

CivicPlus Modules
 FAQ Categories

FAQ Category	Publishers	Authors
Cable Communcations	Cable Editors	
Childrens Library	Library Editors	Library authors
Election Informaiton	Clerk Editors	
Fire Department	Fire Editors	
Fire Department CPAT	Fire Editors	
Housing	Development Editors	
Job Opportunities	HR Editors	
Library	Library Editors	Library authors
Permits	BINS Editors, Clerk Editors, Engineering Editors	
Planning	Development Editors	
Property Assessment	Assessor Editors	
Refuse & Recycling	DPW Editors	
Road, Sidewalk & Alley Construction	Engineering Editors	
Tax Bills	Treasurer Editors	
Using Interactive Maps	GIS Editors	
Water Utility Billing	DPW Editors, Finance Editors	

FAQ Module Specification

Review the CivicPlus Module Details document in the Intranet IT Document Library to see FAQ module categories, and let Kathryn know if you would like additional categories added.

FAQ lists are shown in the FAQ module page, and can also be included in the feature column of any page. Relating FAQ categories to the feature column on a page is done by the site administrator.

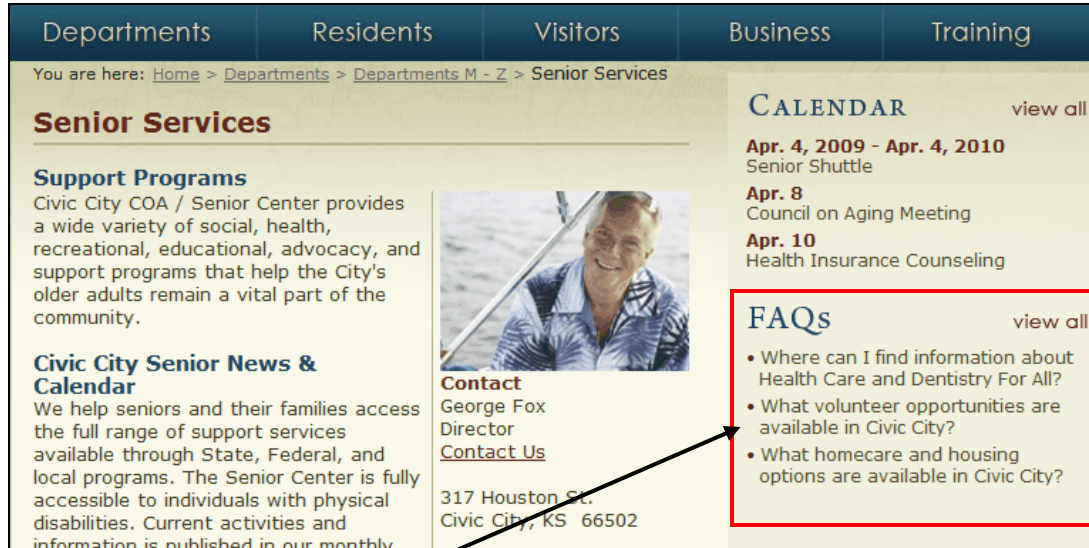
Creating a good FAQ List

1. An FAQ list is most useful for a site visitor when it contains 10 – 12 questions or less. If your list has more than 15 questions, you may want to consider creating two separate lists.
2. An FAQ list should not contain every question a site visitor might ask, just the most common and easily explained ones.
3. When creating a new FAQ list item, use the form to enter a question and an answer. The answer field is a plain text field and will be displayed in paragraph format, so should be typed as a continuous answer – no bullets, numbering or other characters that would not be included in a paragraph.
4. Click on Show Additional Details to add
 - a. A start and/or end date for the FAQ
 - b. A link to another page or document
5. Show Archives = No

Managing your FAQ List

1. When viewing your FAQ list, you can reorder the list
2. Select an FAQ item for editing
3. Unpublish an FAQ item

Frequently Asked Questions (FAQs)



Departments Residents Visitors Business Training

You are here: [Home](#) > [Departments](#) > [Departments M - Z](#) > [Senior Services](#)

Senior Services

Support Programs
Civic City COA / Senior Center provides a wide variety of social, health, recreational, educational, advocacy, and support programs that help the City's older adults remain a vital part of the community.

