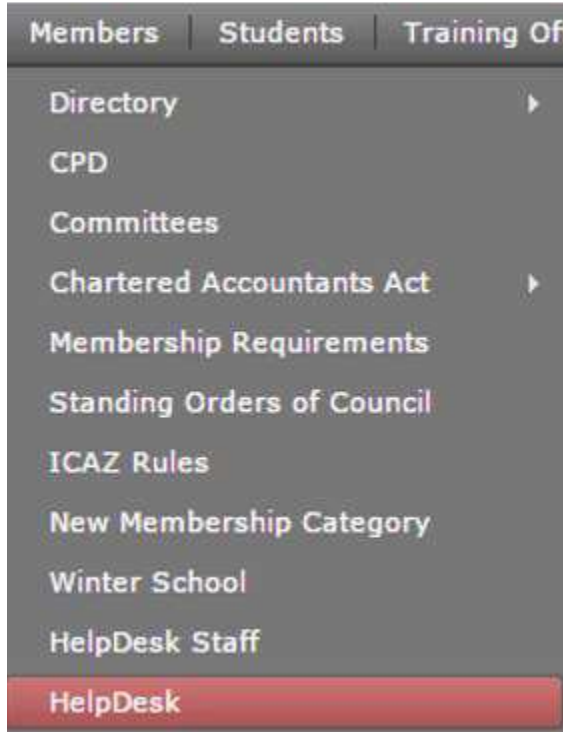


## Helpdesk

### On Members Site:

#### Posting a Question

1. After a member has logged in, click on the members sitemap and then on “HelpDesk”:



2. You will now see the members HelpDesk page:



3. Here you can post a new question by clicking on the pencil icon on the right top corner:
4. The “Post a Question” dialog will appear:

Post a Question
↻ □ ✕

**Category:**

**Question:**

**Your View:**

5. Select the category, enter the question as well as your view and click on the “Save & Close” button. The question will now be posted and you will see it in the “My Questions” table:

**My Questions**

Date Posted	Status	Category	Question	Answer	Rating	Edit
9/2/2015 4:56:21 PM	New	Accounting	Test question		0.00	<a href="#">Edit</a>

**View Recently Asked Questions**

Category:

Category	Question	Answer
No records to display.		

6. After a question has been posted it can also be edited by clicking on the “edit” button. The following dialog will appear.

The screenshot shows a 'Details' dialog box with the following fields and buttons:

- Category:** Accounting
- Question:** Test question
- Your View:** My View
- Answer:**
- Date Answered:**
- Rate Answer:** 0 (Very Bad)
- Buttons:** Mark as resolved, Update, Cancel

7. After a question has been posted, the response will be sent to the member’s email address.

8. When the response has been received, a rating for the answer can be selected as shown above. The member can also close the question by clicking on the “Mark as resolved” button. **Please Note** after a question has been marked as resolved, it will not be seen under the “My Questions” table.

9. Members can also view other members “Recently Asked Questions” on the bottom of the page.

View Recently Asked Questions

Category:	Question	Answer
Accounting	Test question	Test Answer