Submitting a question to Askonline

1. Log into the Askonline system
   - Go to Askonline.net
   - Choose Indiana University East from the dropdown menu
   - Log in with your IU login (the same as for Onestart or Canvas)

2. Choose the area you need: Writing Center, the Math and Science Resource Center, or Disability Services

3. Go through the list, and Click the “Ask Queue” link for the subject/Course you need help in!

4. Fill out the ‘Email’ with your name, course information, and questions (and attach your paper and images if needed).

5. Click Submit!

A Consultant will respond as quickly as possible!
Retrieving a response from a Consultant in the Askonline system

1. Log into the Askonline system
   - Go to Askonline.net
   - Choose Indiana University East from the dropdown menu
   - Log in with your IU login (the same as for Onestart or Canvas)

2. Make sure you are on the ‘Home’ tab at the top of the page.

3. Use the “My Questions” option from the menu at the left to open any messages/answers from Consultants and to review previous questions! Just click on the subject title to open the conversation.
Setting up your Notifications on the Askonline system

Do you want Askonline to notify you as soon as a consultant responds to your question? You can set your notifications to send you an email, or a text, when you have a new response in the Askonline system!

1. Log into the Askonline system
   • Go to Askonline.net
   • Choose Indiana University East from the dropdown menu
   • Log in with your IU login (the same as for Onestart or Canvas)

2. Click on the “My Account” tab at the top of the page to set the options for where you would like to receive the notices:
   • Use the Text Messaging (SMS) configuration option to set your text message phone number
   • Use the Additional e-mail addresses option to set email address

3. Lastly, click the “Messaging preferences” option from the Communication Settings section. Place a check checkboxes to turn on the options you want
   • CC it to my e-mail – this will send a copy of the response to the preferred email address you set
   • Notify me via Text Message (SMS) – this will send a text telling you that you have received a response to the phone number you have set.

REMEMBER TO CLICK UPDATE SETTINGS to save your choices!