

OIT Web Services | CommonSpot Help Guide

Guide to Editing FAQ Categories

<http://www.ohio.edu>

1. Enter CommonsSpot and enter **Manage: (Your FAQ Categories page name)**.

· **Existing** categories are listed at the top of the page.

· **New** categories can be added using the **Category** and **Display Order** fields at the bottom of the page, as shown below.

To sort columns on the FAQs- Categories page:

1. Click the **column header name** (in this case, **Order** or **Category**) for the column you want to sort.

· A **yellow arrow** (circled above) will appear next to the column header name that was clicked.

2. Click the **yellow arrow** to change its direction.

· When the arrow points **upward**, the column is sorted in **ascending** order.

· When the arrow points **downward**, the column is sorted in **descending** order.

· Each click will reverse the direction of the arrow.

Edit a Category

1. Click **Edit** adjacent to the category name you wish to edit.

· The **Datasheet Action** window will appear, as shown next.

2. Edit the **Category** or **Display Order** fields (or both).
3. Click **Submit** to save the changes.

Create a New Category

1. Scroll to the bottom of the page to reveal the fields for **Category** and **Display Order**, as shown below.

2. Enter a **Category** name.

3. Enter a **Display Order** number.

·It is **recommended that Display Order numbers be incremented by around 10** to make re-ordering and adding new categories easier in the future.

4. Click **Submit**.