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Create Your Account...

- Account needed to 'Ask an Expert'
- Select the Answer Center logo to access the knowledge base
- Select the Login tab
 - Select Create a New Account button
 - Fill in Required information fields
 - **Provide a Business or Corporate Email Address**
 - Select Create Account Button

Searching...

- Select the 'Answers' tab
- Option to Search by:
 - Product (use drop down to select)
 - Application (use drop down to select)
 - Keyword (type in your phrase or topic)
 - Phrases (default), similar phrases, Exact Search, Wildcards, or Answer ID
- Select the Search button to receive answers found
- Browse the summaries, select the blue hyperlink to open the answer that may satisfy your question
 - Note: there may be multiple pages of answers found, use the black, forward arrow button to view additional search results or try a new search.
- Perform one search and view one answer for the 'Ask an Expert' tab to appear (on top)

Viewing Searched Answers...

Options to:

- Print Answer (on left side)
- Email Answer (on left side)
- **Subscribe** to Answers
 - Select the '**Notify Me by Email if this Answer is Updated**' button. A fast and easy way to receive email notifications when an answer has been updated.
 - Login needed for this feature
 - Found at the bottom of an answer
- Answers others found helpful (at the bottom of an answer)
- Previously viewed answers (at the bottom of an answer)
- '**Ask an Expert**' tab
 - Must view one answer to see
 - Login needed to submit question
- **See example** (back center fold)



'How To', Guide

ANSWER CENTER

<http://www.dowwulfcellulosics.com>

The screenshot shows the Dowwulf Answer Center interface. At the top, there are navigation tabs: 'Answers', 'Ask an Expert', 'My Information', 'Logout', and 'Help'. Below the navigation, the user is logged in as 'Kelly Garrett'. The main content area features several search filters: 'Search by Product' (set to 'Lubricants'), 'Search by Application' (set to 'All'), 'Search by Keyword' (set to 'base'), and 'Search By Phrases'. A 'Search' button is located to the right of the keyword field. Below the search filters, there is a question and answer section for 'UCON Fluids & Lubricants BSE/TSE Statement'. The question asks if Dow PAG (polyalkylene glycol) fluids and lubricants are sourced from animal origin. The answer states that the product is synthetic and does not contain animal materials. Below the answer, there is a list of 'Users who viewed this answer have also viewed' including 'AMECHOL LUGABE Emulsions', 'LITE - Dow Heat Transfer Fluids BSE/TSE', and 'UCON Fluids and Lubricants - Selection Criteria'. A 'Previously Viewed Answers' section lists 'METHOCEL Product Description Physical Appearance'. At the bottom of the page, there are links for 'Print Answer' and 'Email Answer'.

Unable to login?
Forgotten password?

- ❖ Open Answer Center via the website logo
- ❖ Select the 'My Information' tab (on top)
- ❖ Go to... 'If you have forgotten your password...'
- ❖ Enter your *UserID* or *Email Address*
- ❖ Select *Email Me My Password* button
- ❖ You will receive an email with your password to login

Check Status of Questions

- ❖ Ensure you are logged in
- ❖ Go to 'My Information' tab
- ❖ Select the 'Questions' button
- ❖ Select the question you wish to review or update

No Response...SPAM?

Search for *Answer ID 2939* in the knowledge base for instructions on how to add us to your safe senders list.