

Frequently Asked Questions or FAQ

The frequently asked questions tool is a great way to reduce administrative time related to answering routine, simple questions. Use this tool as a starting point to get ideas about content and expand your web site.

The category table allows you to organize your FAQs making it easier for site visitors to navigate. For example, you have 15 FAQs and five are related to general information, five are related to fees, and five are related to service. You could create those three overall categories of General Information, Fees, and Services to organize the 15 FAQs rather than just listing them altogether and having visitors scroll through the entire list.

Creating a “General Information” category would be a good place to begin and then expand it as you get more questions or categories.

Examples:

www.thehillsofheadwaters.com/reg-faqs.php

Instructions:

-> go to www.thehillsofheadwaters.com ->tourism association

-> Member Log In

1. Log In and you will be taken to the ‘member home’ page which only Headwaters members can see.
2. Click on **edit content** at the top right of the screen
3. This will take you to the ‘admin page’. On the left of the screen you will see ‘to begin select a section to edit’*, click the little down arrow and select **public FAQ categories**.
*this is called a drop down menu
4. A blank table will appear. Click **add new** to create a category.
5. Add your category name in the space provided.
NOTE: You have to create a category before you can add any FAQs. If you do not want to create more than one category create a general category.
6. Click **submit** this will take you back to the table; it should have your category name in it.
7. To add the FAQ you need to click the arrow under **jump to another section** at the top right hand of your screen. Move your cursor to ‘faq’ and click on it.
8. This will take you to another blank table, click **add new** to add your FAQ.
9. Choose which Public Category you would like to add the question to. The Public Categories are the categories that you have created.

10. Choose a Private Category to add your question to. If your question does not fall into the top two categories just put it in the 'general questions'.
11. You have to decide whom you would like this question to be shown to. If you choose 'public' all of the public will see it. If you choose 'private' only Headwaters members will see it. Lastly if you choose 'public and private' then both will see your question.
12. Add your question; it can only be 80 characters long.
13. Add your answer. Your answer can be as long as you like and you can use the buttons at the top of the field to format your answer.
14. When all of your information has been filled out click **submit** at the bottom of the page.
15. It will take you back to the table you saw at the beginning, but it will have your question listed on it. Add more questions with answers.

You should always open a new browser window and preview your work:

- refresh your browser to get the most current files - button with two arrows
- check for accuracy and formatting
- spelling and grammar
- test your links to make sure they work

Text Editing Tips

How to Copy and Paste

Highlight text - control c

Place cursor where you want the text - control v

OR

Highlight text - menu -> edit -> copy

Place cursor where you want the text - menu -> edit -> paste

OR

Highlight text - right click mouse -> edit -> copy

Place cursor where you want the text - right click mouse -> edit -> paste

Other Helpful Keyboard Commands

Control x - cuts the text

Control z - undo your last move

Control y - repeat your last move

Control s - will save your file, document, spreadsheet