

OIT Web Services | CommonSpot Help Guide

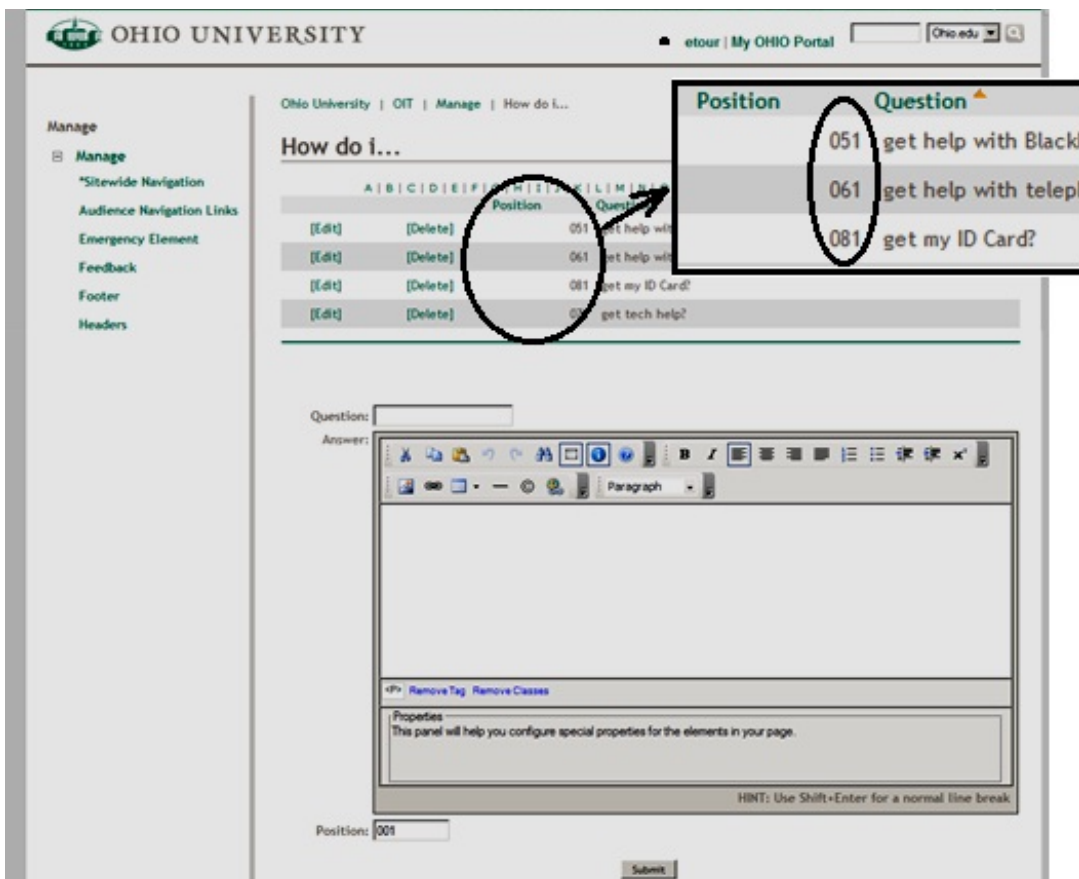
Guide to Editing FAQs

<http://www.ohio.edu/web/help/docs/faq/guide-to-editing-faqs.cfm>

Guide to Editing FAQs

1. Enter CommonSpot and go to **Manage : (Your FAQ page name)**

- The FAQ page will open.
- **Existing** questions are displayed at the top of the page.
- Fields for a **new** question and answer, along with a position field, are at the bottom of the page. An example of the page is below.



	Position	Question
[Edit] [Delete]	051	get help with Blackb...
[Edit] [Delete]	061	get help with teleph...
[Edit] [Delete]	081	get my ID Card?
[Edit] [Delete]	091	get tech help?

Question:

Answer:

Paragraph

Remove Tag Remove Classes

Properties

This panel will help you configure special properties for the elements in your page.

