

OIT Web Services | CommonSpot Help Guide

Guide to Editing FAQs with Categories

<http://www.ohio.edu>

Guide to Editing FAQs with Categories

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

·Your FAQ page will display, as shown below.

·Note that **existing questions** - and the **categories** in which they are organized - are listed at the top of the page.

·Fields for a **new question** are at the bottom of the page, along with the **FAQ Topic Category** box (circled below) in which you select the **category** for the new question.

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**, **FAQ Topic Category**, and **Position**, as shown in the next illustration.

2. Edit the **Question** and **Answer** fields as needed.

3. Select the appropriate **FAQ Topic Category** from the drop-down list.

4. IF YOU NEED TO ADD A NEW CATEGORY, SEE ANOTHER DOCUMENT OR SEE LATER IN THIS DOC

5. Enter a number in the **Position** field.

·The number entered in the **Position** field will determine the placement of this question relative to other questions in the chosen **FAQ Topic Category**.

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

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

Create a New Question

1. Scroll to the bottom of your FAQ page to reveal the fields for **Question**, **Answer**, **FAQ Topic Category**, and **Position**, as shown below.

2. Complete the **Question** and **Answer** fields.

3. Select an **FAQ Topic Category** from the drop-down list.

4. Enter a **Position** number, which will indicate placement of this question within the selected category.

(For hints on viewing question positions within categories, please see **Viewing Question Positions Within Categories** later in this document.)

5. Click **Submit** to save your information.

Viewing Question Positions within Categories

To see where individual questions are arranged within a category, you might have to sort **Position** first, then sort **Category**. Please follow these instructions.

1. Click **Position** near the top of the page.

2. A yellow arrow will appear next to the word **Position**, as shown below.

3. If the yellow arrow is pointed **UP**, the position numbers will be shown in ascending order. If you wish, click the arrow to point it **DOWN** to show the position numbers in descending order.

·After ordering the **Position** numbers, note that the **Categories** are still randomly ordered, as shown below.

1. Click the word **Category** at the top of the page. A yellow arrow will appear next to **Category**.

2. Click the yellow arrow next to **Category**.

·Subsequent clicks of the yellow arrow will alternate the sorting between ascending or descending order.

·Below, the **Position** and **Category** columns have both been sorted in ascending order. The position of each question within a category can be seen easily.

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