

Help Desk Guidelines

Web-based Nutrition Education Evaluation and Reporting System



2014

The purpose of this document is to provide guidance on

- **navigating the WebNEERS Online Help Desk,**
- **reviewing historic posts,**
- **posting new questions, and/or**
- **submitting system bugs.**



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National Institute
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Background:

The purpose of the Help Desk is to establish a user community and to provide a repository of questions and answers related to the Web-Based Nutrition Education Evaluation and Reporting System (WebNEERS). The Help Desk is accessible to Federal, Institution, and Region Level users in the Expanded Food and Nutrition Education Program (EFNEP) and the Supplemental Nutrition Assistance Program – Education (SNAP-Ed) versions of the system.

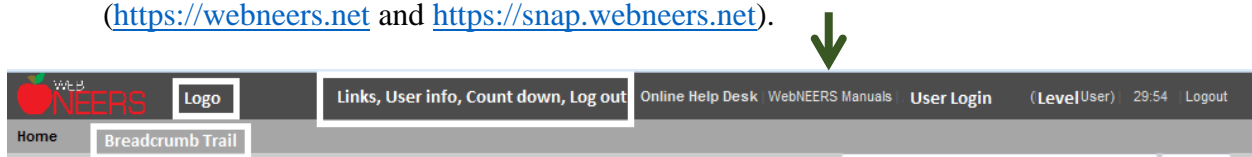
Introduction:

The Help Desk is designed to help streamline the answering of common questions regarding the WebNEERS system while utilizing YOUR knowledge! It's a place where the people on the ground can help one another out by sharing tips, advice, and answers without having to wait for responses from federal administrators. All questions posed on the Help Desk are valid, however simple they might be. As the saying goes, there are no stupid questions and if you have a question chances are someone else does, too, so ask (and answer) away!

This guide will not only assist you with learning how to ask a question but also how to answer a question, how to search the archive of questions and answers for quick help, as well as how to use some other fun features of the site. This is also a place for you to share your wealth of knowledge as everyone is open to ask, answer, and provide tips! The more savvy you become with WebNEERS and the Help Desk the more you can show your expertise via this site to EFNEP users nationally.

For immediate answers

While every effort to promptly address questions and issues posed to the Online Help Desk is made, it can take several days for questions to be addressed. As such, if you have a question related to “how to.....” the WebNEERS Manual is your first resource. The WebNEERS Manual is located on the Home page of the EFNEP and SNAP-Ed systems (<https://webneers.net> and <https://snap.webneers.net>).



With the manual open, review the Table of Contents to locate the section of the manual that addresses the question you have.

Navigating the System

Gaining an understanding of the Online WebNEERS Help Desk layout and functions will make using the system easier.

