

# Parish Council W.B.C.M.S.



A tutorial covering the basic steps in  
using the  
FAQ Module  
in  
WBCMS.

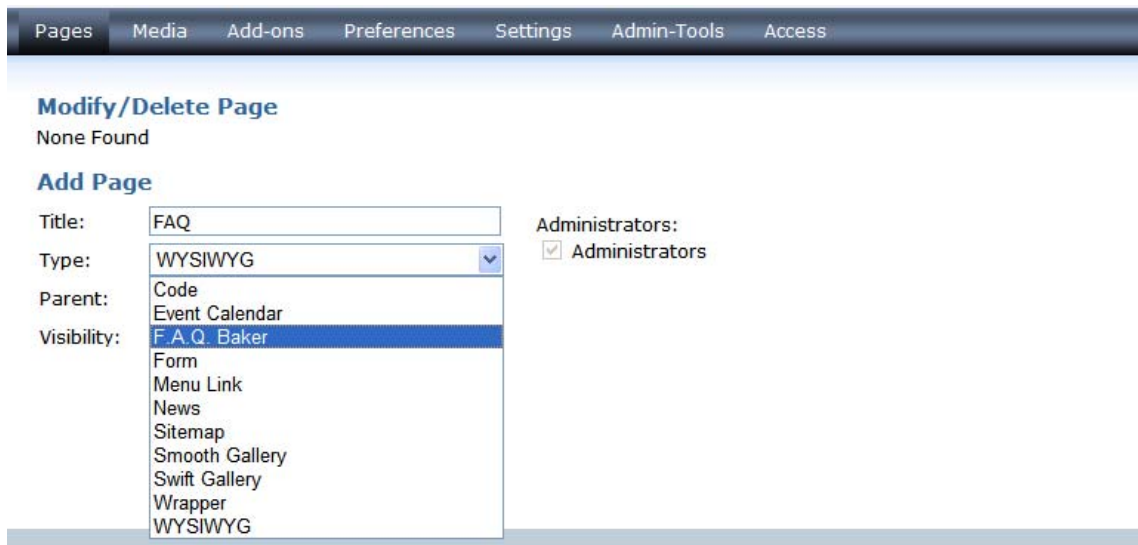
November 2008

## Introduction.

The “FAQ” (Frequently Asked Questions) module allows you to place an FAQ list onto your website and update it quickly and easily.

## Adding An FAQ

Login to your account as usual and click on Pages.



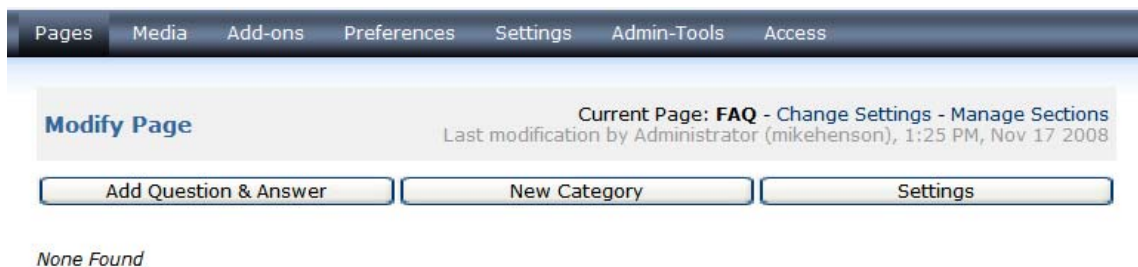
The screenshot shows a web management interface with a navigation bar containing 'Pages', 'Media', 'Add-ons', 'Preferences', 'Settings', 'Admin-Tools', and 'Access'. Below the navigation bar, the page title is 'Modify/Delete Page' with the status 'None Found'. The 'Add Page' section includes a form with the following fields: 'Title' (containing 'FAQ'), 'Type' (a dropdown menu with 'WYSIWYG' selected), 'Parent' (a dropdown menu with 'Code', 'Event Calendar', 'F.A.Q. Baker', 'Form', 'Menu Link', 'News', 'Sitemap', 'Smooth Gallery', 'Swift Gallery', 'Wrapper', and 'WYSIWYG' listed), and 'Visibility' (a dropdown menu). To the right of the form, there is an 'Administrators' section with a checked checkbox and the label 'Administrators'.

Enter a Title: FAQ

In the Type drop down menu select FAQ Baker

Click on the Add button

The Modify Page window opens.



