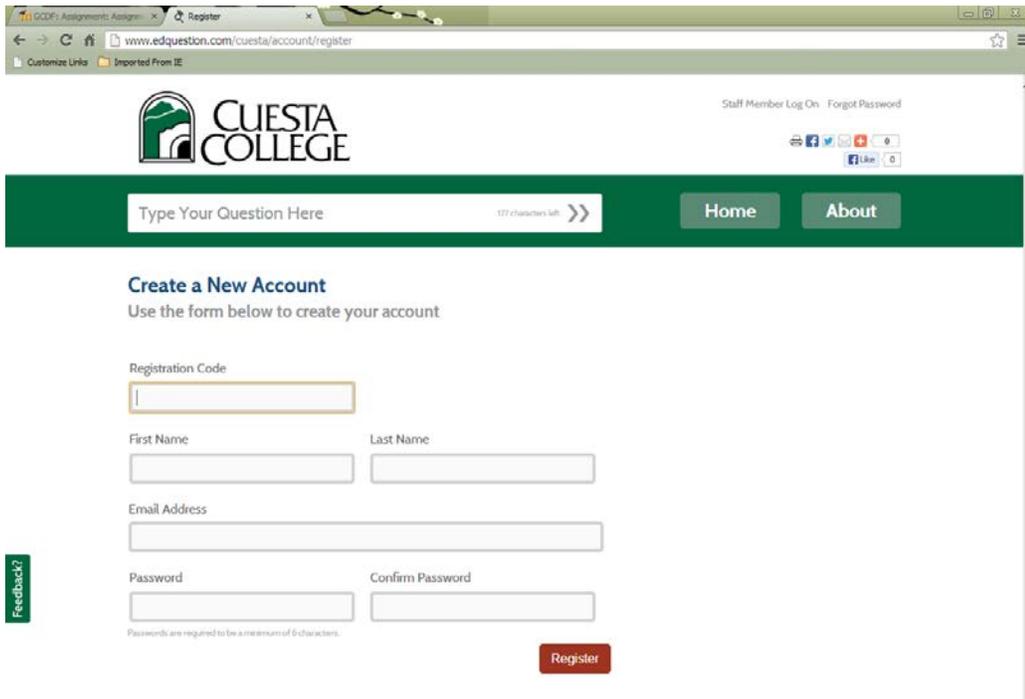


# Smart Question and Answer Training

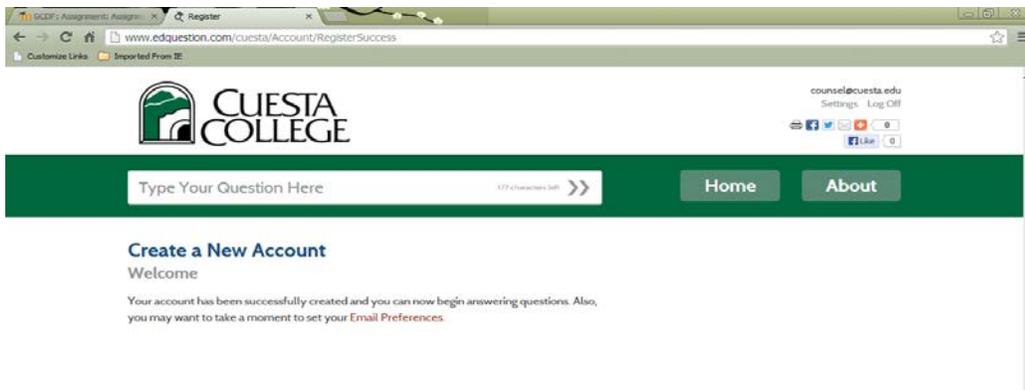
## Account Set-Up

1. Navigate to [www.edquestion.com/cuesta/account/register](http://www.edquestion.com/cuesta/account/register)
  - a. Enter the Registration Code = Cuesta-927
  - b. Fill out remaining fields with your personal information. Note: You must use an .edu email address.
2. Click the Register button.