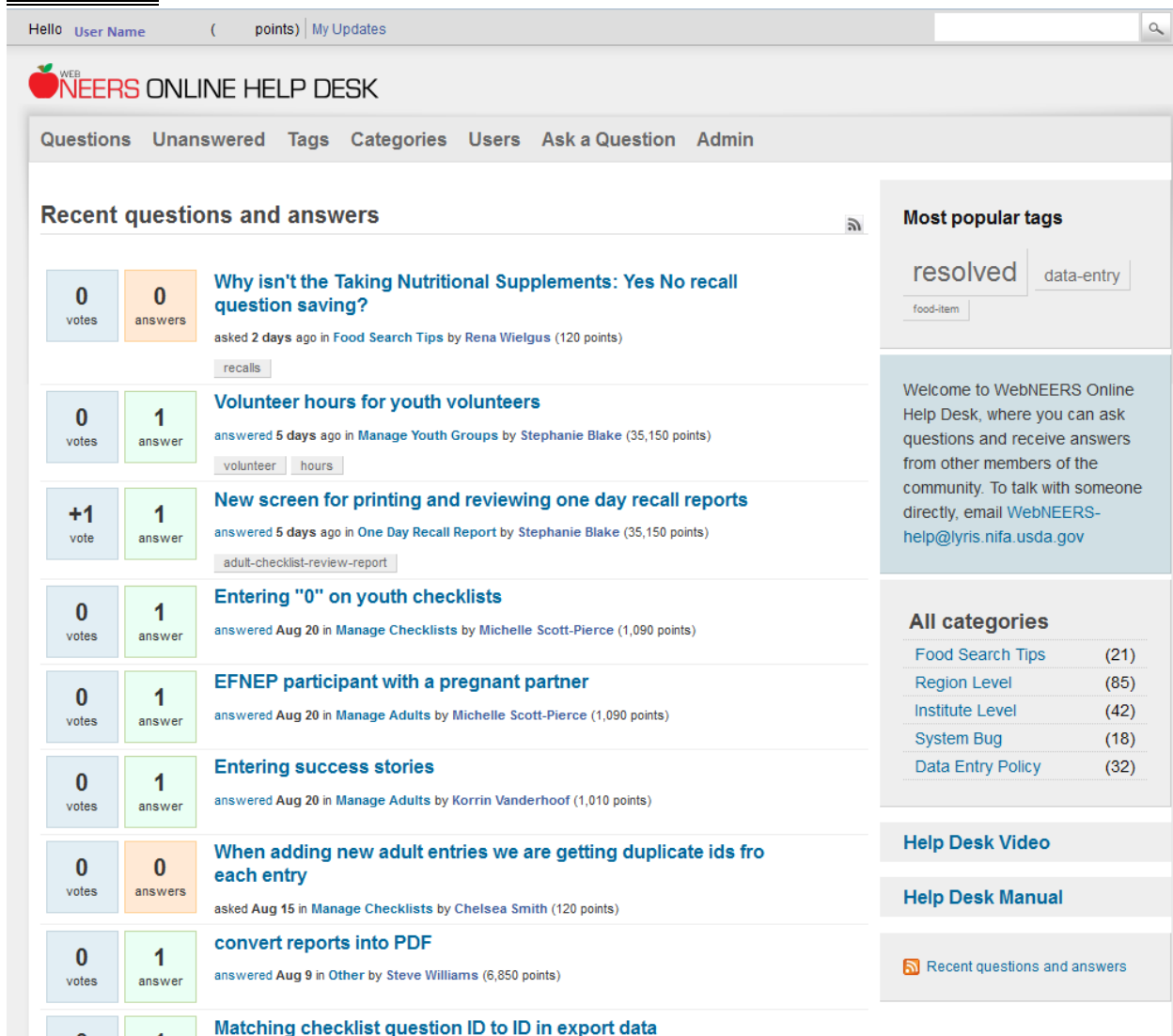
Logging in

Users must log into WebNEERS to access the Online Help Desk.

Once logged into WebNEERS, select the Online Help Desk link.



Screenshot



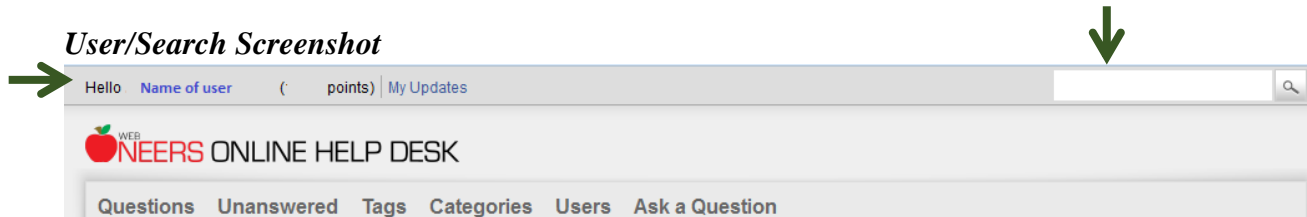
Overview: Help Desk Home Page

The main page of the WebNEERS Help Desk is designed as a one stop shop to get whatever you need accomplished quickly and easily.

