

# **Xtendable® Server FAQ Module Management Guide**

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# Xtendable® Server FAQ Module Management Guide

## About the FAQ Module

The FAQ Module gives you the ability to add an FAQ section to your Web system. FAQs or "frequently-asked questions" (and answers) are widely-used Web site communication devices. FAQs give your visitors quick answers to common concerns.

In this guide, we'll give you the information you need, as a site administrator, to get started adding and managing FAQs for your site. The topics included in this guide are:

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MANAGING FAQ CATEGORIES .....	2
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## GETTING STARTED

You must be an authorized site administrator to access the FAQ module. If you are not an authorized site administrator and need to add or maintain the FAQs on your site, you will need to have an administrator account created for you. Contact your system administrator or email Army FRG support at [support@armyfrg.org](mailto:support@armyfrg.org).

### Logging Into the System

- To get started, go your Web site and press the **Login** button. (The appearance and location of the Login button depends on your site's unique design.)



- Enter your *Username* and *Password* and press the **Login** button.

[Login](#) | [Register](#) | [Forgotten Your Password?](#)

**Login**  
Please enter your username and password here to gain access to this site.

* Username	<input type="text" value="johnsmith"/>
* Password	<input type="password" value="*****"/>
<input type="checkbox"/>	<a href="#">Forgot your password?</a>
<input type="checkbox"/>	<a href="#">Register for this site.</a>

- Once you have logged in, you will see some changes on the screen. You will see small pencil or "editing" icons (  ) scattered throughout the site. By clicking the editing icons, you can directly access forms to update the content on your site.

- You will also see a link to access the Control Panel. (The appearance and location of the Control Panel link depends on your site's unique design.) Find and click the *Control Panel* link for your site.



### Using the Control Panel

The Control Panel is your link to managing the content on your site. From the Control Panel, you can easily access tools to review, manage, or add new content. The main navigation screen of the Control Panel is called the **index**. From the Control Panel index, you can click on a module name to access that module's management tools.

- To access the FAQ management tools, click the *FAQ* link.

Management Index

**Management Index**  
Please select a recently used module to manage from the list below, or view the list of all modules to manage to the right

<b>Administration Modules</b>  	
Access Log	Page Tools
Audit Trail	Profile
Global User Management	Project
Hierarchy	Registration
Keywords	Styles
Login	System Diagnostics
Modules	User
Navigation	
<b>Content Modules</b>  	
Announcements	Links
Discussion	News
Download Center	Page Builder
FAQ 	Photo Gallery
Forum	Search
Glossary	Site Statistics
Guestbook	

## FAQ MANAGEMENT INDEX

The FAQ Management Index shows you a list of the current questions on your site. Like other Xtendable Server content, your site FAQs are organized using a category system.

The FAQ Management Index is the page from which you can access all of the FAQ module's functionality. Some options described in this manual may not be available to you due to your access level. If you have questions about your access level, please contact your system administrator.

To view any of the questions within a category, click the category name. You will see a list of the items within that category.

## FAQ Management

Use this page to create or edit categories and questions, and modify their content and attributes. Click on a category to begin.

● Released / Published ● Released / Not Published ● Not Released / Not Published

FAQ Categories	Name	Date Added	Status
★ Featured (0)	How can I get involved?	11/10/2004	●
Can I add volunteer positions to my professional resume?	11/10/2004	●	
Community Events (0)			
Technical Issues (0)			
Volunteering (2)			
Uncategorized (0)			
Discarded (1)			

- The status of each FAQ is indicated in the Status column. The legend at the top of the FAQ Management index page indicates what the colored circles mean. An FAQ must be released and published to be visible to the public. If authorized, you can change the status of a question when adding or editing it.

● Released / Published ● Released / Not Published ● Not Released / Not Published

- To edit a category or subcategory, click the category or subcategory. Then, press the editing (✎) icon to see editing options for the category.

## MANAGING FAQ CATEGORIES

You can organize your questions into logical groupings using FAQ categories and subcategories.

- The **Featured** category contains FAQs that appear on the module user index page and are displayed more prominently to visitors.
- The **Uncategorized** category can be used as temporary storage for questions that you have created, but have not yet been assigned to a category.
- The **Discarded** category contains categories and content that have been discarded. Deleting FAQs or categories from here will permanently remove them from the system.
- To view nested subcategories, press the expand icon (+) next to the category name. To hide subcategories, press the collapse icon (-) next to the category name.



