

Creating and Using FAQs

What is the FAQ feature and how does it work?

The FAQ feature allows you to create a categorized listing of Frequently Asked Questions displayed in a Question/Answer format. Your site has an automatically generated FAQs page (website url/faqs) which lists all FAQs and allows a user to view them by category. An FAQ category can also be included for display at the bottom of any webpage.

How do I create a new FAQ?

Creating a new FAQ is simple.

- On your dashboard click Create FAQ
- Enter the Question in the Question field
- Select the microsite that you are creating this FAQ for
- Enter a category specific to this FAQ. First check to see if the category exists by typing it into the field above. If it does, it will appear in a dropdown. If not, leave the new name of your category and finish filling out the information for this FAQ.
- Enter the Answer in the Answer field
- Enter a number in the FAQ Weight field. This number will determine the order in which the FAQs are listed/displayed within the Category.
- Click the Save button.

Your FAQ has been created. You should now see it listed on the FAQs page (website url/faqs).

Time Saving Tip: When creating multiple FAQs for the same category, rather than go back to the dashboard page, click the Clone tab to make a copy of the existing FAQ. You will need to enter the new Question, Answer, and FAQ weight, but the category will already be selected.

How do I get FAQs related to my page to display as part of my page?

FAQs for any category can be selected to display at the bottom of any webpage.

- Edit the page you want the FAQs to be included on
- Go to the Special Features Tab
 - Depending on your site configuration the Special Features Tab may or may be visible on the left of your screen. If you do not see a Special Features Tab then you will need to click on the link for [Customize Your Page](#). Under Advanced Features check off FAQs. The FAQs tab will appear on the left.

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- Click on FAQs
- Select the category to display on your page
- Go to the bottom of your page and click the Save button

How can I create FAQs for my department?

Quite often a microsite will want to have a link to FAQs for their department. After following the steps above to create a new FAQ, you can follow these steps to create a page that will display the newly created FAQ category for your department.

- On your dashboard click Create Page
- Add a title for your page (Ex. Public Works Frequently Asked Questions)
- Select a microsite
- Go to the Special Features Tab
 - Depending on your site configuration the Special Features Tab may or may be visible on the left of your screen. If you do not see a Special Features Tab then you will need to click on the link for [Customize Your Page](#). Under Advanced Features check off FAQs. The FAQs tab will appear on the left.
- Click on FAQs
- Select the category to display on your page
- Check off the box to Hide FAQ Title.
- Click the Menu Settings tab
 - Add a Menu title (Ex: FAQs)
 - Select a parent item
- Go to the bottom of your page and click the Save button

You will now have a link in your microsite menu called FAQs. When clicked the user will be brought to your new page listing all FAQs for the selected category pertaining to your microsite.

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Common Problems

How do I edit an existing FAQ?

When logged into the site and on the FAQs page (website url/faqs) you will see edit links next to each FAQ. Click on the edit link next to any FAQ to edit that FAQ. Make any changes needed and click the save link.

NOTE: If you are logged in and do not see the edit links on the FAQs page, you may not have the appropriate permissions on your account to edit FAQs. You will need to contact your site administrator to have them make the edit or to add the permission to your account.

How do I reorder the FAQs in a category?

FAQs are listed in ascending order based on the FAQ weight they were given when they were created. If no weight was used they will display alphabetically according to their title. To reorder the listing, edit your FAQs and assign a new number in the FAQ weight field.

How do I delete an FAQ?

FAQs work just like pages do. General staff do not have the ability to delete, but rather need to unpublish content that should no longer be displayed. To unpublish an FAQ, edit the FAQ, go to the unpublish tab and uncheck the box next to publish. Save the page. Your FAQ should now be unpublished.

I do not see Create FAQ on my dashboard?

FAQs can only be created by staff with specific permissions applied to their account. You will need to contact your site administrator to have them add the permission to your account.