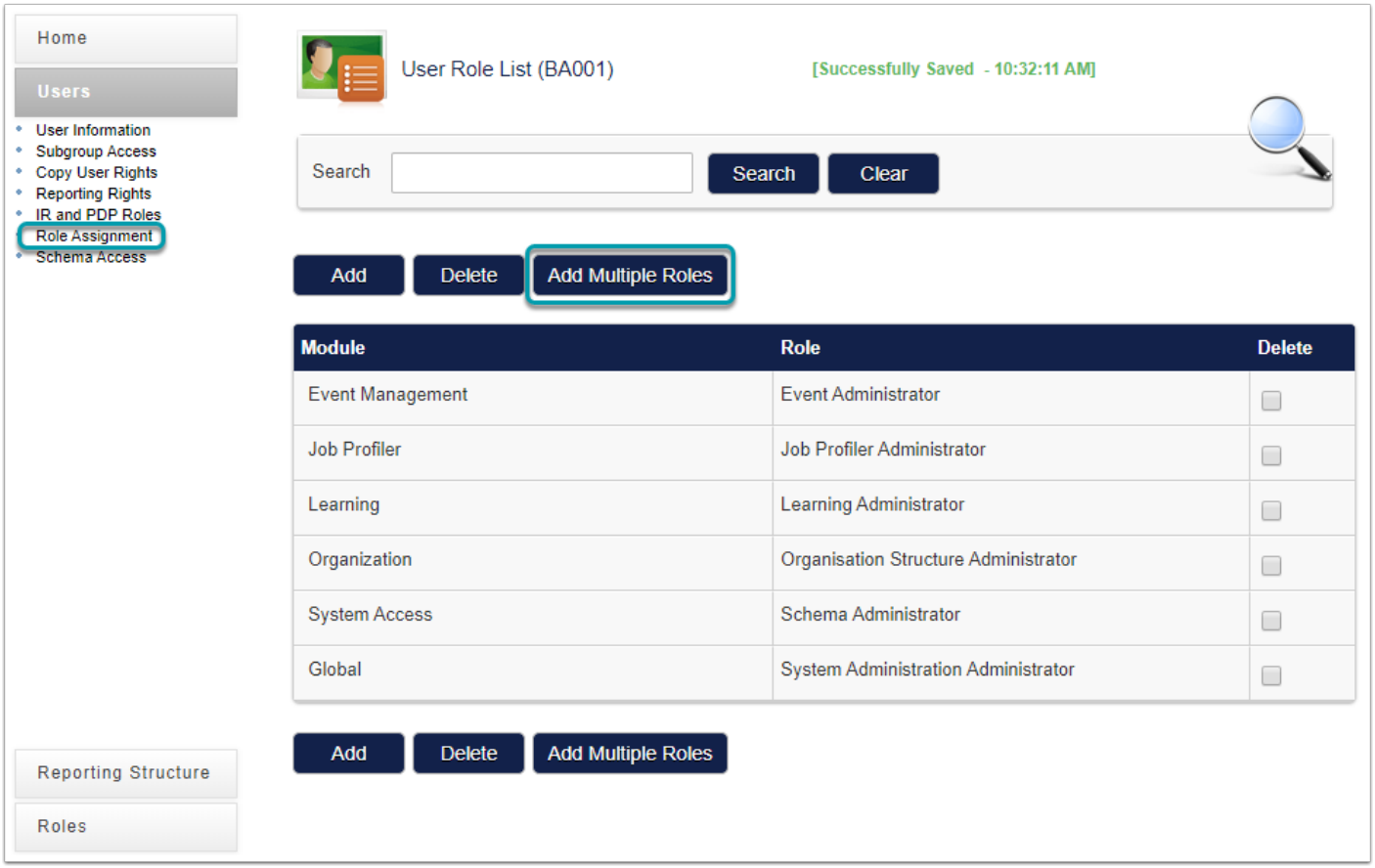
1. Assign a User to an Expert Role

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.