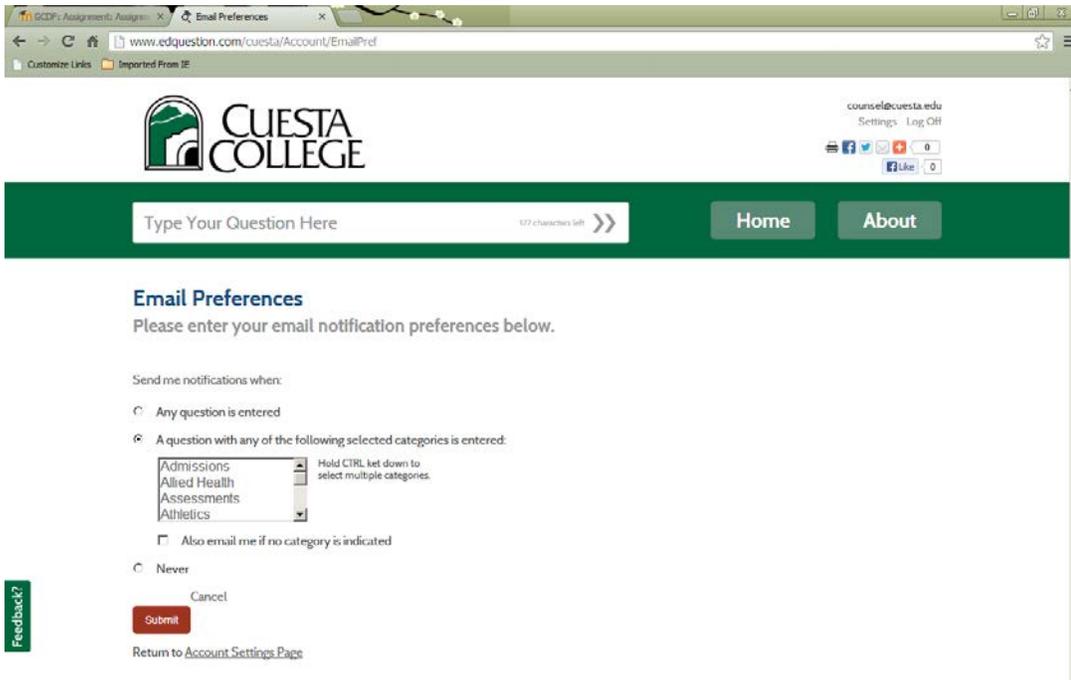
The screenshot shows a web browser window with the URL [www.edquestion.com/cuesta/account/register](http://www.edquestion.com/cuesta/account/register). The page features the Cuesta College logo and navigation links for Home and About. A search bar is present with the text "Type Your Question Here" and "177 characters left". Below the search bar, there is a section titled "Create a New Account" with the instruction "Use the form below to create your account". The form includes fields for Registration Code, First Name, Last Name, Email Address, Password, and Confirm Password. A "Register" button is located at the bottom right of the form. A small "Feedback?" link is visible on the left side of the page.

