

## USDA CONNECT FAQs

### ▪ **What is USDA Connect?**

USDA Connect is an intranet site that allows USDA employees to interact in a similar way as Facebook for work purposes. On April 25, 2013, the NRCS Home Community in USDA Connect will replace my.NRCS. To access the NRCS Home Community on USDA Connect, employees can go to the NRCS employee page at <http://www.nrcs.usda.gov/employees>.

### ▪ **Why are we discontinuing my.NRCS?**

My.NRCS is outdated. USDA Connect will allow NRCS employees to create or join communities where they can ask questions in an open forum, write blog stories, create and share bookmark lists, plan activities, post photos and much more.

### ▪ **When will my.NRCS be discontinued?**

My.NRCS will no longer be accessible after the evening of Thursday, April 25, 2013. All employees should go to the [NRCS employee page](#) access bookmarks, files and other content that was previously stored in my.NRCS.

### ▪ **How do I get started?**

Go to <http://www.nrcs.usda.gov/employees> today and click on *Log in to the NRCS Home Community* to set up your profile. Log in through e-Authentication and add your contact information, job title and a photo. When NRCS employees first log in, they will already be a part of the NRCS Home Community where they can start collaborating.

### ▪ **Where are the links for ProTracts, WebTCAS, SharePoint, etc. that I used to access on my.NRCS?**

All of the links from my.NRCS are now in the NRCS Home Community on USDA Connect. The same my.NRCS bookmarks are located on the right-side column under *Important Bookmarks*. For example, click on *Field Tools* to find ProTracts, WebTCAS and the Field Office Technical Guide.

### ▪ **When is training available for USDA Connect?**

Join one of our Q&A sessions occurring daily until May 3, 2013 from 11:00-11:30AM EST. Just call, 1-855-768-4796 code: 71987. Additional training will be offered in May. Please contact your local Public Affairs Specialist for details.

### ▪ **My email is wrong. How can I update it?**

After logging into USDA Connect. Click on *Update Email* in the beige bar at the top of every page. After logging in to the e-Authentication settings page, be sure to click on *Home* in order to change your settings. After you change your email, it may take up to two days to see the changes.

- **Can district employees, contractors and volunteers use USDA Connect?**

Yes. First, in order to have access to USDA Connect, users must have:

- 1) USDA.gov email address
- 2) Level 2 e-Authentication account

Once the user has these two items, please complete [this form](#) to have them added to the NRCS Communities.

If you are still having issues, please contact [nrcs.intranet@usda.gov](mailto:nrcs.intranet@usda.gov).

- **Can I leave communities? Why do I keep getting re-added when I do leave?**

You cannot leave the NRCS communities you are a member of—you will simply be re-added. You can leave communities that you have joined in addition to these NRCS Communities.

You also can make it easier to find the communities you are interested in by clicking *Follow this Community* for each community you would like to display on your *My Communities*.

If you are getting too many emails from the communities you are a part of, just click on *Settings* in the black bar of USDA Connect and adjust your preferences accordingly.

- **Why am I receiving multiple emails from USDA Connect?**

When you first log in to USDA Connect, you will be notified that you are now part of more than 30 NRCS communities. This will only occur once upon initial login.

Additional emails will be sent to notify you of activities within communities and co-workers who have requested to add you to their network. You can easily change the email frequency or stop receiving emails all together by going to *Settings* in the black bar on the right and adjusting your preferences.

- **What is the difference between bookmarks in the *Apps* menu and bookmarks in a community?**

In USDA Connect, you have a set of your own bookmarks you can control from the *Apps* menu in the top black menu that shows on every page. In this section, you can add any bookmark you'd like and also share them with fellow co-workers.

Within each community, such as the NRCS Home Community, there are additional bookmarks for everyone in the community to use located on the community landing page. **Please do not submit any additional bookmarks in this location.** Instead, use your personal bookmarks from the *Apps* menu.

- **Who can I contact for questions, concerns or assistance?**

Please send questions to [nrcs.intranet@usda.gov](mailto:nrcs.intranet@usda.gov) or click on [Help Desk](#) at the top of USDA Connect.