The screenshot shows the 'Modify Page' window in a web management interface. The navigation bar is the same as in the previous screenshot. The page title is 'Modify Page' and the status is 'Current Page: FAQ - Change Settings - Manage Sections'. Below the title, there is a message: 'Last modification by Administrator (mikehenson), 1:25 PM, Nov 17 2008'. At the bottom of the window, there are three buttons: 'Add Question & Answer', 'New Category', and 'Settings'. Below the buttons, the text 'None Found' is displayed.

Click on Settings

The screenshot shows a web application interface with a navigation menu at the top containing 'Pages', 'Media', 'Add-ons', 'Preferences', 'Settings', 'Admin-Tools', and 'Access'. The 'Settings' section is expanded, displaying three text input fields:

- Header:** An empty text input field.
- Footer:** An empty text input field.
- Template for FAQ summary:** A text area containing the following HTML code:
 

```
[category]
<strong>{CATEGORY}</strong>
<br /><br />
<ul>
[question]
<li style="padding:2px 0px;">
<a href="{LINK}">{QUESTION}</a>
</li>
[/question]
</ul>
[/category]
```
- Template for detailed Q&A section:** A text area containing the following HTML code:
 

```
[category]
<h3>{CATEGORY}</h3>
<br />
[question]
<a name="{LINK}">
<strong>Q. {QUESTION}</strong>
</a>
<br /><br />
<p style="margin:0 16px;padding:0;text-align:justify;border:0;">
{ANSWER}
<br /><br />
<span style="font-size:10px;"><a href="#top">^ TOP</a></span>
</p>
<br /><br />
```

At the bottom of the settings panel are two buttons: 'Save' and 'Cancel'.

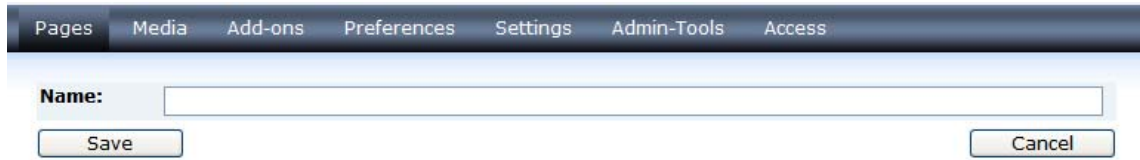
Header: Enter here the text you would like to see at the top of the page. We suggest "Frequently Asked Questions"

Footer: Insert here the text that you would like to see at the foot of the page. We suggest "Please contact us if you cannot find the answer to your question"

Do not change anything in the other two boxes.

Click on the Save button.

Click on New Category



Enter the name of a category.

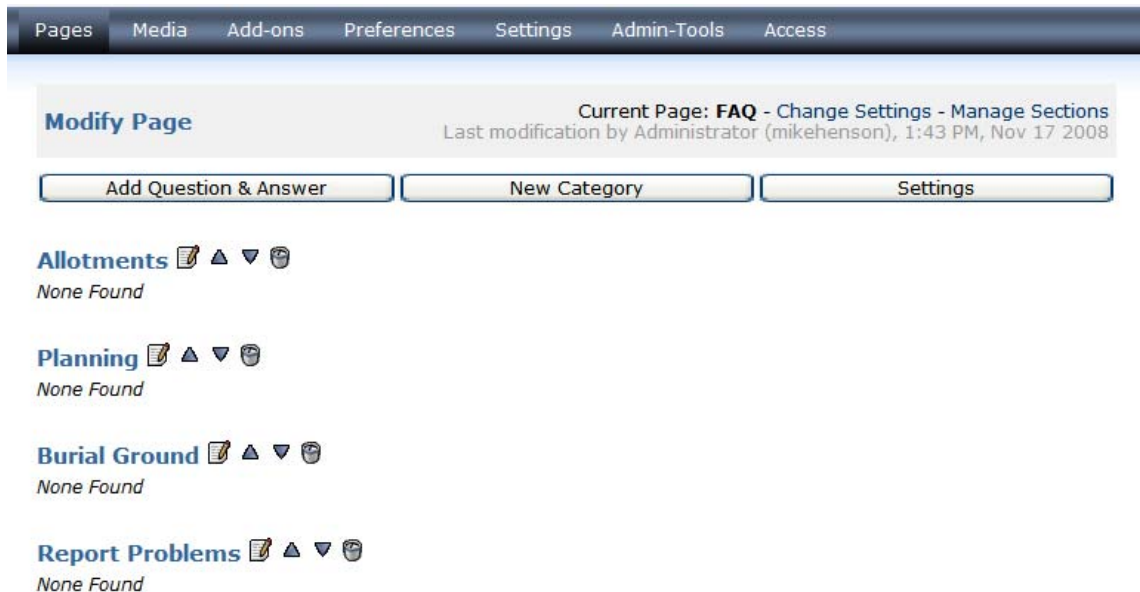
We suggest that you create a category for each area in which the Council is involved AND where it's not involved and then it will be easier for people to search and for you to administer.

