Using askFSIS

FSIS Directive 5620.1

Purpose

Instructs IPP on how to use askFSIS:

- Searching commonly asked QAs

- Submitting a New Question

- Managing a personal User Account

- Data gathering identifies inspection-related issues and policy development needs

Background

- askFSIS launched August, 2007 to help answer technical and policy-related questions from multiple stakeholders

- Searchable knowledge base covers diverse topics (export/import; labeling/ product amenability; sampling programs; general inspection policy)

Login to askFSIS

- http://askFSIS.custhelp.com

- Using FSIS computer :
Start/ FSIS Applications/ Internet-Intranet/ askFSIS

- New user wanting to submit an individual question not found in public knowledge base needs to "Create a New Account" (follow screen prompts)

Search Knowledge Base

- Keyword Search feature (e.g. recalls)
- Search Tips button & handy Appendix attached to this directive
- Select Product , Category, Subcategory from drop-down menus to <u>Narrow</u> your Search which can save time

Submit Questions

- <u>After</u> Searching previously posted QAs, "Submit a Question" tab will be visible

- Select Product (e.g. *Export* ; *Labeling*; or *General Inspection Policy*)

- Select Category (e.g. *Export Certificates*; *Ingredients/Additives*; or *Sampling*)

- Enter and submit question

- Response is sent to user's e-mail address

Manage User Account

- Option to view new "Notifcations"
- Update user's "Profile"
- "Change Password"
- "Account Assistance" if forget password
- Important reminder: **Both user login name and password are case sensitive**
- "My Questions" shows history of user's previous questions and answers

Data Analysis

- OPPD analyzes questions received and answers provided

- Monitors trends for ongoing policy development (e.g. directives, notices)

- Feedback on usefulness of askFSIS

- Important tool to help achieve Agency goals