

## Users Guide

This brief users guide assumes that you are already logged into the service. This document provides instructions on using four of the main service features: Tools You Can Use, Newsletters, Ask an Expert, and Explore the eLibrary.

### Tools You Can Use

To access the various tools available to you, select **Tools You Can Use** from the main navigation bar.


**Result:** The Tools You Can Use page displays. Select one of the tools available to you and follow the on-screen prompts to use it.

The Tools You Can Use page contains many valuable resources that can help you and others in your organization make decisions. The following are a few of the tools available:

- **Energy Benchmark Data by Industry Segment**—Instant access to industry-specific average energy use on a per square foot basis.
- **Headline News**—Receive the latest relevant news via Internet news feeds.
- **Facility Assessment Wizard**—Complete a brief 6-step interview to receive recommendations tailored for your business.

### Newsletters

Your new newsletter editions are emailed to you. This area enables you to access your newsletter archives, which includes the latest edition. To access the newsletter archives, follow the steps below:

1. Select **Newsletters** from the main navigation bar.  
**Result:** The Available Issues page displays. The latest issue's newsletter articles are displayed.
2. To view a different issue of the newsletter, select the desired version from the **Available Issues** drop-down list.  
**Result:** The articles contained in that issue display.
3. Click an article's title to access the article.  
**Result:** The article's content displays on screen.  
 **TIP**—When an article is displayed, you can access the other articles in the newsletter via the **ALSO IN THIS ISSUE** box on the left side of the screen.

### Ask an Expert


To pose a question to the Ask an Expert service, follow the steps below:

1. Select **Ask an Expert** from the main navigation bar.  
**Result:** The Ask an Expert page displays.
2. From the **Type Of Request** drop-down list, select the option that best describes the request.
3. From the **Type Of Expert** drop-down list, select the option that best describes the type of expert needed to answer the inquiry.
4. In the **Subject** field, enter the subject of the question, or inquiry.
5. In the **Question** field, enter your question. Be as complete and descriptive about what information you are looking for as possible.
6. In the **Telephone** field, enter the telephone number at which our expert can contact you.
7. If you would like, you can attach up to three files for our experts to reference. Follow the steps below to attach a file:
  - a. Click the **Browse** button next to one of the empty Attach Files fields.  
**Result:** A Choose file dialog box displays.
  - b. Navigate to the file you would like to attach and select it.
  - c. With the name of the file that you would like to attach displayed in the File name field, click the **Open** button.  
**Result:** The specified file's path and name display in the Attach Files field.
8. Review the information entered and modify as needed.
9. Once you are finished reviewing the information entered, click the **Submit Question** button.  
**Result:** You will receive a message indicating that your inquiry has been submitted to our experts and information regarding when you should expect to receive a response.

### Explore the eLibrary

To access the eLibrary, select **Explore the eLibrary** from the main navigation bar.


**Result:** The Search the eLibrary page displays. This page has several search options (explained below).

 **TIP**—The Recent Popular Articles section of the screen lists the 10 articles that have been accessed the most times in the last 60 days by users of the service.

### Search by Keywords/Search Expression

To search by keyword or expression, follow the steps below:

1. In the **Keywords/Search Expression** field, enter your search term.


 **TIP**—You can enter a keyword or an exact phrase in this field. You can use advanced Boolean logic including parenthesis and operators such as **AND**, **OR**, and **NEAR** to refine your results.

2. Click the **Search** button.

**Result:** A count of the number of articles returned displays. Below this total are links to the articles retrieved from the library.

3. Click on one of the article links displayed in the search results to access the article.

**Result:** The selected article displays.


 **TIP**—Click your browser's back button to return to the search results list.

### Browse by Category

To browse the library by category, follow the steps below:

1. Click the **Browse by Category** link under the Keywords/Search Expression field.


**Result:** The categories available to you are displayed in the Available Categories column on the left side of the screen.

 **TIP**—Click the + next to a category to expand it.

2. To display the articles for a particular category, click on the category's name in the left column.

**Result:** The right side of the screen displays articles found in the library for that category.

3. To access an article, click on its title.

 **TIP**—When an article is displayed, you can click your browser's back button to return to the archive list.