User/Search Tool Bar

- Left margin - the user is identified, along with the number of points the user has accumulated and My Updates
- Right margin – the search field allows users to search for related questions by key words and/or topic areas.

User/Search Screenshot



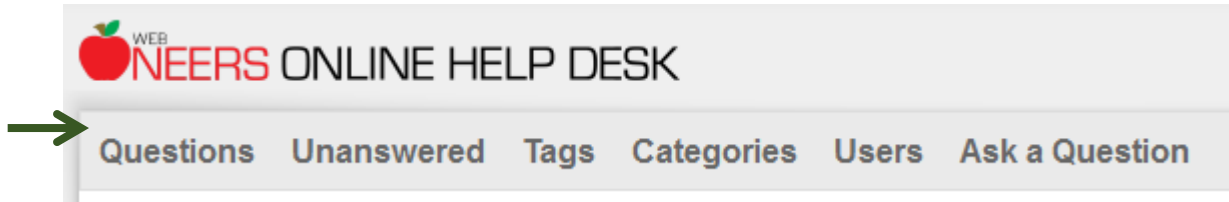
Description of the information in the User/Search Tool Bar

- Name of the User: displayed based on email
- Points: awarded based on questions and answers posted
 - Users with Institute and Region log in will have unique point values for each log in.
- My Updates: displays questions/answers for the user
- Search field: allows user to search for related questions

Horizontal Tool Bar

- Questions – offers option for sorting questions previously posted
Recent, Hot!, Most Votes, Most Answers, Most Views
- Unanswered – offers option for sorting questions previously posted and not yet answered
No Answer, No Selected Answer, No Upvoted Answer
- Tags – offers option to review all questions with a given tag
Lists every tag ever used, most to least frequent, and number of times used
- Categories – offers option to review all questions within a given category
Lists the top level categories
- Users – offers option to review all questions, answers, and/or comments from a given user.
- Ask a Question– offers options to post a new question, report a system bug, provide a food search tip, or search for similar questions

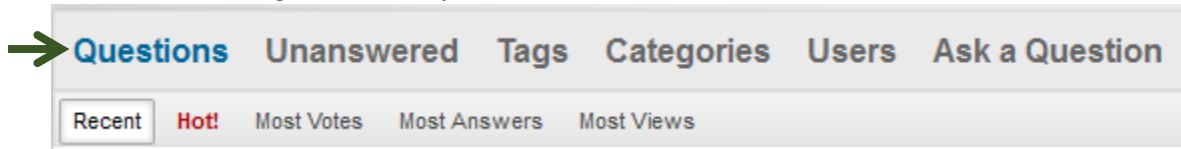
Horizontal tool bar Screenshot



Description of the information in the Horizontal Tool Bar

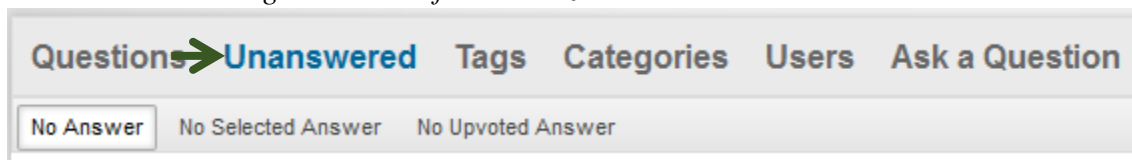
- Questions
 - Recent - Lists all questions – most recent (at the top)
 - Hot! - List the questions that have the most frequent access by other users
 - Most Votes – Lists questions with the most to least number of votes
 - Most Answers – Lists questions with the most to least number of answers
 - Most Views – Lists questions with the most to least number of views