3. On the Create a New Account Welcome Page, click the Email Preferences Link.

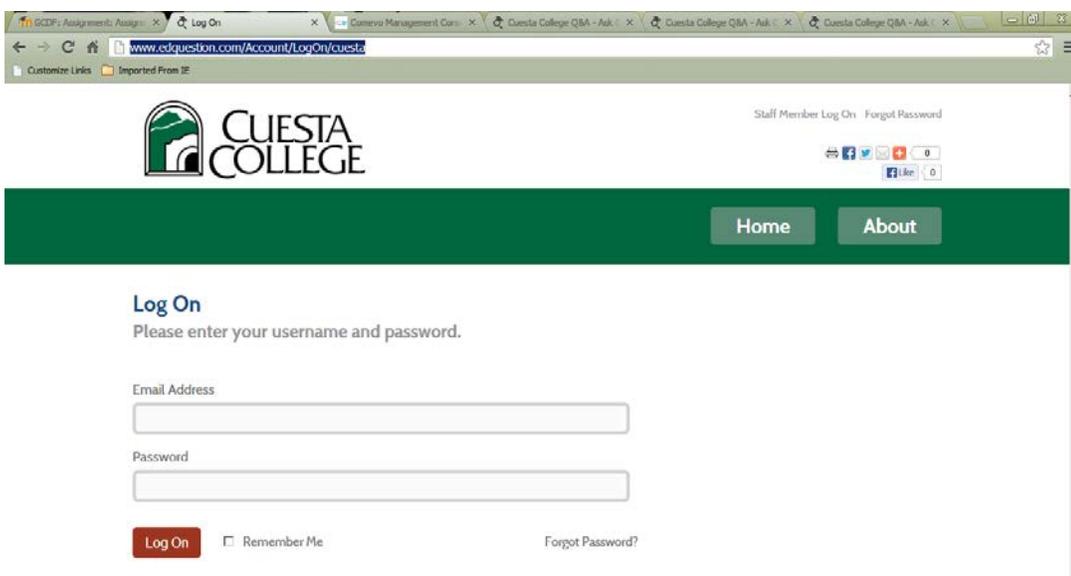


The screenshot shows the "Create a New Account Welcome" page. The URL in the browser is [www.edquestion.com/cuesta/Account/RegisterSuccess](http://www.edquestion.com/cuesta/Account/RegisterSuccess). The page displays the Cuesta College logo and navigation links for Home and About. A search bar is present with the text "Type Your Question Here" and "177 characters left". Below the search bar, there is a section titled "Create a New Account" with the heading "Welcome". The text below the heading reads: "Your account has been successfully created and you can now begin answering questions. Also, you may want to take a moment to set your [Email Preferences](#)." The "Email Preferences" link is highlighted in red.

4. On the Email Preferences Page, choose your preferences.
  - a. Choose the second option by clicking in the radio button.
  - b. Select the topic areas of the questions you will be answering. Note: You can select more than one by holding the CTRL button down while clicking on multiple categories.
  - c. Once you've selected your categories, click the submit button.

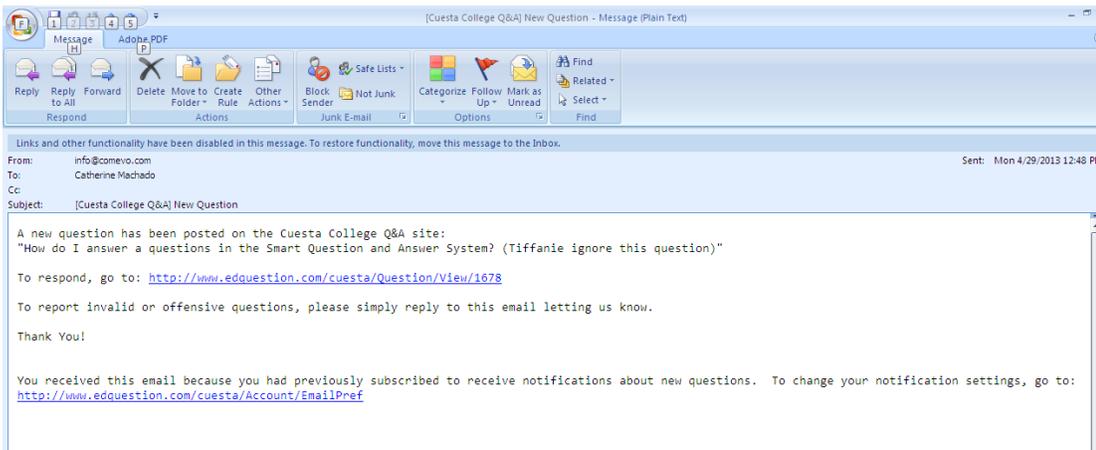


5. Click Log Off in the top right hand corner.
6. Click Staff Member LogOn in the top right hand corner.
7. Type your Email Address and Password. If you are on your computer in your office, click the box next to the words Remember Me. That way you will stay logged in.