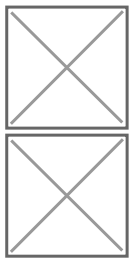
- Select the Ask The Expert Expert Role for the Ask The Expert module.
- Click the **Save** button.
- Click the **Close** button.

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.

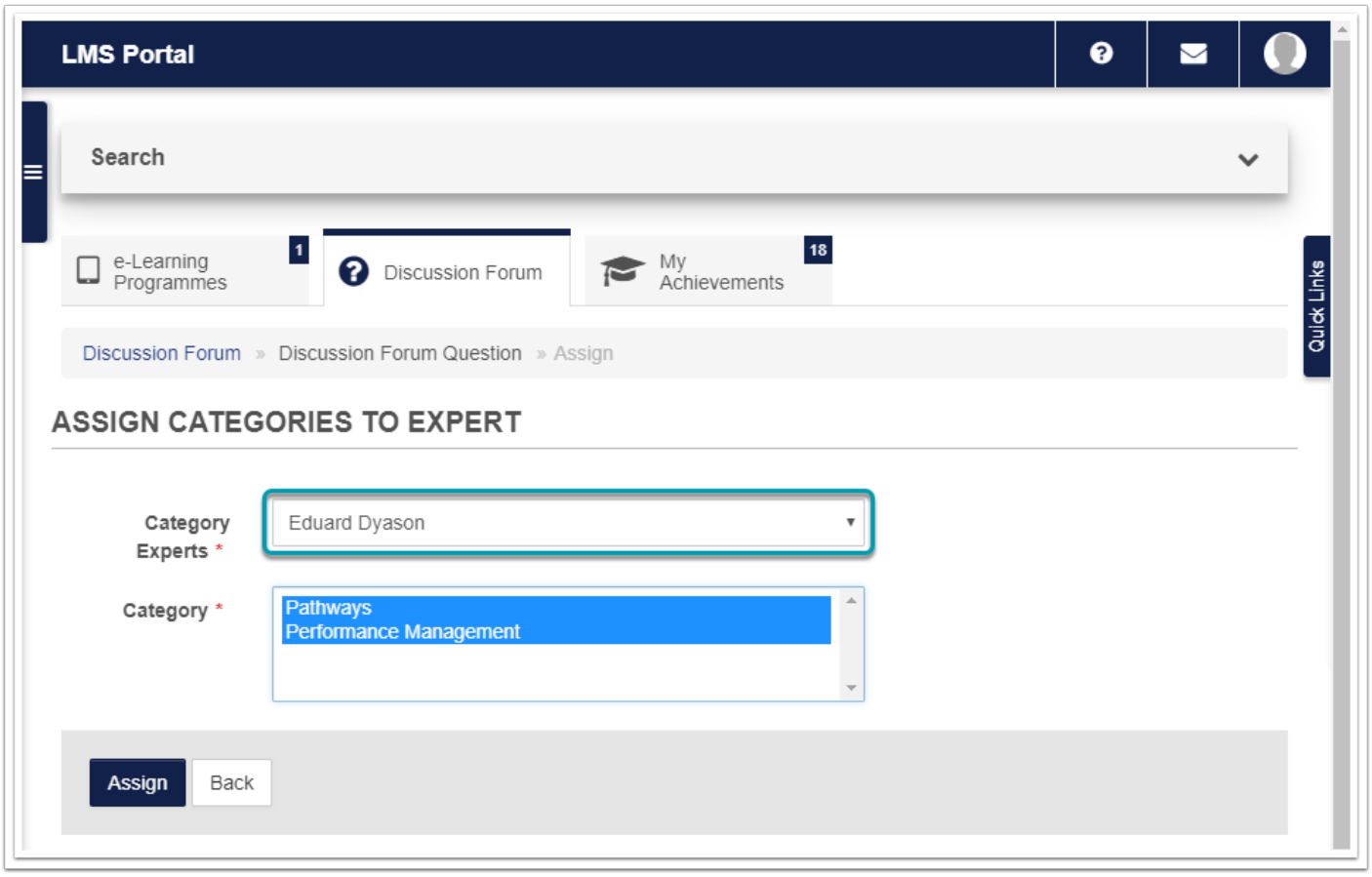
Rights available for a user with the Ask The Expert Role

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?