Civic City Senior News & Calendar
We help seniors and their families access the full range of support services available through State, Federal, and local programs. The Senior Center is fully accessible to individuals with physical disabilities. Current activities and information is published in our monthly

Contact
George Fox
Director
[Contact Us](#)
317 Houston St.
Civic City, KS 66502

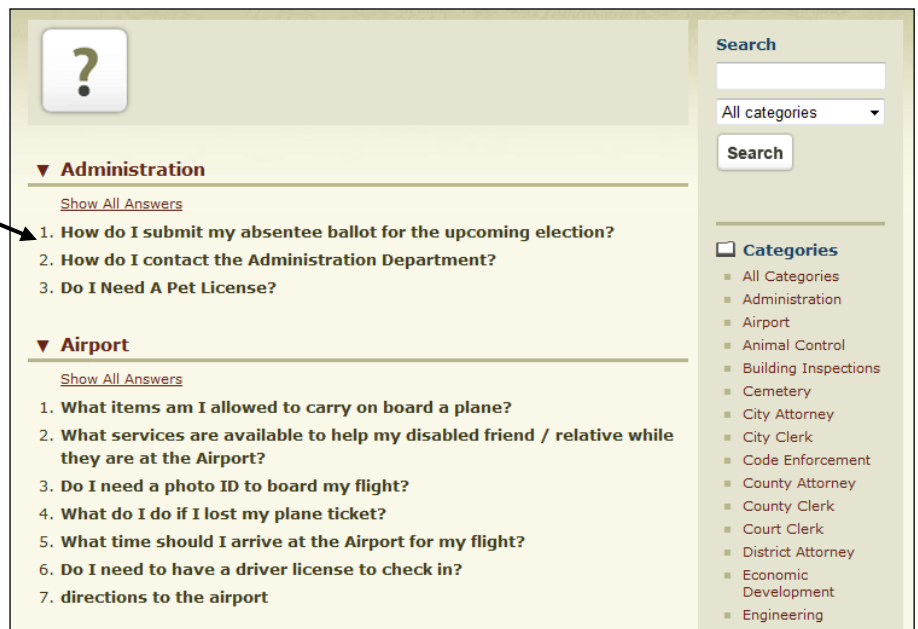
CALENDAR [view all](#)
Apr. 4, 2009 - Apr. 4, 2010
Senior Shuttle
Apr. 8
Council on Aging Meeting
Apr. 10
Health Insurance Counseling

FAQs [view all](#)

- Where can I find information about Health Care and Dentistry For All?
- What volunteer opportunities are available in Civic City?
- What homecare and housing options are available in Civic City?

Feature Column View

Module View



?

Administration
[Show All Answers](#)

1. How do I submit my absentee ballot for the upcoming election?
2. How do I contact the Administration Department?
3. Do I Need A Pet License?

Airport
[Show All Answers](#)

1. What items am I allowed to carry on board a plane?
2. What services are available to help my disabled friend / relative while they are at the Airport?
3. Do I need a photo ID to board my flight?
4. What do I do if I lost my plane ticket?
5. What time should I arrive at the Airport for my flight?
6. Do I need to have a driver license to check in?
7. directions to the airport

Search

All categories

Categories

- All Categories
- Administration
- Airport
- Animal Control
- Building Inspections
- Cemetery
- City Attorney
- City Clerk
- Code Enforcement
- County Attorney
- County Clerk
- Court Clerk
- District Attorney
- Economic Development
- Engineering

With the FAQ Module You Can:

- Organize FAQs by category
- Provide necessary information, links and documents to reduce phone calls and foot traffic
- Change the order and placement of FAQs on a page
- Set FAQs to auto publish/unpublish
- Place the same FAQs Categories on one or more related pages

Section 1: Creating/Adding a Category

Note: Only System Administrators and Owners can add FAQ Categories

Access the FAQ Module

1. Log in to the Admin side of the website.
2. Select **Modules > FAQs**.
3. Select the **Add Category**. (Fig. 1-1)

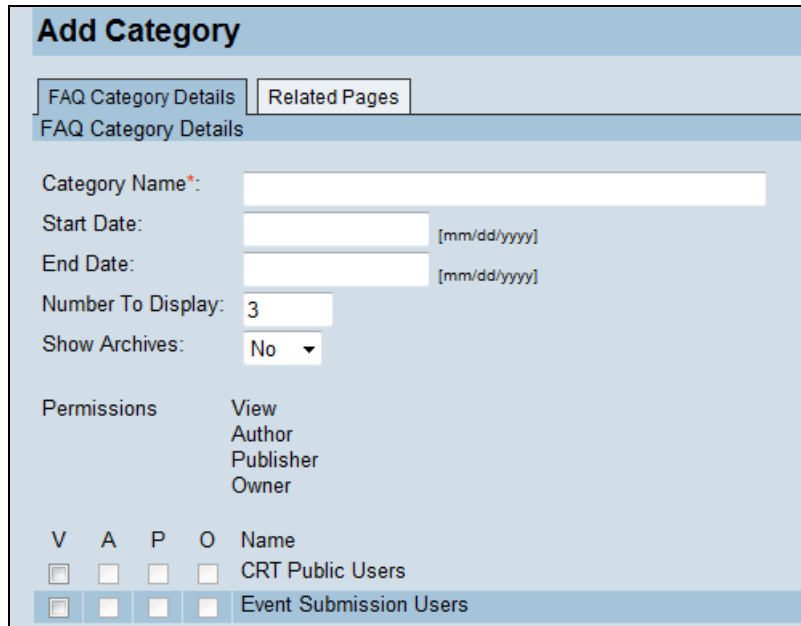


Fig. 1-1

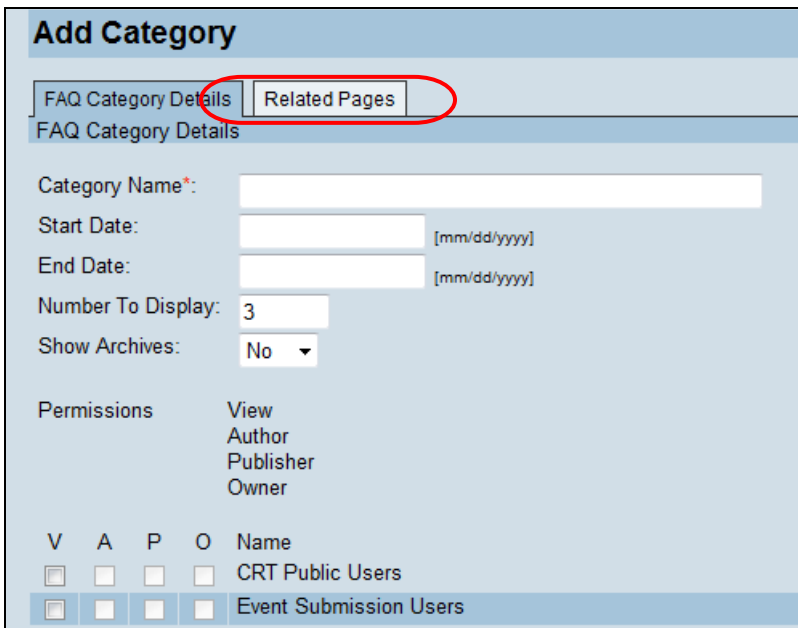
4. **Category Name** – A red asterisk indicates this is a mandatory field.
5. **Start Display** – The default is blank and indicates the FAQ will be available immediately upon publication. Enter a display date to auto-publish the category.
6. **End Display** – The default is blank and indicates the FAQ will remain published until unpublished manually. Enter an end display date to auto-unpublish.
7. **Number to Display** – The default is three and indicates the maximum number of FAQs allowed to display on a related pages.
8. **Show Archives** – Leave as default.