Questions heading Screenshot from Horizontal toolbar



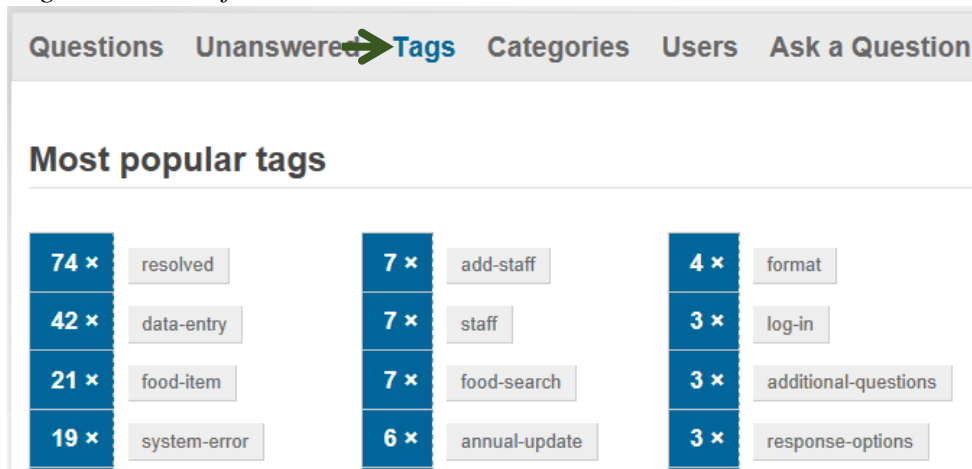
- Unanswered
 - No Answer - Lists all questions – most recent to least recent – without answers
 - No Selected Answer – Lists the questions not been verified with a correct answer
 - No Upvoted Answer – Lists questions that have not been voted on

Unanswered heading Screenshot from Horizontal toolbar



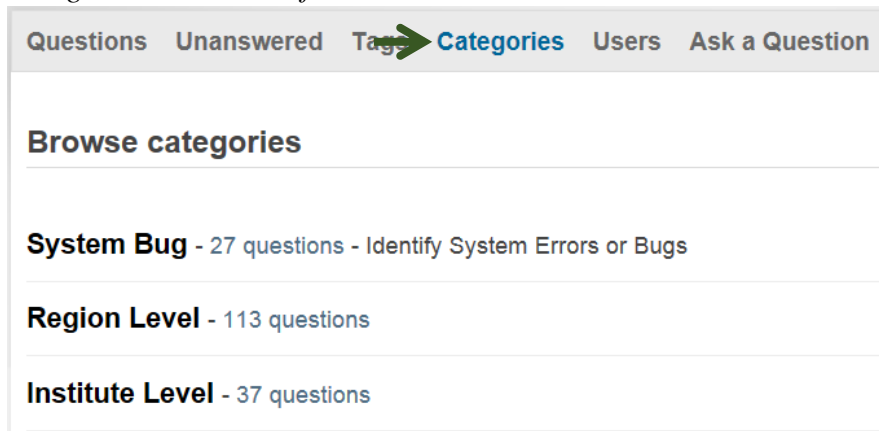
- Tags

Tags Screenshot from Horizontal tool bar



- Categories

Categories Screenshot from Horizontal tool bar



- Users

Users Screenshot from Horizontal tool bar

[Questions](#)
[Unanswered](#)
[Tags](#)
[Categories](#)
[→Users](#)
[Ask a Question](#)

Top scoring users

Stephanie Blake	7,360	Brenda Sheik	350
admin user	3,230	Korrin Vanderhoof	310
Steve Williams	1,830	Monica Bland	310
Tara Gerke	580	Danielle Krueger	310
Michelle Scott-Pierce	520	Beverly Hampton	300
Julann Schierer	480	Lisa Sullivan-Werner	280
Stephanie Blake	450	Barbara Johnson	280
Jason Rikard	440	Julie Cooper	260
Brenda Sheik	420	Suzanne Glenn	250
Korrin Vanderhoof	360	Tiffany Williams	240

- Ask a Question -- Enables user to review related questions and post new question

Ask a Question Screenshot from Horizontal tool bar

Question Display Area

Lists all questions previously asked

- The questions displayed in this area change based on the filters used. When the user first logs in, all questions, most recent listed first, will be displayed.

