

FAQ 8.3.0 to 8.4.1

User Guide
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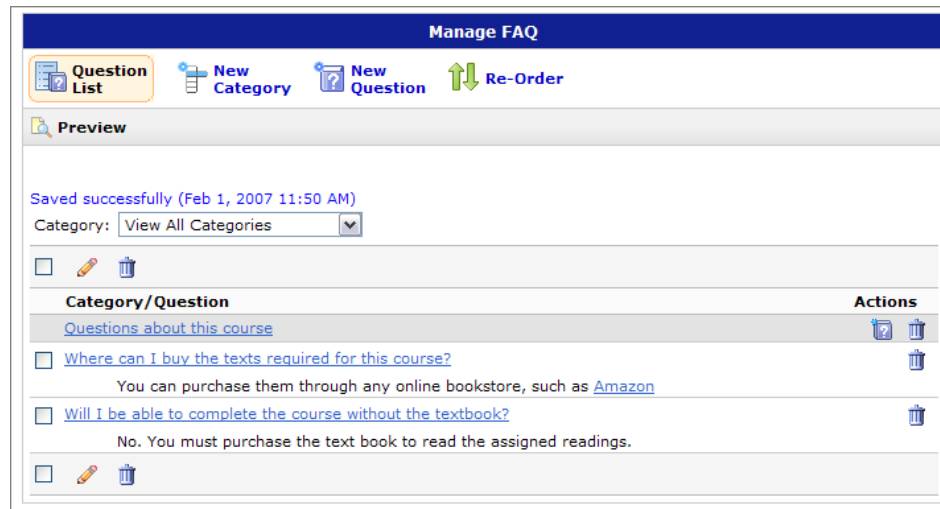
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What FAQ does

The FAQ (Frequently Asked Questions) tool enables you to provide answers to common questions that users might have when using the Learning Environment platform or accessing a course. These questions must be organized into categories. Some general categories might include Login Information, General Information, Assignment FAQs, etc.

► **To access the FAQ tool**

Click **FAQ** in the navbar.



Manage FAQ page


Creating an FAQ category

- 1 On the Manage FAQ page, click **New Category** in the top tool menu.
- 2 On the New FAQ Category page, type the name of the new category in the **Name** field. For example, the category “Research Methods” would logically contain FAQs about methods of research.

Tip A good category name allows visitors to understand the general topic of that category.

- 3 Type an optional **Description** for the category, to help with identifying what the category should contain.
- 4 Click **Save** to save the category or **Save and New** to save it and create another one.

Creating a question

- 1 On the Manage FAQ page, click  **New Question** on the top tool menu.
- 2 On the New Question page, select a category for the question in the **Category** drop-down list. Each question must belong to a category.
Tip To add a new category, click the **New Category** link. In the New FAQ Category pop-up, type a **Name** and **Description** for the new category and click **Save**.
- 3 Type the **Question** text.
- 4 Type the **Answer** to the question.
- 5 Click **Save** to save the new question or **Save and New** to save it and create another one.

Previewing FAQs as users would see them

On the Manage FAQ page click the  **Preview** icon. To view the questions in a specific category, select the required category from the **Category** drop-down list.

Editing an FAQ category


- 1 On the Manage FAQ page, click the name of the FAQ category.
- 2 On the Edit FAQ Category page, make the required changes and click **Save**.

Editing a question

- 1 On the Manage FAQ page, click the name of the question.
- 2 On the Edit Question page, make the required changes and click **Save**.


Tip To change the question's category, select the desired category from the **Category** drop-down list.

► **To edit multiple questions**

- 1 On the Manage FAQ page, select the checkboxes next to all the questions.
- 2 Click the  **Edit Multiple Questions** icon at the top or bottom of the **Category/Question** list.

- 3 On the Edit Multiple Questions page, make the required changes to each of the questions and click **Save**.

Deleting an FAQ category


- 1 On the Manage FAQ page, click the  **Delete** icon beside the name of the FAQ category that you want to delete.
- 2 Click **OK** in the confirmation message.

Note Deleting an FAQ category also deletes all the questions in that category.


Deleting a question

On the Manage FAQ page, click the  **Delete** icon beside the name of the question that you want to delete.

► **To delete multiple questions**

- 1 On the Manage FAQ page, select the checkboxes next to the questions that you want to delete.
- 2 Click the  **Delete Multiple Questions** icon at the top or bottom of the **Category/Question** list.

Reordering questions or categories

- 1 On the Manage FAQ page, click  **Re-Order** on the top tool menu.
- 2 On the Re-Order page, change the values in the **Sort Order** field for the required questions or FAQ categories and click **Save**.

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