# FREQUENTLY ASKED QUESTIONS (FAQ)

This feature enables you to post questions(and their answers) that are asked on a frequent basis. The information entered into this appliction is displayed on your organization's FAQs page and can be accessed by clicking FAQs in the navigation bar.

**View FAQ Categories.** This page displays all of the FAQ categories that have been created for your organization. To add a contact type, click the Add link. To update the category, click the Edit button. (This is one instance wherein a category can be edited).

**Add a FAQ Category.** Enter a mixed case description for your FAQ category and select the order you want this category to appear on the FAQ page for your organization. Currently, the FAQ page for you organization is programmed to display a maximum of four (4) categories.

**Update a FAQ Category.** You may edit the description for the category or its order. You may not edit the category number, nor delete the category, as it may be tied to records.

**View Frequently Asked Questions.** This page displays all the questions for your organization. To Add, Edit (including Delete), or view Details, press the corresponding link for that question.

**Add a Frequently Asked Question.** Enter the question (don't forget the question mark!) and select a category from the dropdown list of categories you created. Enter a number for the order in which you would like your question to appear within the category.

**Question Details.** This page displays all the details (answers) for the question. Click an Add button to add an associated answer. Once an answer has been added, the Edit and Delete buttons for the answer appears.
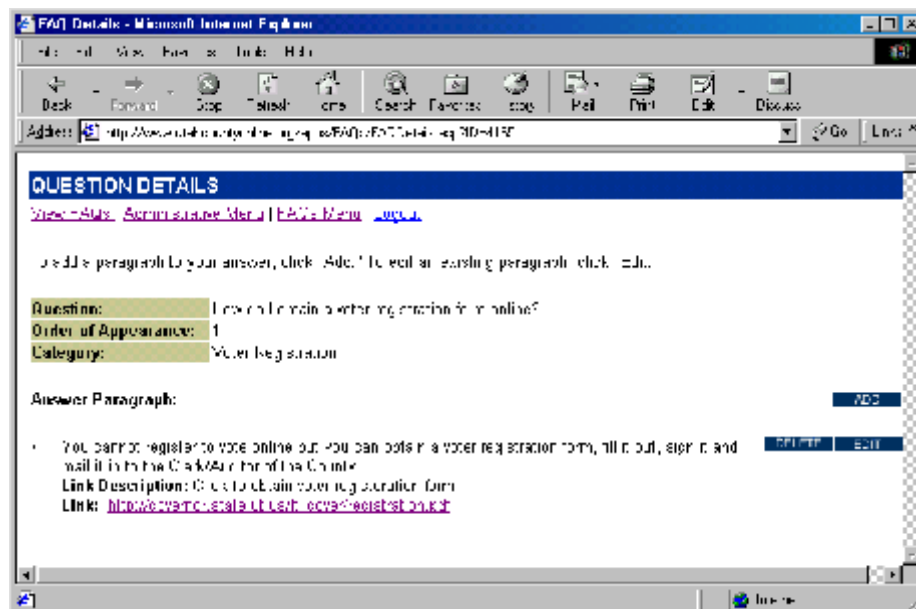
*Add an Answer Paragraph.* Use this form to enter an answer paragraph and its order within the question. You can also provide an additional information link for your web visitor by typing the link into the Link URL field. OR, you may upload a file and link to it by clicking the browse button for the Upload Link field and locating the file on your file system. Only one link per paragraph, please! Please do not enter both a link and an upload file or your FAQ page will become confused! *If you enter either a link or an upload file, you must enter a Link Description.* It is the Link Description that displays as a link on your organization's FAQ page.



*Edit an Answer Paragraph.* Use this form to edit an existing answer paragraph. Remember, only one link per paragraph, please! If you choose to upload a new file, it will replace the existing file on the web server.

*Delete an Answer Paragraph.* Use this form to delete an existing answer paragraph. An uploaded file, if there is one, will also be deleted from the web server.

**Update or Delete a FAQ.** Use this form to update a question or delete it altogether.

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