See Users/Search tool bar, Horizontal tool bar, and Vertical tool bar to explore filters which could be applied to limit the number and topic area for questions displayed.



Question Display Area Screenshot

Recent questions and answers

0 votes	1 answer	Public Assistance Aggregation not correct answered 1 hour ago in Reports by Stephanie Blake (7,360 points) assistance system-error
0 votes	1 answer	2 Adults, one child, how can both adults "count" and not count the child twice? answered 5 days ago in Demographics by Stephanie Blake (7,360 points) data-entry
0 votes	1 answer	Adult Mailing Labels pdf problem answered 5 days ago in Reports by Steve Williams (1,830 points) mailing labels
0 votes	1 answer	Bug not fixed answered 5 days ago in Checklists by Steve Williams (Inst) (180 points) generating-reports
0 votes	1 answer	How does one enter greek yogurt or other alternatives such as almond milk? answered 6 days ago in Food Search Tips by Stephanie Blake (7,360 points) food-search

Understanding the Question Display Area

Question: Short, one sentence/statement/question identifying the issue.

The diagram illustrates the layout of a question display area with the following components and annotations:

- Question:** Short, one sentence/statement/question identifying the issue. (Indicated by a green arrow pointing to the question title and body text.)
- Status:** Indicate answer status, when, category of the question and who answered. (Indicated by a green arrow pointing to the 'answered 1 hour ago in Reports by Stephanie Blake (7,360 points)' text.)
- Tags:** Indicate tags used to identify the question. (Indicated by a green arrow pointing to the 'assistance system-error' tags.)
- Votes:** Indicates others have similar questions/ concerns; the higher the number the more people have the same issue. (Indicated by a green arrow pointing to the '0 votes' box.)
- Answers:** Indicates number of answers provided. (Indicated by a green arrow pointing to the '1 answer' box.)

Votes: Indicates others have similar questions/ concerns;
the higher the number the more people have the same issue.

Answers: Indicates number of answers provided

Vertical Tool Bar

Most popular tags – offers a quick list of the most frequently used tags

- Can limit question display area to only those questions with specific tag use by clicking on the tag name.

Help Desk Welcome information - this section includes an email for direct person-to-person communication.

- Provides email contact information for direct communication.

All categories – offers an option to drill down within categories to find questions on specific subcategories

- Can limit question display area to questions in specific categories and subcategories by clicking on the category name.

Screenshot

All categories	
System Bug	(27)
Region Level	(113)
Adults	(66)
Youth Groups	(18)
Staff	(14)
Data Management	(2)
Users	(7)
Tables	(0)
Annual Update / 5-Year Plan	(2)
Checklists	(2)
Other	(2)
Institute Level	(37)
Resolved Issues	(0)
Data Entry Policy	(36)
Food Search Tips	(22)

Help Desk Video – provides an on-line tutorial for using the helpdesk.

Help Desk Manual – provides an overview and instructions for using the helpdesk.

RSS Feed – allows users to be notified and updated as questions and answers are posted.

Vertical tool bar Screenshot

Most popular tags

resolved

data-entry

food-item

Welcome to WebNEERS Online Help Desk, where you can ask questions and receive answers from other members of the community. To talk with someone directly, email WebNEERS-help@lyris.nifa.usda.gov

All categories

Food Search Tips	(21)
Region Level	(85)
Institute Level	(42)
System Bug	(18)
Data Entry Policy	(32)

Help Desk Video

Help Desk Manual

 [Recent questions and answers](#)

How to use the Online Help Desk

Check for Similar Questions before Posting New Questions/Concerns

Before asking a new question it is important to review the Online Help Desk for similar questions. If you have a question and/or a concern with WebNEERS, it is likely someone else has had a similar issue/concern.

Why is it important to check first?

Checking for like questions/concerns serves two purposes.

First and foremost: It saves time!