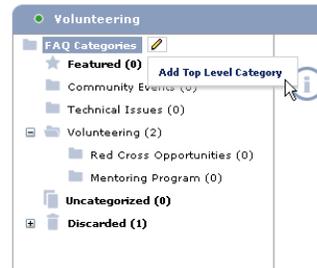
## Adding Top-Level FAQ Categories

- To create a new top-level FAQ category, click the FAQ Categories title. Then, click the editing icon (✎) to see your editing options. Choose the *Add Top Level Category* option.

### FAQ Management

Use this page to create or edit categories and begin.

● Released / Published ● Released / Not Published



- Enter the *Category Status*. Released categories will be published directly to your site. Featured categories are displayed more prominently to your users.
- Choose the *View Permissions* or user access levels that you want to be able to view the content within the category. Select “All” to make the category content visible to all site visitors. Select “None” to hide the category content from all visitors. Select “Specific” to restrict the category content to users with specific access levels and choose which users should be able to view the content.

FAQ Management | Advanced Options | Configure Module

### Add Category

Please enter category information into the form below.

Category Information	
* Category Name	Education Programs
* Category Description	Education Programs
Category Status	
Released?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Featured?	<input type="radio"/> Yes <input checked="" type="radio"/> No
View Permissions	
Content Viewable By	<input checked="" type="radio"/> All <input type="radio"/> None <input type="radio"/> Specific
<input type="button" value="Spell Check"/> <input type="button" value="Save And Next"/> <input type="button" value="Cancel"/>	

- If desired, press **Spell Check** to check your entries.
- Press **Save and Next** to move onto the next step.
- Specify the *Category Permissions* for each access level using the sliders. The options are None, Edit, Approve, or Release. Users with “None” permission cannot modify a category. Users with “Edit” permissions can modify a category's settings or the content inside of it, but must have their changes reviewed before they are released to the public site. Users with “Approve” permission have review authority and

can approve categories or the content inside of them, but cannot release them to the public site. Users with “Release” permission can make the category or its content viewable by the public on the site.

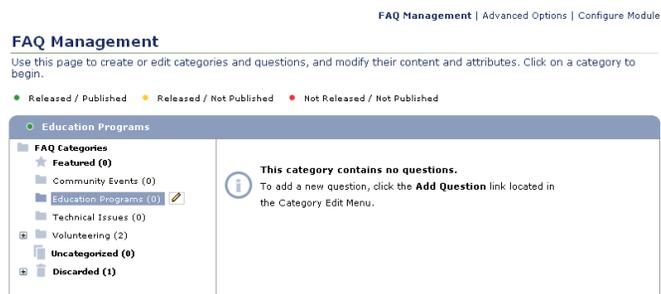
- Press **Save and Next** to move onto the next step.



- Next, specify advanced permissions for the category. You can choose to apply the permissions for each category to all subcategories, if desired.



- Press **Finish** to add your top-level category. Your new category will be added to the category tree on the FAQ Management Index.

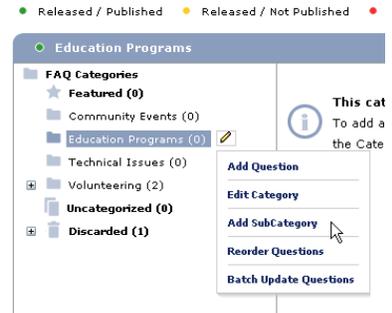


## Adding FAQ Subcategories

- To add new subcategories for a category, select the category and select the *Add Subcategory* option.

## FAQ Management

Use this page to create or edit categories and question: begin.

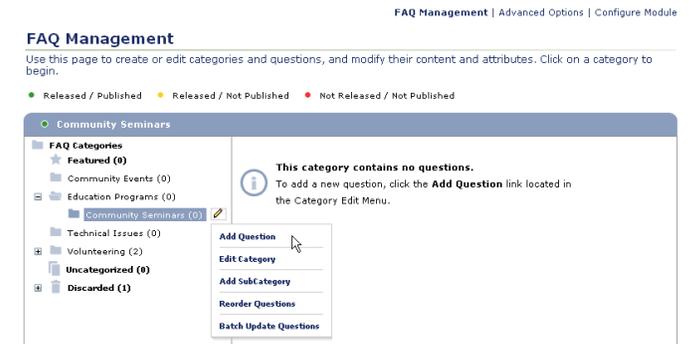


- Add details for the subcategory. The process is similar to the process of adding a category. For more information, see [Adding Top Level FAQ Categories](#).
- If the Advanced Permissions for the top-level category were set to apply to all subcategories, the subcategory will inherit the parent category’s permissions.
- The new subcategory will be added underneath its parent category in the category tree on the FAQ Management Index.

