

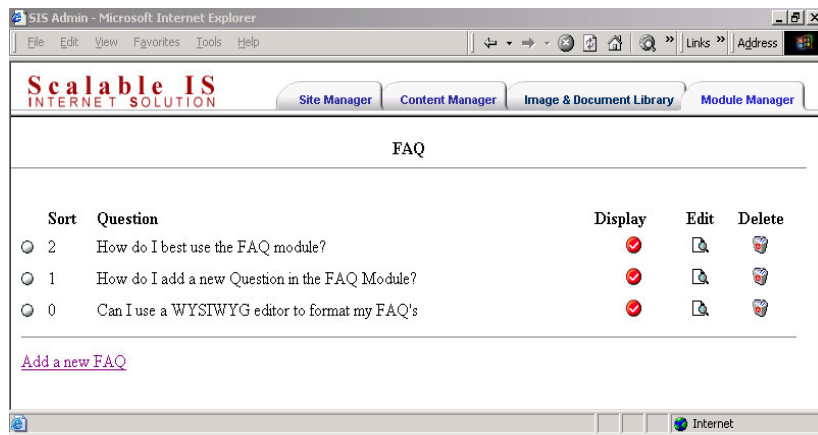
FAQ Administration

The FAQ (*Frequently Asked Questions*) module is simple solution that allows you to add general FAQ questions and answers. The layout is pre-formatted to ensure a consistent look. By default all FAQ's will be on a single page without multiple categories. With a little Development Center customization, these FAQ's can be administered into multiple categories.

The FAQ Administration can be found in the Module Manger section of your SIS. One of the most simple and user-friendly modules, the administration consists of 6 controls:

Sort: Assigning a number to your question will determine which question appears before the other ones on the front end. The lower the number, the higher the question appears on the page rank.

It may be advisable to number your questions using 2 or 3 digits (i.e. 100, 200, 300) so you can later slip other questions in between the existing ones.



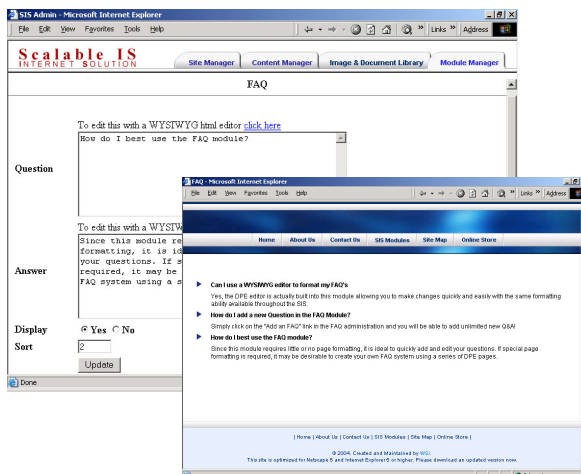
Question: Just the question appears for quick reference so you can easily access the FAQ that you want to edit or delete.

Display: You can choose to display or hide questions without having to delete them by clicking on the icon in the Display column. A check mark icon indicates that the question will be displayed. An "X" icon indicates that the question will not be displayed.

Edit: Clicking on the Edit icon adjacent to the question that you want to edit will open the edit control window. Giving you complete control of the both the question and the corresponding answer.

Delete: Clicking on the "Delete" icon will permanently delete that particular FAQ.

Add a New FAQ: This link (below the existing FAQ's) will open a dialogue box that will allow you to add additional questions as necessary.



The "Add a New FAQ" window and the "Edit" window are essentially the same. All settings are available here, including access to the WYSIWYG editor.

Using the WYSIWYG editor gives you the added dimension of adding images and colors to your FAQ's.

After adding or editing your question and the corresponding answer, simply click on the "Update" button on the bottom of the page.

That's it... you have just added a new FAQ to your website!