

OIT Web Services | CommonSpot Help Guide

Guide to Editing FAQs

<http://www.ohio.edu>

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.
- 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.

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.

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.

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