



How to Navigate the Master Gardener Helpline

Presented by Shelley Aistrup, MG
Lee County Master Gardener Association

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Begin by logging in to the ACES site

Master Gardener Service Report

Login

First Visit? [CLICK HERE](#) to register and begin participating.

Email

Password

Remember Your Email?
 Yes (see note below)

[Login to Service Report](#)

<https://www.acesagmg.site/login.php>

ge to
er your
ble
computers (Library, Ext. Office, etc.). If this has already happened, use the
Forget Me function below.

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Navigate to the Helpline Desk

Shelley Aistrup - Lee

Helpline Desk | SuperAdmin | DuesTracker | Hours Reports | Log-Out

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HOME | STRATEGIC ASSESSMENT | DIRECTORY | CALENDAR | MG LIBRARY | HELPLINE CALENDAR | HOURS | VOLUNTEER | MY PAGE

Helpline Desk | S

• Relevant: Our information is timely.

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How do questions originate?

- The client calls the Helpline.

Auburn / ACES - Master Gardener Helpline

 877-252-4769

- The client emails the Helpline at https://www.acesagmg.site/public_request.php

 Call and leave a message..

1-877-252-GROW

Use our convenient Help Request Form

HELP REQUEST FORM

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Notice the Reports Tabs and Voice/Email Inbox Tab

Shelley Aistrup - Lee How to Contact Us: 877-252-4769 helpline@acesagmg.site

Annual Summaries | What's New? | Service Report >> | LogOut

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HELPLINE DESK

MY REPORTS ALL REPORTS + NEW REPORT search Form Inbox 0 Voice/Email Inbox 0

Voice/Email Inbox

Voice messages (VM) are automatically checked every 5 minutes. If you are expecting (or testing), you can click [[Manually Check](#)] for new VM or email.

There are currently no pending emails to review...

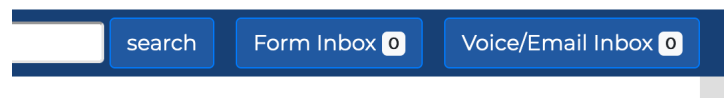
Blue button is simply an incrementing and unique ID number.

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Begin with Voice/Email Box to find new questions

HELPLINE DESK



- Listen to the email and take notes regarding the following info:

Name, phone #, email, county, gardening question

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Click on the New Client New Report button

Voice/Email Inbox

Voice messages (VM) are automatically checked every 5 minutes. If you are expecting (or testing), you can click [[Manually Check](#)] for new VM or email.


SORT BY... [OLDER ON TOP \(default\)](#) [NEW ON TOP](#)

Blue button is simply an incrementing and unique ID number.

2073

Jan 01, 12:40 AM
referral/forward


New Client

 (voice)

"Auburn University: Voice msg from number 3233060694."

Please call 334-844-1000 to listen to your messages over the telephone.
Error: CXServiceAccount@auburn.edu ()

New Client/New Report
Delete Email

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Fill out the Form


Add New Client

PLEASE READ

- If a Helpline voice message has been received, the telephone number should be prefilled
- NEW... since we will receive voice messages and email, the telephone number is no longer mandatory, although you do need to provide either an email address or tel number
- 'County' pulldown now includes 'undetermined' and is not mandatory
- Please DO NOT enter bogus 'placeholder' email addresses. Email is not mandatory.

Be sure to ask if they have called any Extension Office before. If so, search the first 5 or so letters of their **last name** only to see if they are already in the system. If they are found, the search results will provide a quicklink to start new report.

Check to see if client is in the system or not.

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If Client not in system, complete contact info

A form for entering client contact information. It includes a dropdown menu for 'COUNTY' with the text '---select county if known---'. Below this are input fields for 'ID', 'FIRST NAME', 'LAST NAME', 'ADDRESS', 'CITY', 'STATE', 'ZIP', 'E-MAIL', 'TEL', and 'TEL (ALT)'. At the bottom, there are fields for 'LAST UPDATE BY na' and 'LAST MODIFIED na', followed by a green 'SUBMIT' button. A small note at the bottom states: '* OPTIONAL: Email Subject (if shown) is optional and will be prefixed with the subject of any forwarded voice message.'

County
Name
Address
Email
Telephone #
Submit

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Enter information about the question

A form for entering information about the question. It is divided into two main sections: 'REPORT DETAILS' and 'MATERIALS/PUBS SENT'.
 The 'REPORT DETAILS' section includes:
 - 'REPORT METHOD/SOURCE' with radio buttons for 'TEL', 'IN-PERSON', and 'EMAIL'.
 - 'BASIC DESCRIPTION' with a large text area.
 - 'SCOPE OF PROBLEM (How much area is effected? How long has problem existed?)' with a text area.
 - 'ENVIRONMENT - (Drainage, terrain, exposure, etc)' with a text area.
 - 'DIAGNOSIS - (What is likely cause of problem?)' with a text area.
 - 'RECOMMENDATION GIVEN - (Treatment options offered? Publications or reference material recommended?)' with a text area.
 The 'MATERIALS/PUBS SENT' section includes:
 - A large text area for 'MATERIALS/PUBS SENT'.
 - 'PRIMARY CONCERN' with radio buttons for 'DISEASE', 'IDENTIFICATION', 'INSECTS', and 'OTHER'.
 - 'CATEGORY' with radio buttons for 'ANIMALS', 'LAWNS', 'SOIL/FERTILITY', 'FERTILIZING/MULCH', 'MASTER GARDENER PROGRAM', 'TREES/FRUIT', 'FLOWERS', 'OTHER', 'TREES/NON-FRUIT', 'INSECTS', 'SHRUBS', 'VEGETABLES', 'IRRIGATION/WATER', 'SMALL FRUITS', and 'VINES/TRAILING PLANTS'.
 - 'STATUS' with radio buttons for 'PENDING', 'NO_RESPONSE', 'ANSWERED', and 'DEMO_TEST'.
 - A green 'SAVE' button.
 - A red 'Delete This Report' button.

