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## **What is Ask an Expert?**

Not sure where to turn? Let us help guide you!

Ask an Expert is an exciting feature that allows you to email us a question to be answered by our volunteer experts--professionals across many disciplines. Expert advice is combined with services available in your community to take the next step forward!

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## **Get Started**

**[Already a Member?](#)**

Membership gives you access to this feature and others. [Log In](#) to access the Ask an Expert feature.

## [New to VirginiaNavigator](#)

Membership gives you access to this feature and others. [Create a User Account](#) to establish membership today. Then log in to Ask an Expert!

## [Confidentiality](#)

For confidential personal communication you will need to either [Log In](#) to your existing account or become a member to access Ask an Expert.

# Frequently Asked Questions

### **Do I have to create an account to access Ask an Expert?**

Yes. A membership account gives you access to this feature and others. [Log In](#) to access the Ask an Expert feature.

### **How long does it take to receive an Ask an Expert response?**

We strive to get Ask an Expert responses sent within 3 business days. Please note that sometimes it may take longer than 3 business days if we are still gathering information and resources from our experts.

### **What should I do if I am in a crisis and need immediate help?**

Ask an Expert does not provide crisis intervention. If you need immediate help, please call 911.

**Ask an Expert was such a great help to me and my family! What can I do to thank you?**

We love to hear how Ask an Expert helps families! Please consider [sharing your story](#) about how we helped you by responding to the survey that accompanies all Ask an Expert answers. You may also [make a small donation](#) if you so choose.

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