

**For:** FSA Offices

**Quick Tips and Resource Links (QTips) Web Site**

**Approved by:** Acting Associate Administrator for Operations and Management



**1 Announcing the QTips Web Site**

**A Background**

FSA employees:

- have expressed the need to quickly learn how to do specific tasks using Microsoft Office and other computer desktop products
- have access to generalized training through AgLearn; however, the courses and materials available through AgLearn are not generally focused on specific tasks
- with expertise in various computer applications have been creating quick tip sheets for each other as a remedy to this need; however, these targeted materials have limited distribution and there is no consolidated web site referencing them.

**B Purpose**

This notice:

- announces the QTips web site
- describes the QTips web site
- defines the purpose of the QTips web site
- identifies the categories of information located on the QTips web site
- instructs FSA employees on how to use the QTips web site
- requests resource materials from FSA employees with tips to share on the QTips web site
- identifies other resource references
- provides a disclaimer.

<b>Disposal Date</b>	<b>Distribution</b>
December 1, 2011	All FSA Offices; State Offices relay to County Offices
7-7-11	<b>Page 1</b>

## Notice IRM-444

### 1 Announcing the QTips Web Site (Continued)

#### C Contact

Questions about:

- this notice should be directed to Angela Mathews by either of the following:
  - e-mail to **angela.mathews@wdc.usda.gov**
  - telephone at 703-335-8258
- the QTips web site should be directed to Alan Weiner by either of the following:
  - e-mail to **alan.weiner@wdc.usda.gov**
  - telephone at 202-720-8968.

#### D Description

The QTips web site is a collaborative web site (see Notice IRM-426) that provides a consolidated location for employees to ask questions and post short documents, links, and ideas about FSA software and systems. It contains internally developed content as well as references to external resources. The QTips web site is located on the Intranet at **<https://fsa.sc.egov.usda.gov/qtips/default.aspx>**. The main goals of this QTips web site are to allow employees to post external resource links, share tips and guide sheets that they have created, and ask questions of other QTips web site users. It is meant to augment AgLearn, the official USDA training web site.

#### E QTips Purpose

The QTips web site is meant for short questions, solutions, and references on performing specific tasks using FSA applications, desktop software, and tools.

#### F Categories of Information

The QTips web site is organized into a number of subsections including information on:

- Adobe, including Live Cycle and Reader
- FSA applications, including ARS, BPMS, DDors, eCorp, and eWims
- Microsoft Office 2007, including Excel, Live Meeting, Outlook, PowerPoint, and Word
- NRCS applications
- other desktop applications, including Internet Explorer, Microsoft Project, and WinZip
- RD applications
- SharePoint, including SharePoint 2007 resources
- teleconferencing, **that is** Communicator, LiveMeeting, and Live Meeting Advanced
- USDA-wide applications.

**Notice IRM-444**

**1 Announcing the QTips Web Site (Continued)**

**G Instructions**

The following table provides instructions for using the QTips web site.