## CREATING NEW FAQS

New FAQs are added as content items to the FAQ categories for your site. For more information on managing FAQ categories, see [Managing FAQ Categories](#).

- Click the category or subcategory where you want to add the new question.
- Then, press the Edit ( ) tool and select the *Add Question* option.



## Entering FAQ Details

- Enter the requested information for the question in the Add Question screen. Asterisked fields are required.
- Identify the *Question*. The question entered here will be displayed as the FAQ’s primary identifier.

- Provide an *Answer* for the question. To expand or collapse the answer field to show more or less text, press the controls.
- Enter the *Source* (the person or organization responsible for answering the question).
- For the *Status* for the question, choose “Not Approved,” “Approved, But Not Released,” or “Released.” An FAQ must be approved before it can be released. You may only approve an FAQ if you have the appropriate user access level.
- For the *View* options, choose which users should be able to view the question. Specify whether you want All (if you want all users to be able to view the question), None (to hide the question from all users), or Specific (to choose which user access levels should be able to view the question).
- Press the **Save and Next** button once you’ve added the FAQ details to move to the next step.

FAQ Management | Advanced Options | Configure Module

### Add Question

This page allows you to add a new question, including its status and viewing permissions..

Current Category: Community Seminars

**General Information**

\* Question

\* Answer 

There are several ways you can sign up community seminars. The easiest way is to use our online registration form. Just enter the requested information

Source

**View State**

Status  Not Approved  
 Approved, But Not Released  
 Released

View  All  None  Specific

### Adding Keywords

The system uses keywords when users perform site searches to find information.

FAQ Management | Advanced Options | Configure Module

**Keywords**

This page relates to the ideas surrounding the concepts and dealing with the issues exposed by Update Keywords.

Update Question | **Keywords** | Related Items

Current Category: Community Seminars  
 Current Question: How can I sign up for community seminars?

**Current Keywords**

\* Keywords

**Suggested Keywords**

Words in this Question	Words also found in other Questions
<input type="checkbox"/> requested (2)	
<input type="checkbox"/> ways (2)	
<input checked="" type="checkbox"/> seminars (4)	<input type="checkbox"/> online (2)
<input type="checkbox"/> sign (4)	<input type="checkbox"/> information (2)
<input type="checkbox"/> community (6)	<input type="checkbox"/> call (2)

Select All | Select None

- Add keywords for the question. A comma must separate each keyword or term.
- The system also suggests keywords, based on the information you entered for this question. To add a suggested keyword, click the checkbox in front of it.
- Press the **Save and Next** button to add the selected keywords to your question.

### Adding Related Items

By adding related items, you can associate your questions with other content on your site. For example, you might want to associate a FAQ with a related link to an external Web site. This step is optional.

- If you want to add related items to the FAQ, select the type of content you want to add and indicate whether it is a new or existing piece of content.
- Press **Add** and select the item you would like to add. A wizard will guide you through the process.

FAQ Management | Advanced Options | Configure Module

### Related Items

Use the Related Items page to associate other site information with this question.

**Related Items**

Update Question | Keywords | **Related Items**

Current Category: Community Seminars  
 Current Question: How can I sign up for community seminars?

**Add Related Item**

Select the type of item to add

Select an option  New  Existing

- Press **Finish** to add any related items to the FAQ and add the question to the system. The new question will be added to the selected category.

FAQ Management | Advanced Options | Configure Module

### FAQ Management

Use this page to create or edit categories and questions, and modify their content and attributes. Click on a category to begin.

Released / Published   Released / Not Published   Not Released / Not Published

FAQ Categories	Name	Date Added	Status
<ul style="list-style-type: none"> <li>Featured (0)</li> <li>Community Events (0)</li> <li>Education Programs (0) <ul style="list-style-type: none"> <li>Community Seminars (1)</li> </ul> </li> <li>Technical Issues (0)</li> <li>Volunteering (2)</li> <li>Uncategorized (0)</li> <li>Discarded (1)</li> </ul>	<ul style="list-style-type: none"> <li>Edit: How can I sign up for community seminars?</li> </ul>	11/10/2004	Released

## EDITING OR DELETING FAQs

Once you have added a question to the system, you can update its content or change the permissions for viewing it.

This section describes how to update individual questions. If you would like to update a group of question at once, see [Batch Updating FAQs](#).

- Click the category or subcategory where the question is stored.
- Press the *Edit* link next to the question's listing in the FAQ Management index.

FAQ Management | Advanced Options | Configure Module

### FAQ Management

Use this page to create or edit categories and questions, and modify their content and attributes. Click on a category to begin.

