



2004

# CX Online™ User Guide

A step-by-step  
guide for Students



## **Module 10:**

User Assistance

## Module 10: User Assistance

There are many ways to locate assistance using the *CX Online* service. Be sure to include a valid e-mail address anytime you use these features, to ensure you get a response.



The screenshot shows the 'Ask Faith' form on the CX Online website. The navigation bar at the top includes 'HOME', 'explore CAREERS', 'check out MAJORS', and 'get the ANSWERS'. The 'Ask Faith' section has a heading with a book icon and a sub-heading 'Faith is here to help you find the information you need! Send her an e-mail and she'll get back to you as soon as she can.' The form fields include: 'Name: (Required)', 'E-mail address: (Required)', 'School or organization name:', and 'Your question: (Required)'. To the right of the form is a character named Faith, a woman in a red cap and white tank top. Below the form is a 'Send' button.

1. Choose the **Get the Answers** tab from the CX navigation bar.

Click the **Ask Faith** link

Look here

Faith is able to provide you with information on just about every career out there.

Be sure to check out recent questions and answers, as yours may already have been covered.



The screenshot shows the CX Online navigation bar. It includes tabs for 'check out MAJORS' and 'get the ANSWERS'. There is a search box with a 'GO' button and links for 'Talk to Us' and 'CX Professional'.

2. Choose the **Talk to Us** tab from the CX navigation bar.

Look here



The screenshot shows the 'Talk to Us' form on the CX Online website. The navigation bar at the top includes 'HOME', 'explore CAREERS', 'check out MAJORS', and 'get the ANSWERS'. The 'Talk to Us' section has a heading with a megaphone icon and a sub-heading 'Having trouble finding something? Want to comment on something you've seen? Got ideas for things we should add? Send in your question, comment or idea along with your e-mail address, and we'll respond as soon as we can.' The form fields include: 'Name: (Required)', 'E-mail address: (Required)', 'School or organization name:', and 'Your comment or question: (Required)'. To the right of the form is a character named Faith, a woman in a red cap and white tank top. Below the form is a 'Send' button.

Use the **Talk to Us** section when you have technical problems, wish to share your thoughts on the service, or make suggestions for things we should add.



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