9. **Permissions** – Setting permissions at the category level is suggested.

- View – May view the live side only
- Author – Submit new items, modify/delete unpublished items
- Publisher – Publish new items, modify/delete unpublished items, modify/unpublish published items and publish/reject submitted items
- Owner – Publish new items, modify/delete unpublished items, modify/unpublish published items, publish/reject submitted items, create/modify categories and assign category permissions
- System Administrator – Automatically has rights to all of the above.

Note: You may choose to save your work at this point, however, FAQs will not be visible to the public until steps 10-12 are completed.

10. Select the tab for Related Pages (Fig. 1-2).



The screenshot shows a web form titled "Add Category". At the top, there are two tabs: "FAQ Category Details" and "Related Pages". The "Related Pages" tab is selected and circled in red. Below the tabs, the form is divided into sections. The "FAQ Category Details" section includes fields for "Category Name*", "Start Date:" (with a date format [mm/dd/yyyy]), "End Date:" (with a date format [mm/dd/yyyy]), "Number To Display:" (set to 3), and "Show Archives:" (set to No). Below this is a "Permissions" section with a list of roles: View, Author, Publisher, and Owner. At the bottom, there is a table with columns for "V", "A", "P", "O", and "Name". The table has two rows: "CRT Public Users" and "Event Submission Users".

Fig. 1-2

11. Select double icons  to make subpages visible.
12. Mouse over the page FAQs should appear on.

13. Place a check in the placement box, maintaining consistency with your site's design (Fig. 1-3).

Note: This option will only be available if the page's feature column has been turned on.

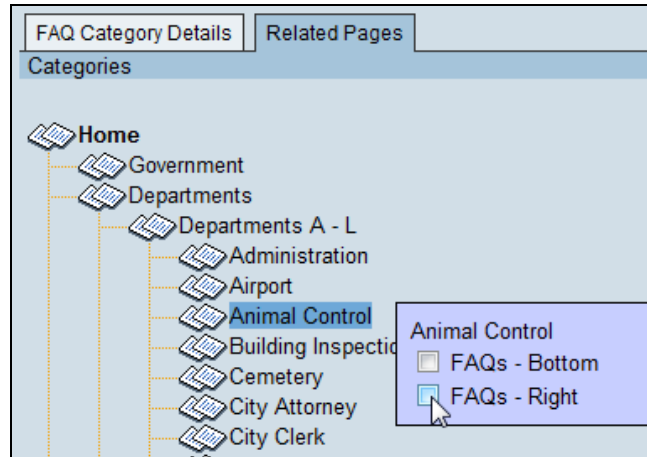


Fig. 1-3

14. Select options to complete adding/creating category.

- **Cancel** – Will delete what you've done
- **Save** – Will save the work as an unpublished draft
- **Save & Submit** – Will save the work as an unpublished draft and notify a publisher that it is ready for review (option is viewable by authors only)
- **Save & Publish** – Will save the work and publish it for viewing

Section 2: Publishing a Category

Access the FAQ Module

1. Log in to the Admin side of the website.
2. Select **Modules > FAQs**.
3. Find a category under **Unpublished** Categories.
4. Select **Choose an Action > Publish** (Fig. 2-1).

Category	Number of Questions	Status	Actions
Unpublished Categories			
Building Inspections	3	Draft	Choose an Action
Published Categories			
Administration	3	Active	Choose an Action
Airport	7	Active	Add Item
Animal Control	2	Active	View List
Cemetery	4	Active	Copy Link
			Properties
			Publish
			Delete
			Choose an Action

Fig. 2-1

Note: A category must be published and have at least one published question to show on the live side. If it still doesn't show, check that it has been related to the proper page(s) and that the feature column is turned on.