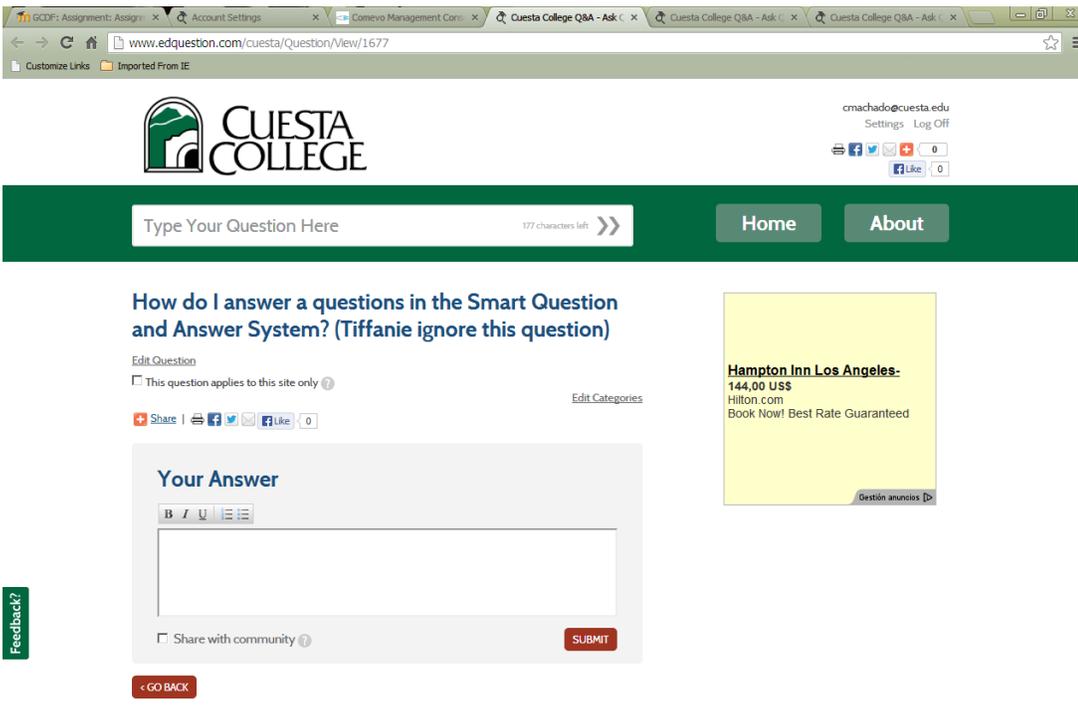


## Answering Questions

1. Click on the link in the email that you received from edquestion.com. This may initially go to your junk mail. Follow the steps to add [info@comevo.com](mailto:info@comevo.com) to your safe senders list in Outlook.



2. Log in again if you are prompted to.



3. Follow the steps below to answer a question.
  - a. Edit the question for clarity, brevity, and to make it as general as possible while still answering the original question.
    - i. Click on the Edit Question Link below the blue question text.
    - ii. Edit the text
    - iii. Click Submit.

The screenshot shows a web browser window with the URL [www.edquestion.com/cuesta/Question/View/1678](http://www.edquestion.com/cuesta/Question/View/1678). The page header includes the Cuesta College logo, the email [cmachado@cuesta.edu](mailto:cmachado@cuesta.edu), and links for Settings and Log Off. A green navigation bar contains a search box labeled "Type Your Question Here" (with 177 characters left) and buttons for "Home" and "About".

The main content area is divided into two columns. The left column, titled "Question Text", contains a text input field with the question: "How do I answer a questions in the Smart Question and Answer System? (Tiffany ignore this question)". Below the input field are "SUBMIT" and "CANCEL" buttons. Underneath is a checkbox labeled "This question applies to this site only" and a link for "Edit Categories". Social sharing icons for Facebook, Twitter, and LinkedIn are also present.