1. You will not have to wait for an answer if a similar question has already been answered.
2. Staff who answer questions will not need to answer the same question multiple times.

Second: It allows for you to “vote” on the question.

Questions with many votes indicate a higher degree of question, comment or concern. Higher voted areas can be then used to develop training needs and/or modification to WebNEERS.

Steps for reviewing current questions:

There are several options available to users to review current questions.

Use the Search feature

Type key words for your question into the Search field located in the Title tool bar and review the questions that display in the question display area.

Example:

You wish to know how to add new users and/or update regions user's access.

In Search type: Users or Region Users

- *The question display area will list questions, by relevance.*

Use the Tags or Categories links in the vertical tool bar to locate questions on a given topic

Questions already in the system can be narrowed to specific areas of interest.

Select the Ask a Question link on the Vertical Tool Bar

Type the question you have in the field “The question in one sentence:” A message will appear “Before proceeding, please check your question was not asked already:” listing related questions, by relevance. Review the questions listed to determine if your question has been addressed.

- *If your question is listed, “vote” on that question! Let us know it is an area that may need more explanation.*
- *If a question is “kind of” like your question but the answer provided doesn't quite address your concern, ask a related question, is an option in the system.*
- *If your question/concern has not been addressed, proceed to pose your new question/provide your comment.*

Asking a Related Question:

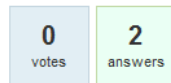
The way to ask a related question is defined in steps 1 – 3 below.

1. Select the question that is most like the question you have. Be sure that the question you have had an answer provided. If an answer has not been provided, see “add a comment” below.

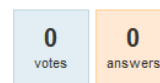


Screen shots:

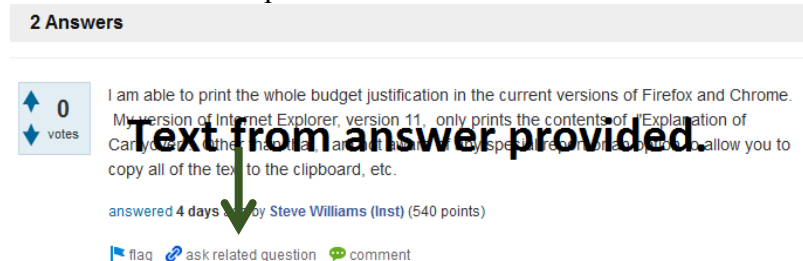
Answered question



Unanswered question



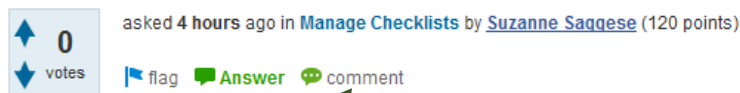
2. Select “ask related question” under the answer field



3. Complete the fields required to ask the related question. For specific guidance, see Asking a New Question, below.

If the question has not been answered, you can add a comment to the question that has been asked.

Screenshot



1. Select the question that is most like the question you have.
2. Select comment.
3. Add your comment to the comment box that appears on the screen.

Screenshot

Your comment on this question:

☒ Email me () if a comment is added after mine

[Add comment](#) [Cancel](#)

4. Select Add comment.

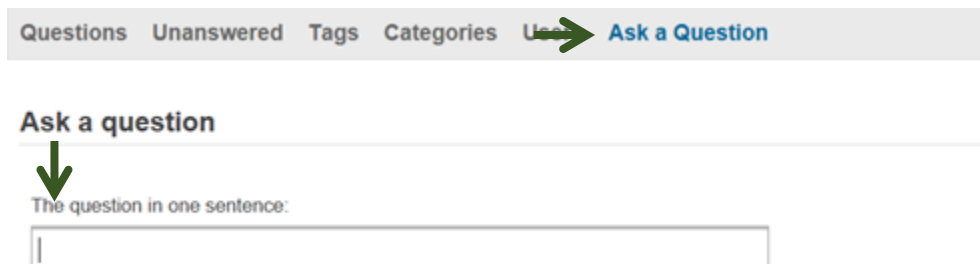
Asking a new question:

The preferred way to ask questions related to WebNEERS is defined in steps 1 – 6 below. While questions can be posted via e-mail to WebNEERS-help@lyris.nifa.usda.gov, the use of the Help Desk accomplishes several key objectives: it maintains a repository of questions/concerns, enables users across the WebNEERS system to assist each other, reducing the burden placed on the developer to address questions.