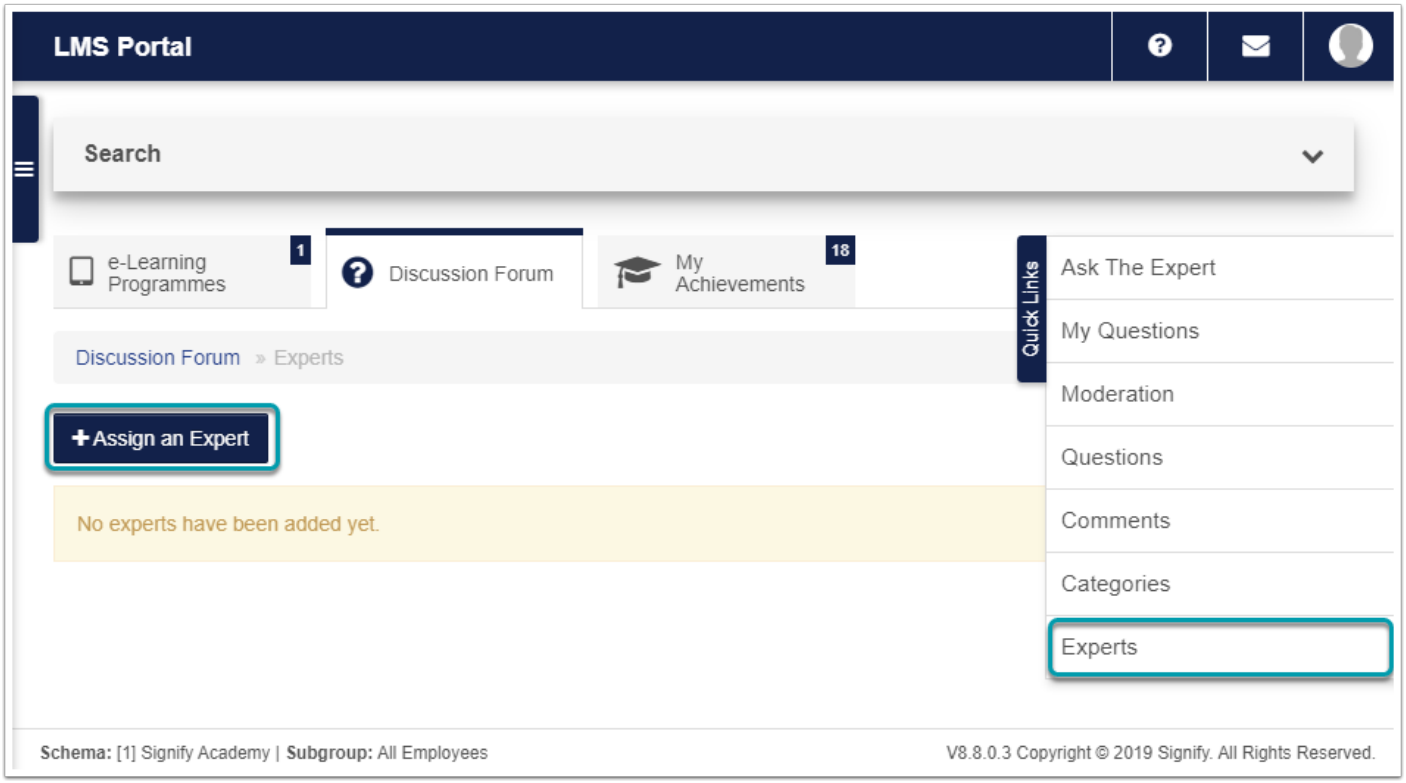
The user’s name will appear in the Expert drop down on the Assign an Expert page once the user has been assigned the Expert Role.