<b>Action</b>	<b>Instruction</b>
Accessing Materials and Links on the QTips Web Site	<p>FSA employees may view, download, link to, or add new solutions to the QTips web site at <a href="https://fsa.sc.egov.usda.gov/qtips/default.aspx">https://fsa.sc.egov.usda.gov/qtips/default.aspx</a>.</p> <p><b>Note:</b> The QTips web site is only available behind the FSA firewall, meaning it <b>cannot</b> be accessed from outside the organization unless VPN is used.</p>
Posting Materials and Links to the QTips Web Site	<p>Employees may upload their created solutions or links to State or National SharePoint web sites with more employee created instructions and help directly to the QTips web site at <a href="https://fsa.sc.egov.usda.gov/QTips/Submit%20Content%20Here/Forms/AllItems.aspx">https://fsa.sc.egov.usda.gov/QTips/Submit%20Content%20Here/Forms/AllItems.aspx</a>.</p> <p>Employees may also send content to <a href="mailto:askfsa@usda.gov">askfsa@usda.gov</a>. Employee created suggestions or solutions may be submitted in any form, but Word or PDF is preferred. If a submission is not sent using Word or PDF, the submission will still be accepted for placement on the QTips web site.</p> <p><b>Note:</b> FSA wants all employees to feel as though they can contribute and learn from this shared software question and answer resource. A directory containing optional formatting suggestions is available at <a href="http://go.usa.gov/bU5">http://go.usa.gov/bU5</a>, but all employees who need assistance posting or formatting will be assisted. Submit requests for assistance to <a href="mailto:askfsa@usda.gov">askfsa@usda.gov</a>. All employees have something to share and FSA will only grow stronger with robust employee participation. Efficiency in finding the answers needed saves time and money as production increases, and most importantly, finding an answer quickly improves morale and decreases daily frustration.</p>
Asking Other Users Questions	<p>If employees cannot find any material on the QTips web site that meets their need, they can post a question to the other users of the QTips web site at <a href="https://fsa.sc.egov.usda.gov/QTips/Lists/Team%20Discussion/AllItems.aspx">https://fsa.sc.egov.usda.gov/QTips/Lists/Team%20Discussion/AllItems.aspx</a>.</p> <p><b>Note:</b> There is <b>no</b> guarantee that employees will get a response.</p>
Providing Feedback on the QTips Web Site	<p>Submit feedback to <a href="https://fsa.sc.egov.usda.gov/QTips/Lists/Comments%20about%20this%20Site/AllItems.aspx">https://fsa.sc.egov.usda.gov/QTips/Lists/Comments%20about%20this%20Site/AllItems.aspx</a>.</p> <p><b>Note:</b> Because the QTips web site was created for and is populated by employee solutions, employee feedback is crucial to improving the QTips web site so that FSA meets the need for fast answers to software problems.</p>
Getting Alerted When New Materials Are Available	<p>Employees can signup for an alert to be sent to them when a new solution is added to the QTips web site. A tip sheet on how to add an alert to user's SharePoint account can be found at <a href="http://go.usa.gov/bSF">http://go.usa.gov/bSF</a>.</p>

## Notice IRM-444

### 1 Announcing the QTips Web Site (Continued)

#### H Request for Content and Links

FSA needs quick tips, shortcuts, guides, notes, and links about how to perform tasks using FSA software. The success of the QTips web site depends on user-provided content. FSA encourages employees to share their materials with the rest of the staff by uploading it to <https://fsa.sc.egov.usda.gov/QTips/Submit%20Content%20Here/Forms/AllItems.aspx> or forwarding it to [askfsa@usda.gov](mailto:askfsa@usda.gov).

#### I Other Resources

The following table provides other web sites for assistance.

Web Site	Content
AgLearn	USDA's official training web site. For more comprehensive classes and materials, go to <a href="https://aglearn.usda.gov">https://aglearn.usda.gov</a> .
YouTube	A public web site that includes a comprehensive list of unofficial videocasts demonstrating how to perform specific software tasks. Go to <a href="http://www.youtube.com">http://www.youtube.com</a> .
Ask FSA	A place to post questions about a number of topics. Send e-mail to <a href="mailto:askfsa@usda.gov?subject=Question on the Quick Tips and Resource Links Site">askfsa@usda.gov?subject=Question on the Quick Tips and Resource Links Site</a> .
Q-Tippers	A group of knowledgeable users who are willing to share information about FSA systems and desktop software. To join the group and add user's name to the Q-Tippers, go to <a href="http://go.usa.gov/jqZ">http://go.usa.gov/jqZ</a> .

#### J Disclaimer

The QTips web site contains material provided by employees in the field. It is **not** the place to go for comprehensive training. AgLearn is the official training web site. The QTips web site is meant to supplement the resources available through AgLearn.

QTips web site visitors use this resource with caution, because the content is **not** professionally written. ITSD will make every effort to verify the material. When a tip has been reviewed, the link will show, "Verified: Yes". If the information does **not** meet the user's need, contact [askfsa@usda.gov](mailto:askfsa@usda.gov).