4. Select the Ask a Question link on the Horizontal Tool Bar
5. Type the question and/or concern you have in the field “The question in one sentence:”

This text should clearly identify the question or concern. This helps limit the information that is on the home screen. Additional space is provided for you to add additional information to further explain the issue/question you have.

Example: “How do I add a new user?” Or “Behavior Checklist Summary doubling numbers.”



6. Identify the Category, and when appropriate the subcategories of the question.

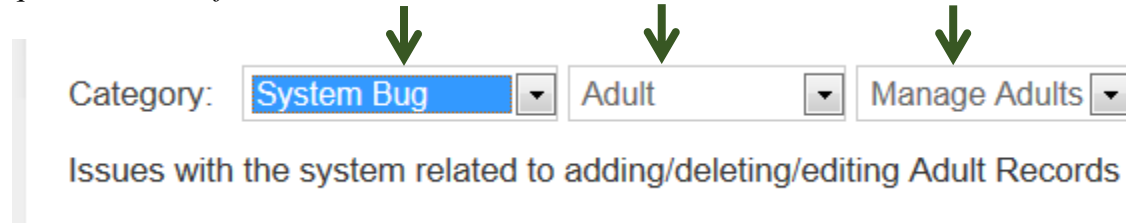
It is important to provide as much detail in the categorization section as possible. This enables future users to review like questions easier.

- a. System Bug^{1*} – the system is not responding and/or produces results that are inconsistent with expectations.
- b. Region Level^{1*2} – how to and/or question about a region level activity
- c. Institute Level^{1*2} – how to and/or question about institute level activity
- d. Data Entry Policy* – policies related to data entry/ “rules” that govern data entry expectations (required fields, etc.)
- e. Food Search Tips – questions, suggestions, comments about finding and/or entering, food items, food equivalents, etc.

¹ *An asterisk indicates that subcategories exist. Please take the time to provide as much detail in the subcategory levels as possible. This detail ensures that the search feature produces the best results and related questions are referenced.

² If a question applies to both the Region and Institute Level, the question should be added under the category that is most applicable, with the description of the issue indicating it is occurring at both levels.

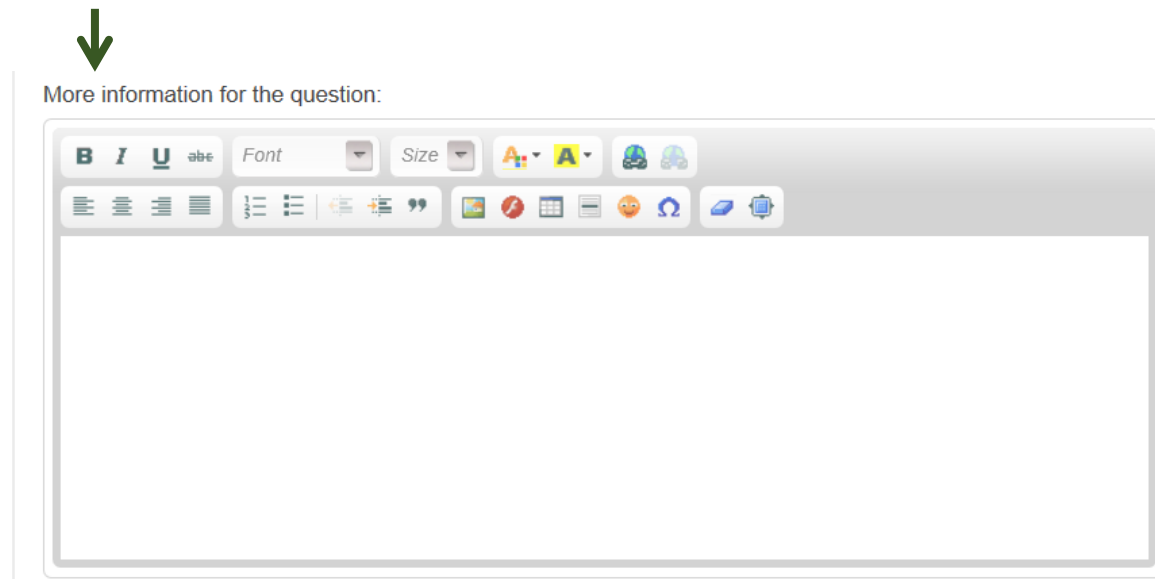
After you select the main category, additional dropdowns may appear. These are the subcategories. Please take the time to provide as much detail in the subcategory levels as possible. This detail ensures that the search feature produces the best results and related questions are referenced.