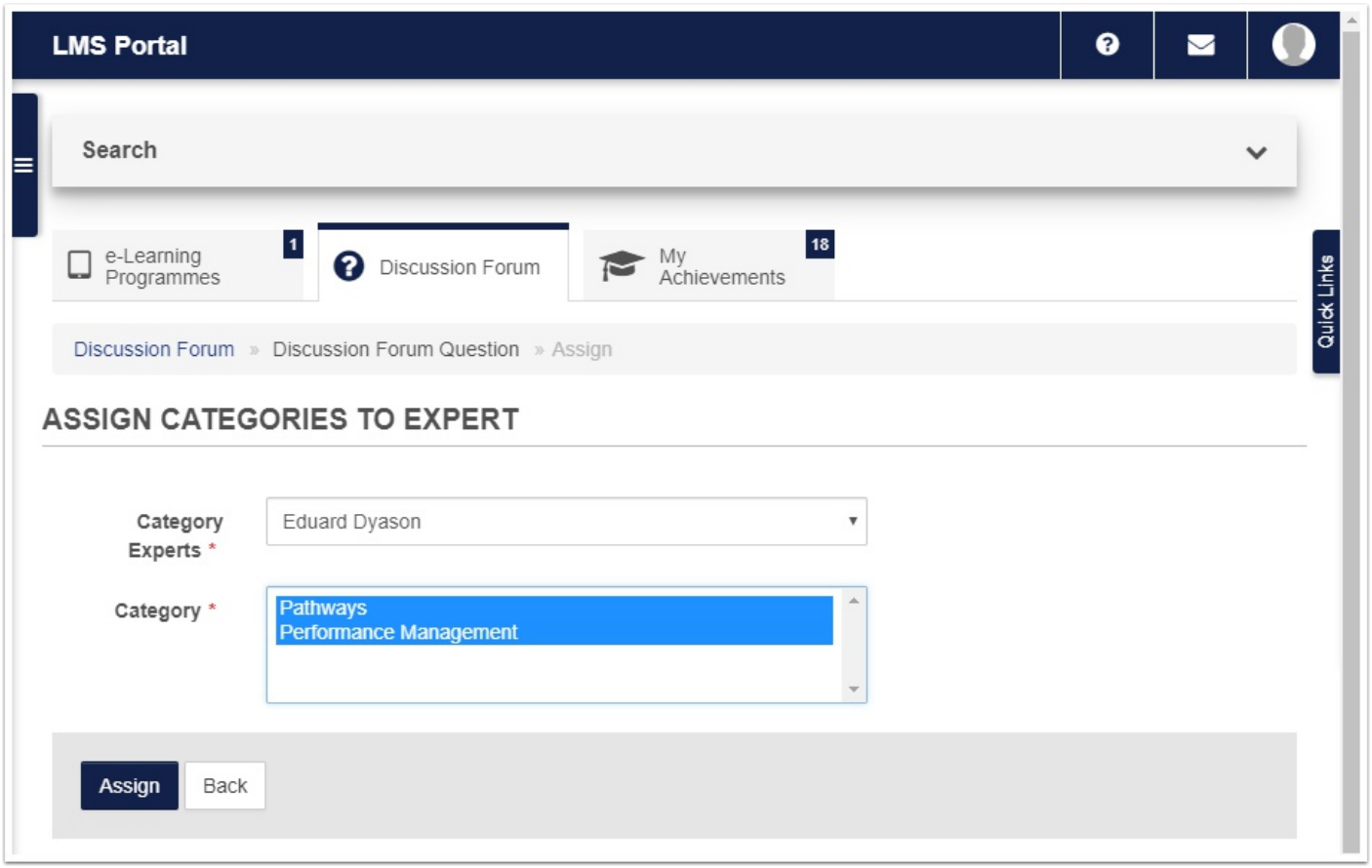
2. Assign an Expert

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.

