



# Expertise Connector

## Frequently Asked Questions

The purpose of this document is to answer the most frequently asked questions about the Expertise Connector website. If you need additional assistance, please send an email to [econnect@utep.edu](mailto:econnect@utep.edu).

### RESEARCH PROFILES

#### **Am I eligible to publish my research profile in Expertise Connector?**

Faculty and professional staff who are engaged in research and/or creatives activities are eligible to publish a personal profile page in Expertise Connector. The profile must comply with the following [policy](#).

#### **I am a new faculty member. How do I create my research profile in Expertise Connector?**

In an effort to streamline the steps in keeping profiles current, Expertise Connector pulls information from marked fields in Faculty Success (formerly Digital Measures) to populate individual profiles (see Manage Your Activities-Personal and Contact Information). To complete your profile, fill in the fields marked with an asterisk (\*) in Faculty Success. Be sure to:

- click "Yes" on the certification message at the top of the page and
- enter the date under "Certification Date Update."

For a detailed explanation, see [Tutorial-Expertise Connector Profile](#).

If you do not have a Faculty Success account, send an e-mail to [Didier Hernandez](#) with your request.

#### **How do I update my profile picture in Expertise Connector?**

Login to your Faculty Success profile. Expertise Connector populates your profile from pertinent fields in Faculty Success (Manage Your Activities-Personal and Contact Information). After updating the boxes marked with an asterisk (\*), you must certify your profile by doing the following:

- click "Yes" on the certification message at the top of the page and
- enter the date under "Certification Date Update."

For a detailed explanation, see [Tutorial-Expertise Connector Profile](#).

### **How do I update my CV in Expertise Connector?**

Login to Faculty Success and go to Manage Your Activities-Personal and Contact Information. Update your CV, either by uploading a file or by providing a link to your CV. For a detailed explanation, see [Tutorial-Expertise Connector Profile](#).

### **How do I update my statement of expertise?**

Login to Faculty Success and go to Manage Your Activities-Personal and Contact Information. Update your statement of expertise. Keep your expertise statement succinct (no more than 200 words).

For a detailed explanation, see [Tutorial-Expertise Connector Profile](#).

### **I updated my information in Faculty Success but my Expertise Connector profile does not display these updates. Is there a glitch?**

Your updates will appear the day after your update.

Your profile picture will appear 2 - 3 days after your update.

Please contact [econnect@utep.edu](mailto:econnect@utep.edu) if your Expertise Connector profile still does not show your new information given the time frame stated.

### **How do I update the news that show up under my profile?**

Expertise Connector fetches research news from University Communications on a daily basis. Staff in ORSP tags research news to the featured researcher(s) to link their Expertise Connector profile.

Once this link is made, the news will appear on the your profile.

If there is a news story published by University Communications where you have been featured and that is not linked to your profile, send an email to [econnect@utep.edu](mailto:econnect@utep.edu) with your request.

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## **COMMUNITIES**

### **I am interested in joining a community in Expertise Connector. How do I do this?**

First, you need to have a research profile published in Expertise Connector. It is recommended that you contact the lead(s) of the community (known as the “advocate”) and indicate your interest in the community. If the community is an open community, you or the advocate can add your profile to the membership. To do this, login to Expertise Connector and then go to the community of interest. Click on the “Join Community” link located on the left-top of the page.

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## **CENTERS**

### **How do I update a center’s information in Expertise Connector?**

Designated administrators oversee the published information for each center. Administrators should log into Expertise Connector, click on the “Edit” tab under the center of interest, update the information, and click the “save” button.

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## **OTHER**

### **How do I clear my web browser’s cache?**

If you are using Internet Explorer, Edge, Google Chrome, or Mozilla Firefox, you can quickly clear cache with a keyboard shortcut. While in your browser, press Ctrl + Shift + Delete simultaneously on

the keyboard to open the appropriate window.

**IMPORTANT:** Be sure and close/quit the browser and restart it after clearing the cookies & cache. For more details about clear your browsing history, go to the [UTEP PeopleSoft website](#).