The image shows a form with three dropdown menus. The first dropdown is labeled 'Category:' and has 'System Bug' selected. The second dropdown is labeled 'Adult' and has 'Adult' selected. The third dropdown is labeled 'Manage Adults' and has 'Manage Adults' selected. Three green arrows point down to each of these dropdowns. Below the dropdowns, the text 'Issues with the system related to adding/deleting/editing Adult Records' is displayed.

7. Add additional information in the “More information for the question:”
 - a. Identify the system within which you are experiencing the issue: EFNEP, SNAP-Ed, or both
 - b. Identify the browser being used: Internet Explorer; Firefox; Google Chrome, etc.
 - c. Identify the screen/report/tab/field on which the question/comment relates.
 - d. Describe the issue/question/concern in as much detail as possible.

This will ensure that the person who reviews the question/concern has enough detail to answer the question being asked, without making potentially incorrect assumptions.



The image shows a text area for providing more information. Above the text area is a toolbar with various icons for text formatting (bold, italic, underline, font color, background color, text color, font size, text alignment, list, link, unlink, image, video, audio, table, quote, code, etc.). The text area itself is empty.

8. Identify Tags that describe the question/issue.

Use as many tags as necessary. However, tags should be considered “key words”; tags should be general topic area i.e. data-entry not ABC-County-Data-Entry-Issue.



Tags - use hyphens to combine words:

9. Select the Ask the Question box to submit the question. Be sure to leave the “email me...” box checked to be notified when the question has been commented on and/or answered.

☒ Email me (mls_63@yahoo.com) if my question is answered or commented on

Ask the Question

Explanation of Features

Points – This feature is designed to help the user identify individuals who consistently use, comment, or ask questions on the help desk. These points do not indicate whether a person is answering a question correctly or not, but rather tracks their usage of the help desk.

Votes – The vote buttons are used to indicate whether a question or answer is shared by others on the system. For example, if there is a question already posted that you also have you are able to click the “up vote” in order to indicate that you also have this question. In theory, the more “up votes” a question has the more widespread the issue and possibly the more important the question is to address. You can also “up vote” an answer to indicate you believe or agree that it is correct. If you were to “down vote” an answer, it would be expected that you would provide the corrected response to the question.

RSS Feed – The RSS feed is a feature common with most online help desks and blogs. This option allows for you to track all activity on the help desk. For example, if you feel you are a WebNEERS expert you can click the RSS feed to each question, comment, and answer emailed to you directly as they are posted in order for fast response time.

Verify Answers – Once a question has been answered, a user can check to see if the best answer has been provided. Questions with a verified answer will have a “check mark” next to the “correct” or “best” answer.

Note: Any user can and should select an answer as being “right” “correct” or “best” if the answer addresses the concern.

- To select an answer: click the giant checkmark next to the answer under the question

1 Answer