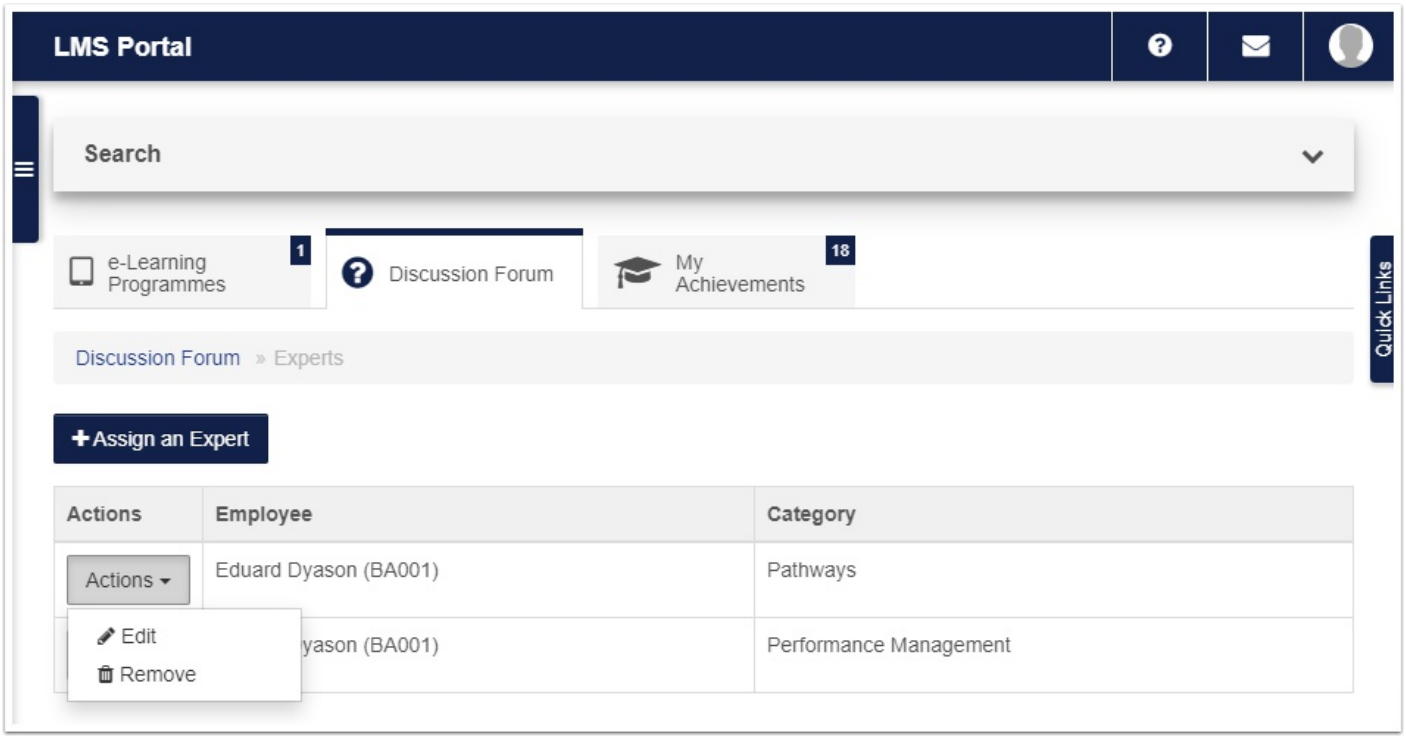


- Select the **Experts** menu item from the **Quick Links**.
- Click the **Assign an Expert** button to open the Experts page.



- 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.

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