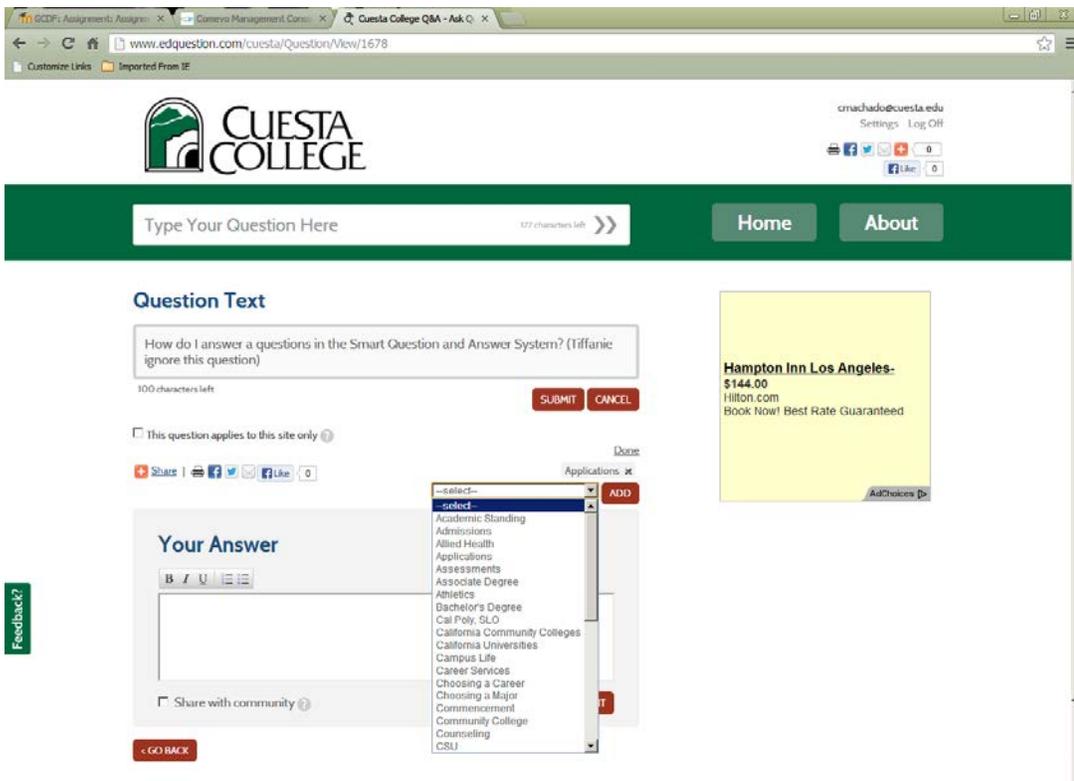
The right column features a yellow advertisement for "Hampton Inn Los Angeles" with a price of "\$144.00" and a "Book Now! Best Rate Guaranteed" button.

The bottom section, titled "Your Answer", includes a rich text editor with bold, italic, underline, and list icons. Below the editor is a "Share with community" checkbox and a "SUBMIT" button. A "GO BACK" button is located at the bottom left of the page.

- b. Click the box next the words This question applies to this site only.

c. Edit the Categories

- i. Click on the Edit Categories link on the right above the blue Your Answer box.
- ii. Select a category from the list and click the add button. You can do this multiple times to add multiple categories to this question.
- iii. Once you've added all the categories, click the done link above the add button.



d. Answer the question. Remember:

- i. Use bullets.
  - ii. Be brief.
  - iii. Include links to content that already exists on the web.
  - iv. Don't include time specific information, and if you must make that clear in the question.
  - v. Answer the question in a way that will answer other students questions that are similar to this question.
- e. Do not click the box next to the words Share with Community.
- f. Click the submit button.