Released / Published   Released / Not Published   Not Released / Not Published

FAQ Categories	Name	Date Added	Status
<ul style="list-style-type: none"> <li>Community Seminars</li> <li>Featured (0)</li> <li>Community Events (0)</li> <li>Education Programs (0) <ul style="list-style-type: none"> <li>Community Seminars (1)</li> </ul> </li> <li>Technical Issues (0)</li> <li>Volunteering (2) <ul style="list-style-type: none"> <li>Red Cross Opportunities (0)</li> <li>Mentoring Program (0)</li> </ul> </li> <li>Uncategorized (0)</li> <li>Discarded (1)</li> </ul>	<ul style="list-style-type: none"> <li>Edit: How can I sign up for community seminars?</li> </ul>	11/10/2004	Released

- Change the content or permissions for the question. Press **Save** to save any changes. Press **Save and Next** to add or change keywords for the question. Press **Cancel** to ignore your changes.

### Update Question

This page allows you to update question information. You may also update question status and change the viewing permissions for certain access levels.

Update Question | Keywords | Related Items

Current Category: Community Seminars  
Current Question: How can I sign up for community seminars?

**General Information**

\* Question: How can I sign up for community seminars?  
\* Answer: There are several ways you can sign up community seminars. The easiest way is to use our online registration form. Just enter the requested information.  
Source: Site Staff

**View State**

Status:  Not Approved  Approved, But Not Released  Released  
View:  All  None  Specific

Spell Check   Save   Save And Next   Discard   Cancel

- If you want to remove the question from your site, press the **Discard** button. The system will move discarded question to the *Discarded* category of the FAQ Management Index.

## BATCH UPDATING FAQs

The module's Batch Update tool allows you to quickly change the questions and answers in a selected category or subcategory.

This section describes how to update a group of FAQs. If you need to edit an individual question or change viewing permissions for a question, see [Editing or Deleting Individual FAQs](#).

- Click the category or subcategory where the FAQs are stored.
- Press the Edit ( ) tool and select the *Batch Update Questions* option.

FAQ Management | Advanced Options | Configure Module

### FAQ Management

Use this page to create or edit categories and questions, and modify their content and attributes. Click on a category to begin.

Released / Published   Released / Not Published   Not Released / Not Published

FAQ Categories	Name	Date Added	Status
<ul style="list-style-type: none"> <li>Featured (0)</li> <li>Community Events (0)</li> <li>Education Programs (0)</li> <li>Technical Issues (0)</li> <li>Volunteering (3) <ul style="list-style-type: none"> <li>Red Cross Opportunities (0)</li> <li>Mentoring Program (0)</li> </ul> </li> <li>Uncategorized (0)</li> <li>Discarded (1)</li> </ul>	<ul style="list-style-type: none"> <li>Edit: How can I get involved?</li> <li>Edit: Can I add volunteer positions to my professional resume?</li> <li>Edit: How can I start my own volunteer program?</li> </ul>	11/10/2004	Released

Add Question  
Edit Category  
Add SubCategory  
Reorder Questions  
Batch Update Questions

- Change the *Question* or *Answer* for each of the FAQs within the category.

### Batch Update Category Content

Update all of the questions in this category at one time.

[Edit Category](#) | [Permissions](#) | [Advanced Permissions](#) | **[Batch Update Category Content](#)**

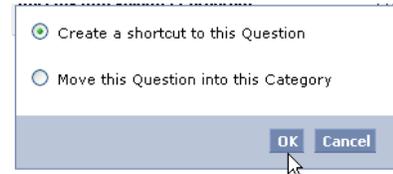
#### Batch Edit

Viewing 1-3 of 3 Questions

Name	Description
* <input type="text" value="How can I get involved?"/>	* <input type="text" value="There are many ways to get involved"/>
* <input type="text" value="Can I add volunteer positions to my"/>	* <input type="text" value="Yes, definitely. Volunteering is a"/>
* <input type="text" value="How can I start my own volunteer pr"/>	* <input type="text" value="Ready to start your own volunteer p"/>

[Update Questions](#)

- Press the **Update Questions** button to apply your changes.
- Press the *FAQ Management* link to return to the FAQ Management Index page. Any changes will be applied immediately.



- Press the **OK** button to add a shortcut to the question in the new category. Users will now see the question listed under both categories on your site.
- Moving the FAQ to a new category removes it from the first category and places it in the new location only.
- Shortcuts to items in other categories will be noted with a downward facing arrow

### FAQ Management

Use this page to create or edit categories and questions, and modify their content and attributes. Click on a category to begin.