Section 3: Adding a FAQ

Access the FAQs Module

1. Log in the Admin side of the website.
2. Select **Modules > FAQs**
3. Find the category you want to add the FAQs to.
4. Select **Choose an Action > Add Item.** (Fig. 3-1)

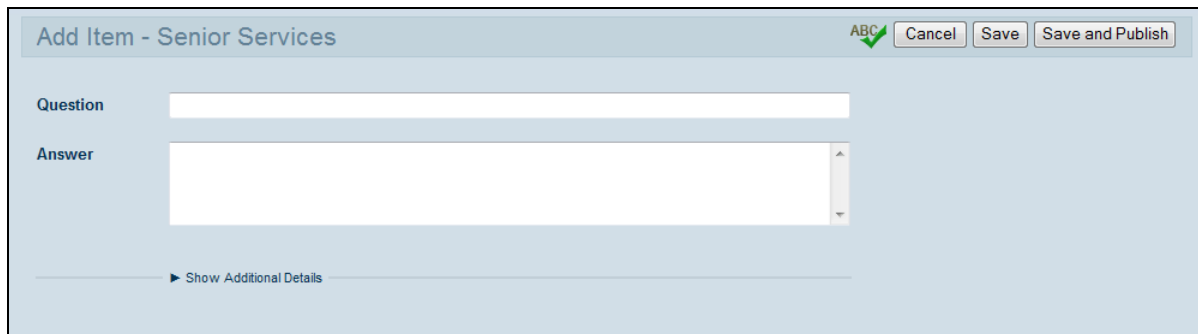


Fig. 3-1

Question – Enter in the question for that category

Answer – Enter in the answer for the question. Remember to answer your question as completely as possible. Include a phone number, email address or website address if possible.

Show Additional Details – Click on the Show Additional Details to display the options below. (Fig. 3-2)

Link – Web Address is the website you would like to include with your answer. **Display Text** is the word that will be clickable to go to the website you entered in for the Web Address field.

Display – Starting On is the date you would like this FAQ to display on the public side. **Stopping On** is the date you would this FAQ to come off and unpublish itself from the public side.

Show Archives – Leave this set to the default setting.