HINT: Use Shift+Enter for a normal line break

Position:

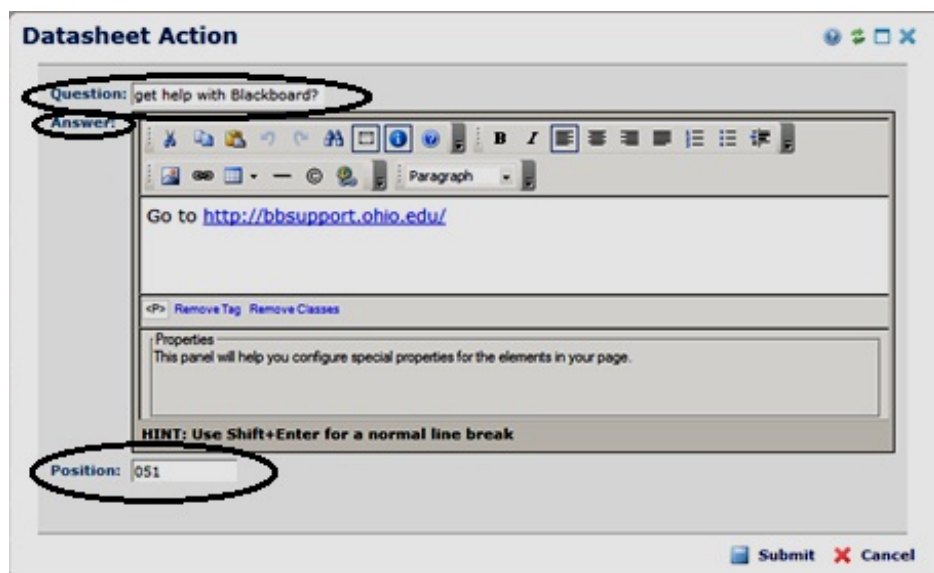
Submit

- Note the **Position** column in the list of existing questions (circled in illustration above). The numbers there reflect the recommended practice of using increments of around 10 for the position of each new question. This makes re-ordering and adding new items in the future easier.

Edit an Existing Question

1. Click **Edit** adjacent to the question you wish to edit.

- The **Datasheet Action** window will open to display fields for **Question**, **Answer**, and **Position**, as shown in the next illustration.



The screenshot shows the 'Datasheet Action' window. The 'Question' field contains the text 'get help with Blackboard?'. The 'Answer' field contains a rich text editor with a toolbar and the text 'Go to <http://bbsupport.ohio.edu/>'. The 'Position' field contains the number '051'. The window has a 'Submit' button and a 'Cancel' button at the bottom right. A hint at the bottom of the answer field reads 'HINT: Use Shift+Enter for a normal line break'.

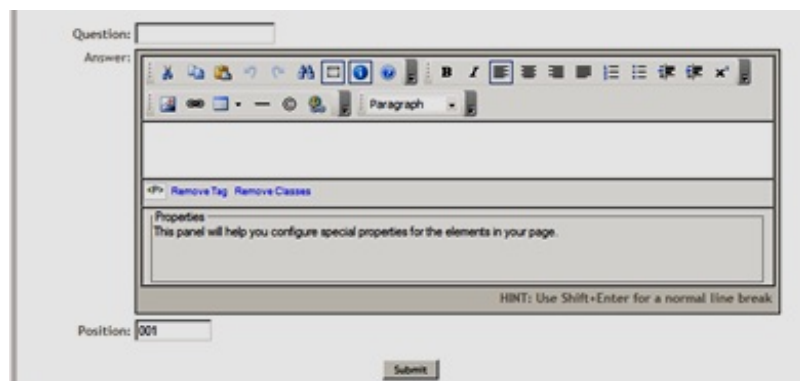
2. Edit the fields on the Datasheet Action window as needed.

3. Click **Submit** to save your changes.

Create a New Question

1. Open your FAQ page for editing.

2. Scroll toward the bottom of the page where you'll see the fields for a new question, as shown below.



The screenshot shows the 'Datasheet Action' window for creating a new question. The 'Question' field is empty. The 'Answer' field contains a rich text editor with a toolbar and is empty. The 'Position' field contains the number '001'. A 'Submit' button is located at the bottom center. A hint at the bottom of the answer field reads 'HINT: Use Shift+Enter for a normal line break'.

3. Complete the **Question**, **Answer**, and **Position** fields.

- Remember that it's a good idea to increment your **Position** value by around 10 for each new question. This will make it easier to re-order items or add items in the future.

4. Click **Submit** to save the new question.