● Released / Published ● Released / Not Published ● Not Released / Not Published

FAQ Categories	Name	Date Added	Status
★ Featured (0)			
Community Events (0)			
Education Programs (0)			
Technical Issues (0)			
Volunteering (3)	<a href="#">Edit</a> How can I get involved? Who can I talk to?	11/10/2004	<span style="color: green;">●</span>
Uncategorized (0)	<a href="#">Edit</a> Can I add volunteer positions to my professional resume?	11/10/2004	<span style="color: green;">●</span>
Discarded (1)	<a href="#">Edit</a> How can I start my own volunteer program?	11/10/2004	<span style="color: green;">●</span>

## ORGANIZING FAQs

Once you have added a question to the system, you can move it to a new category or create a “shortcut” to it from another category. Shortcuts allow your visitors to view questions under multiple category headings.

- Go to the FAQ Management Index and select the current category for the item. The system will display all FAQs currently in that category.

### FAQ Management

Use this page to create or edit categories and questions, and modify their content and attributes. Click on a category to begin.

● Released / Published ● Released / Not Published ● Not Released / Not Published

FAQ Categories	Name	Date Added	Status
★ Featured (0)			
Community Events (0)			
Education Programs (0)			
Technical Issues (0)			
Volunteering (3)	<a href="#">Edit</a> How can I get involved? Who can I talk to?	11/10/2004	<span style="color: green;">●</span>
Uncategorized (0)	<a href="#">Edit</a> Can I add volunteer positions to my professional resume?	11/10/2004	<span style="color: green;">●</span>
Discarded (1)	<a href="#">Edit</a> How can I start my own volunteer program?	11/10/2004	<span style="color: green;">●</span>

- Click on the question that you want to add to another category, and, while holding the mouse down, drag it over the new category’s name. You will see the following dialog:

### FAQ Management

Use this page to create or edit categories and questions, and modify their content and attributes. Click on a category to begin.

● Released / Published ● Released / Not Published ● Not Released / Not Published

FAQ Categories	Name	Date Added	Status
★ Featured (0)			
Community Events (1)	<a href="#">Edit</a> How can I start my own volunteer program?	11/10/2004	<span style="color: green;">●</span>
Education Programs (0)			
Technical Issues (0)			
Volunteering (3)			
Uncategorized (0)			
Discarded (1)			

## REORDERING FAQs

Reordering FAQs changes the order in which they display on your site. For example, you might want to list your FAQs in order of importance or popularity.

- Select a category and press the edit tool to next to the FAQ category name. All of the questions currently in that category display.
- Select the *Reorder Questions* option.

### FAQ Management

Use this page to create or edit categories and questions, and modify their content and attributes. Click on a category to begin.

● Released / Published ● Released / Not Published ● Not Released / Not Published

FAQ Categories	Name	Date Added	Status
★ Featured (0)			
Community Events (0)			
Education Programs (0)			
Technical Issues (0)			
Volunteering (3)	<a href="#">Edit</a> How can I get involved? Who can I talk to?	11/10/2004	<span style="color: green;">●</span>
Uncategorized (0)	<a href="#">Edit</a> Can I add volunteer positions to my professional resume?	11/10/2004	<span style="color: green;">●</span>
Discarded (1)	<a href="#">Edit</a> How can I start my own volunteer program?	11/10/2004	<span style="color: green;">●</span>

- Click each question that you want to move and, while holding the mouse down, drag it to the desired position in the list. In the following example, we move the third question to the second place in the list.

### Reorder Questions

Use this page to reorder the appearance of questions in this category. Click a column header to reorder questions in ascending or descending order. You may also drag and drop questions to manually place them in a desired location.

Name	Date Added	Status
How can I get involved? Who can I talk to?	11/10/2004 10:38	●
How can I start my own volunteer program?	11/10/2004 14:47	●
Can I add volunteer positions to my professional resume?	11/10/2004 10:40	●

- You can also click the column headers to order the questions in ascending or descending order.
- Once you have reordered the listed questions in the desired order, press the **Save Changes** button. The FAQs will now display on your site in the new order.
- If you decide you want to leave the questions in the order they were previously in, press the **Revert** button.

### FOR ADDITIONAL ASSISTANCE

If you have any additional questions that this guide did not answer, contact the Army FRG Technical Support Team at (858) 272-8505 or [support@armyfrg.org](mailto:support@armyfrg.org).

Please don't hesitate to contact us regarding your comments, thoughts, or ideas on how we can continue to meet your needs.