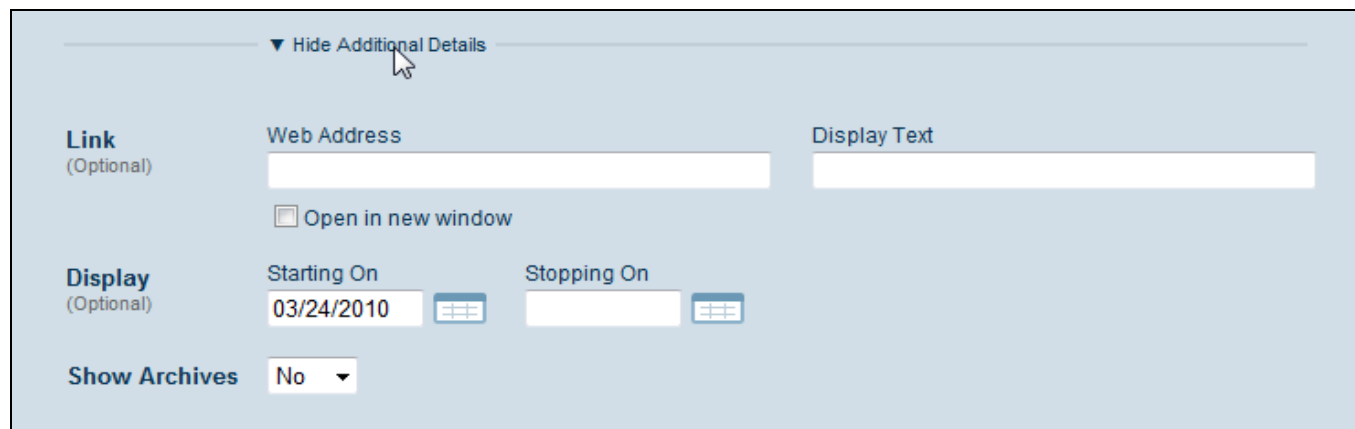


Fig. 3-2

5. Select options to complete adding/creating a FAQ

Cancel – Will delete what you have done

Save – Will save the work as an unpublished draft

Save & Submit – Will save the work as an unpublished draft and notify a publisher that it is ready for review (option is viewable by Authors only)

Save & Publish – Will save the work and publish it for viewing

Section 4: Modifying a Category

Access the FAQ Module

1. Log in to the Admin side of the website.
2. Select **Modules > FAQs**.
3. Find the category you want to modify.
4. Select **Choose an Action > Properties**.
5. Refer to [Section 1, steps 3-12](#) to complete modifying a category.

Section 5: Deleting a FAQ

Access the FAQs Module

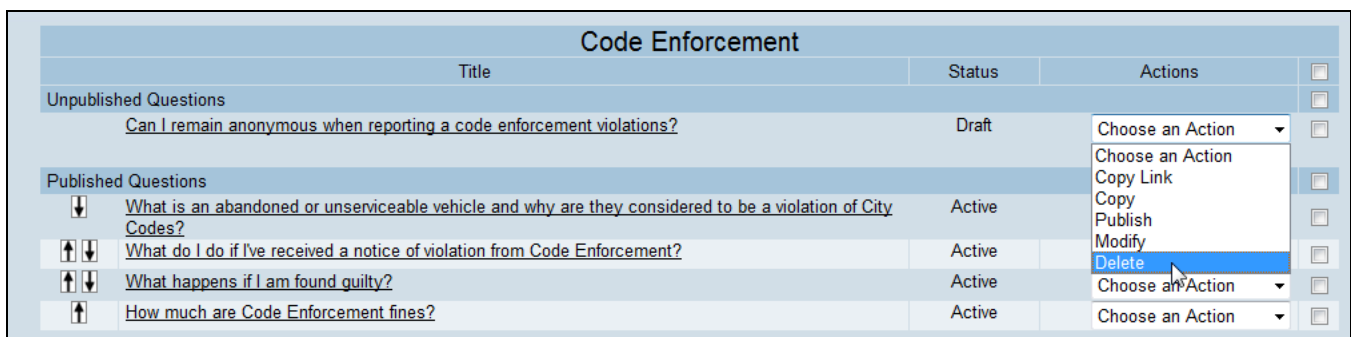
1. Log in to the Admin side of the website.
2. Select **Modules > FAQs**.
3. Find the category that contains the FAQ you want to delete.
4. Select **Choose an Action > View List**.
5. Find the link that you want to delete.
6. Select **Choose an Action > Delete**.

Section 6: Deleting a Category

Note: All questions in a category must be unpublished and deleted before you can delete the category.

Access the FAQ Module

1. Log in to the Admin side of the website.
2. Select **Modules > FAQs**.
3. Choose a category.
4. Select **Choose an Action > View List**. This will take you to the list of questions in the category.
5. Unpublish, then delete each question in the category (Fig. 6-1).



