



FAQ (Frequently Asked Questions)

Revised February 2011

The FAQ application can be used to show some of the more common questions with answers your users may have about your website or organisation. FAQs are structured into headings to make the questions easier to find.

Adding an FAQ

- From the **Home page** click **Edit This Page** then choose the **Applications** tab
- Click **Enable** beside **FAQ**
- Click **Manage this Application**
- Click **Add a new FAQ**
- Enter the title of your **FAQ** into the **FAQ Name** field (e.g. Using this website)
- Select whether you want each **Q&A** within the **FAQ** heading on the same or a new page and click **OK**
- To add a new **Q&A** (ie questions for your **FAQ**): select **Add a new Q&A** and enter your question and answer
- Click **OK**
- You will be shown your question on your **FAQ** administration page.
- To view your question as a user would see it select **FAQ** from the navigation menu and follow the **FAQ** heading link

Editing an FAQ

- From your **Home page** click **Edit This Page** then choose the **Applications** tab
- Click **Manage this Application** beside **FAQ**
- Click the name of the **FAQ** you wish to amend in the administration page
- To change its name: click the **Edit** button, make any changes then click **OK**
- If you do not wish the **FAQ** to appear you can uncheck it in the **Enabled** column in the **FAQ** administration page - to make it reappear recheck the box
- If you wish to delete an entire **FAQ** click the **Trash** can icon in the administration page

Managing Q&As

There are various facilities in addition to edit and delete available to help you manage your **Q&As**.

insert after will allow you to add another **Q&A**

swap with next will move the question down one in the list - this appears on all the **Q&As** except the last one listed

You can reach the Help Desk on: **01245 437891 / 07983455211** or via email support@essexinfo.net

