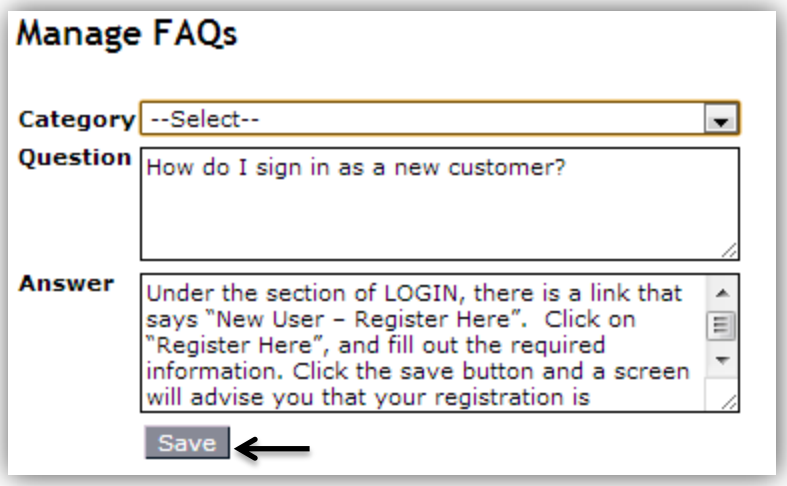
Web Link Help File:
Create an FAQ List

Abstract

- This help file will illustrate how to create and FAQ list to address commonly asked questions pertaining to the use of the website.

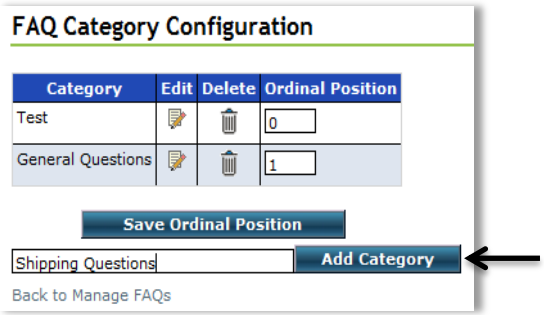
Procedure

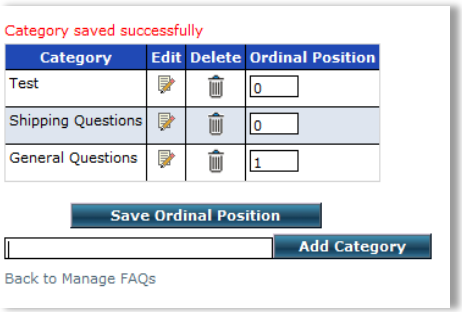
1. Navigate to "Content Management" and then select "Manage FAQs" from the drop down menu. Select a category from the drop down list at the top of the FAQs page. The Question and Answer fields are provided for the user to type in a given question and subsequent answer to be added to the FAQ database. Once the text has been added, click on the "save" button to save the information.
2. All saved FAQ entries are listed below the text input fields. They can be edited or deleted by clicking on the appropriate icon in the columns to the right of the descriptions.



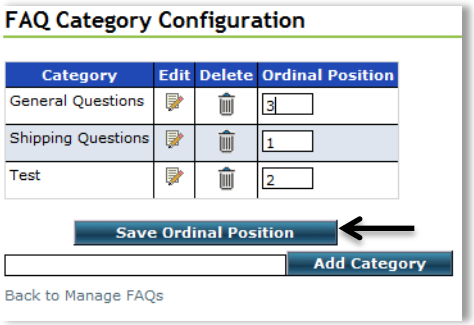
3. New categories can be added to further organize the FAQ list. Click on the "Add or Edit Categories" link to the right of the question and answer fields to create a new category.

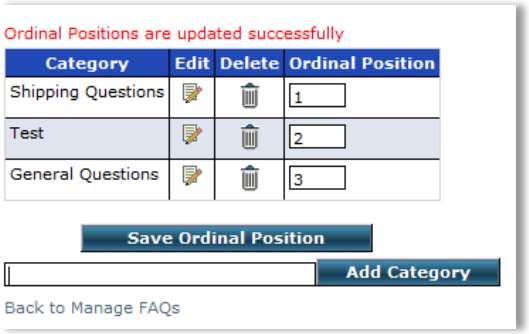
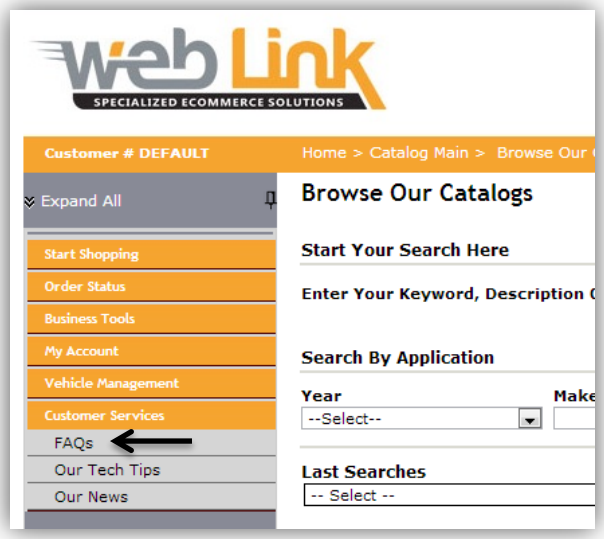
4. The resulting "FAQ Category Configuration" page lists the existing categories along with a field where the user can add a new category. Once the title of the new category is entered into this field and the "add category" button is selected, a new category will be added to the list. Categories can easily be edited or deleted by clicking on the appropriate icon to the right of the category name.





5. The “Ordinal Position” field to the right of the delete icon allows the user to assign an order to the categories. In this way, the user can determine the order in which the category titles appear on the customer FAQ web page. The order can also be seen on this configuration page. After the position has been assigned to the category, click the “Save Ordinal Position” box.





6. Customer can view the FAQ by selecting it from the Customer Services menu.