Code Enforcement			
Title	Status	Actions	
Unpublished Questions			
Can I remain anonymous when reporting a code enforcement violations?	Draft	Choose an Action	<input type="checkbox"/>
Published Questions			
↓ What is an abandoned or unserviceable vehicle and why are they considered to be a violation of City Codes?	Active	Choose an Action	<input type="checkbox"/>
↑ ↓ What do I do if I've received a notice of violation from Code Enforcement?	Active	Choose an Action	<input type="checkbox"/>
↑ ↓ What happens if I am found guilty?	Active	Choose an Action	<input type="checkbox"/>
↑ How much are Code Enforcement fines?	Active	Choose an Action	<input type="checkbox"/>

Fig. 6-1

6. Select “**OK**” on the dialog box that says, “Are you sure you want to delete this question?”
7. Select the button labeled “Back” next to the “Add Question” button (not the Internet browser Back button) to return to the category.
8. Find the category.
9. Select **Choose an Action > Unpublish**.
10. Once the category is unpublished select **Choose an Action > Delete**.
11. Select “**OK**” on the dialog box that says, “Are you sure you want to delete this topic?”

Section 7: Live Edit

Access Live Edit

1. Log in to the Admin side of the website.
2. Select the KAM icon by selecting **Modules** > **FAQs KAM** icon (Fig. 7-1).



Fig. 7-1

3. By selecting the KAM icon this will flip you to the public side of the FAQs Module. At the top of the page you will see a tab called **Live Edit Mode**. (Fig. 7-2). By selecting the wrench icon you will see the Live Edit Menu.

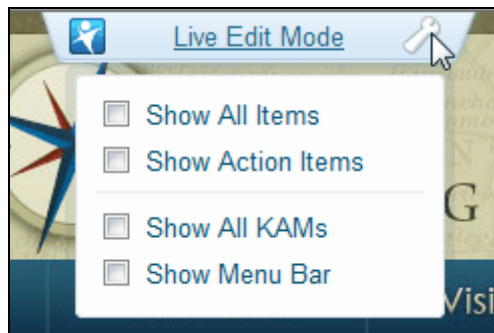


Fig. 7-2

Section 8: Adding a FAQ Using Live Edit

Access Live Edit (See Section 7 for steps)

1. Find the category you want to add your FAQ.
2. Select the KAM icon and select the Add Item button (Fig. 8-1).

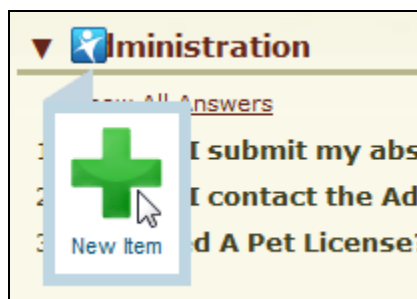


Fig. 8-1

3. Follow [steps 4 to 5 in Section 3](#) for information about the fields.

Section 9: Editing a FAQ Using Live Edit

Access Live Edit (See Section 7 for steps)

1. Find the FAQ you want to edit.
2. Select the KAM icon to display your editing options (Fig. 9-1).

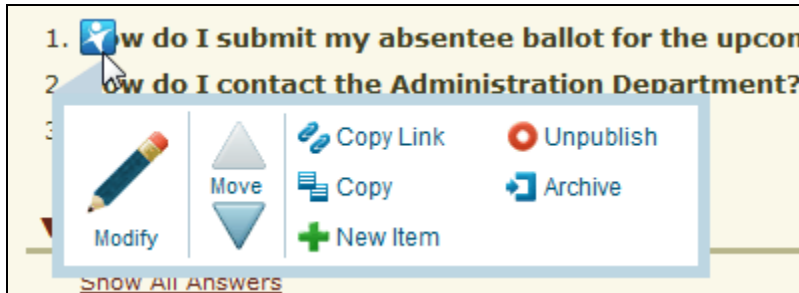


Fig. 9-1

Modify – Change the text in the questions and/or answer, change the link information and/or change the display dates.

Move – Click the arrows up or down to change the order of the questions.

Copy Link – Will copy the URL of this question to use to make hyperlinks in other areas.

Copy – Will allow you to copy and make changes, if necessary, and put it in another category.

New Item – Will allow you to create another FAQ item below the FAQ you clicked on.

Unpublish – Will put the FAQ in a draft status on the Admin side and not display it on the public side.

Archive – Will archive your FAQ.