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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!

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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