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This information will include:

- Basic Description
- Scope of Problem (How much area is effected? How long has problem existed?)
- Environment (Drainage, terrain, exposure, etc)
- Diagnosis (What is likely cause of problem?)
- Recommendation Given (Treatment options offered? Publications or reference material recommended?)
- Materials/Publications Sent

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Be sure to make notes about your actions

RECOMMENDATION GIVEN - (Treatment options offered? Publications or reference material recommended?)

MATERIALS/PUBS SENT

Enter calls, emails sent, publications sent, requests made.....

Include the date the action was taken.

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More information to include:

PRIMARY CONCERN

DISEASE
 IDENTIFICATION
 INSECTS
 OTHER

CATEGORY

ANIMALS LAWNS SOIL/FERTILITY
 FERTILIZING/MULCH MASTER GARDENER PROGRAM TREES/FRUIT
 FLOWERS OTHER TREES/NON-FRUIT
 INSECTS SHRUBS VEGETABLES
 IRRIGATION/WATER SMALL FRUITS VINES/TRAILING PLANTS

STATUS

PENDING NO_RESPONSE ANSWERED DEMO_TEST

SAVE

Delete This Report

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What else is available on the form?

Report# **22178**

Status **DEMO_TEST**

Client **SHELLEY AISTRUP**

785-565-2519
shelley.aistrup@gmail.com
 232 KIMBERLY DR
 AUBURN, AL 36832
 County: Lee
 Client ID#: 21284

EDIT CLIENT

@Send Email

Send Photo Invitation

You can email the client, request photos, refer to an agent, or upload photos.

GET HELP.. REFER TO SPECIALIST/AGENT

Refer to Specialist/Agent

Report Photos / Attachments / Voice Messages

Use this form to add local files to this report.
Browse... No file selected.

Upload

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Now the tough part, answering the ?

- No immediate answers
- No instant experts
- Research, then respond



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How to respond to a question?

- Call or email if you don't have enough information to answer the question. Think of strategic questions that will guide you.
- Sometimes the best person to answer the question is an Extension Agent. If so, refer the question.
- Choose research-based sites to find the answer.
- Email publications or sites to the client. Document your response.
- Call the client with the response if they don't have email.

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What happens after you submit the form?

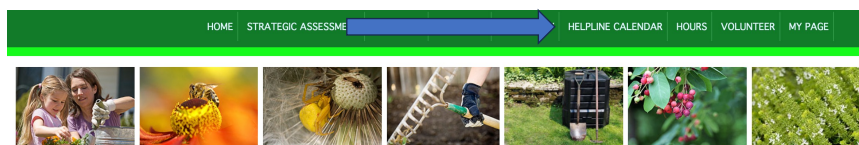
- The report lives on the website under All Reports and under your My Reports.

- Other MGs can follow up with info, calls, or will mark as No Response.

ID	Date	Report	Client/Desc	Status	Author	----
STATUS: (103 results) Records Per Page: 200						
[1] [2] [3] [4] [5] [6]						
1	08-22-23	#22176	Sara Kramer Lesliekramer@bellsouth.com Desc: A flower bed against a home with 3.5 ft to 4 ft wide. Client would like to plant a tree such as Jap	answered	Khanh Nguyen	EDIT/OPEN
2	08-22-23	#22175	Jae Hunt cjhunt88@gmail.com Desc: An oak tree has dropped limbs by a kids playhouse. Client would like to have someone to come out to	answered	Khanh Nguyen	EDIT/OPEN
3	08-22-23	#22174	voice_message jgeo79@gmail.com Desc: Identification of a weed that homeowner had and how to remove it permanently.	pending	Linda Pearce	EDIT/OPEN

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Now it's time to sign up for Helpline!



NOTE: We have converted to the new Helpline Calendar system shown below. If you need to refer to the older system [\[click here\]](#).

Helpline County Calendar

Help us with the Helpline! For the days/shifts your county has elected to cover the Helpline, simply click the 'Volunteer' button. Each day has a morning and afternoon shift (some counties may cover only one or the other).

- The system scans and will only offer the Volunteer link based on your native county.
- After clicking, you will have a confirmation step.
- Please use the 'cancel' link if you cannot fulfill the volunteer slot. This will open it up to others.
- Each shift offers up to 4 or 5 volunteer slots per shift.

Shift Hours

Shift hours for Lee County:
AM 8:30
PM 1:00

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Who will help you on site?

John Sewell, Helpline Coordinator
Dani Carroll, Regional Extension Agent
Other MGs who are working that shift



Work for a shift or a few hours.
Learn new information.
Get to know your fellow MGs!

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Thank you for attending today!

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