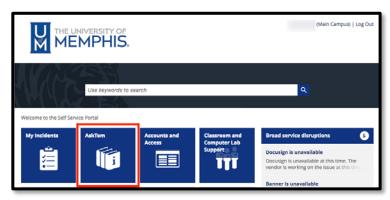


AskTom

1. Click on the AskTom tile to search the knowledge base for Articles.



At the top of the work area, you will see "Top 10 Most Viewed Items" (AskTom articles).

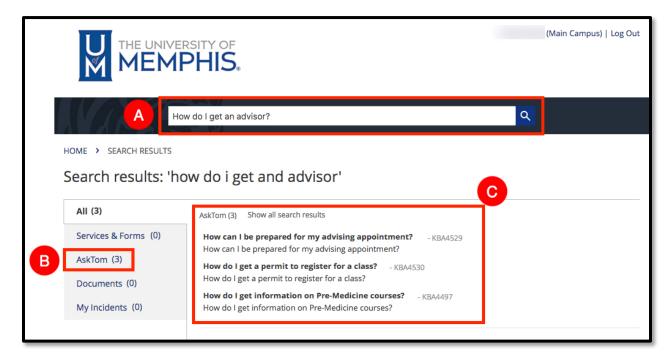


Below and to the left of the Top 10 Most Viewed Items are the AskTom Categories.

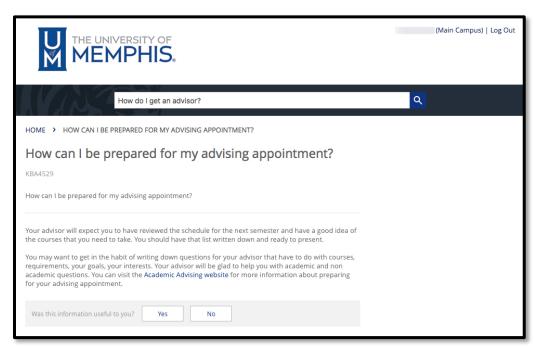




2. You can search each category or A) type a question for AskTom. B) When a question is typed, the AskTom Articles will appear as a list in the window and will be available from C) the clickable link(s) to the right. Click on the article to view the AskTom answer.



Click on the AskTom knowledge base article to view full answer.





At the bottom of the AskTom answer is the question, "Was this information useful to you?" You can answer Yes or No.



Once you have clicked Yes or No, a message will appear thanking you for your feedback.



To return to the home screen, click the **Home** link.