Obvious categories are "General", "Planning", "Burial Ground", "Village Hall", "Allotments", "Playgrounds", "Commons/Open Spaces", "Report Problems" etc.

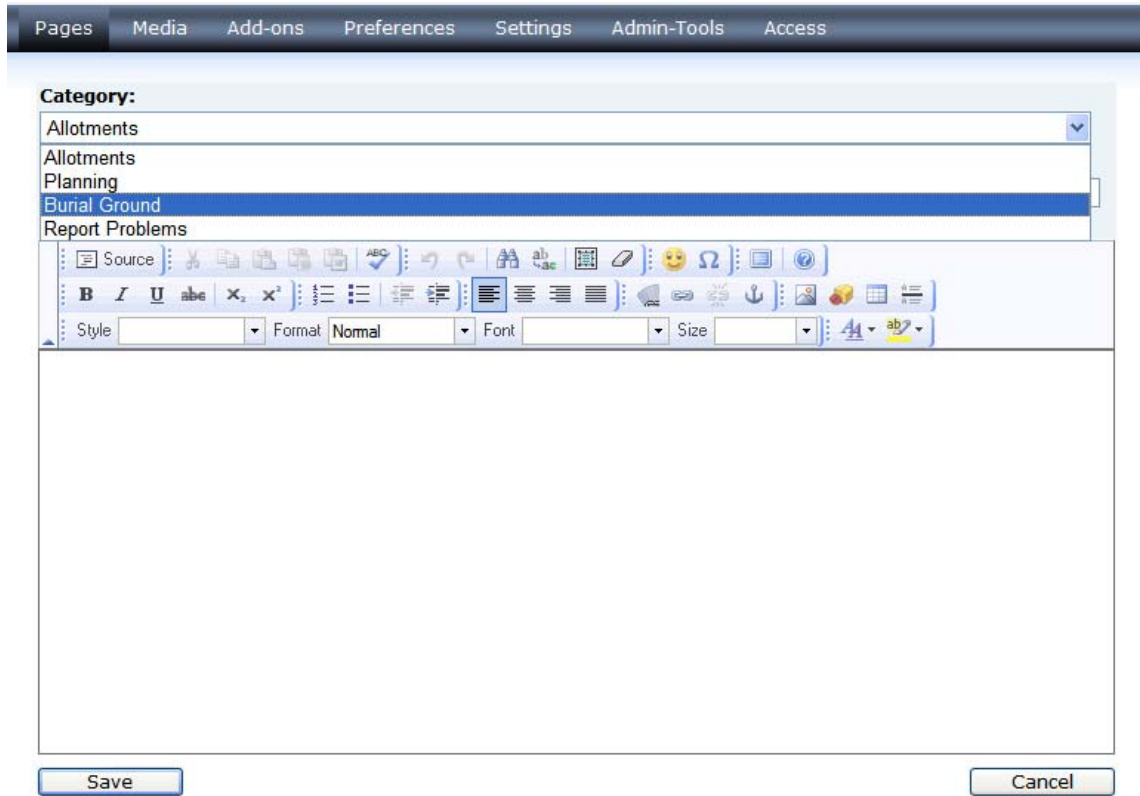
A good FAQ can save a clerk many hours answering telephone calls from people who want basic information.

If you don't manage the Village Hall create an FAQ category which directs people to the appropriate person. If you don't have any allotments create an FAQ which states just that!

This is how your category list will appear.



To add an FAQ click on Add Question & Answer.



Click on the Category drop down menu and select Burial Ground”

Now insert the question in the Question Text Box “Can I be buried in your burial ground”

Enter the answer in the main text box and if required you can add a picture, table or hyperlink. If the answer already appears elsewhere on the website, perhaps in the Burial Ground Regulations, create a link to the document.

Pages Media Add-ons Preferences Settings Admin-Tools Access

**Category:**  
Allotments

**Question:**  
Can I be buried in your burial ground

**Answer:**

Only persons who are permanent residents of the parish can be buried in the Parish Burial Ground. You can find more details on this matter [here](#).





Save Cancel





When you're happy with your FAQ click on the Save button.





Pages Media Add-ons Preferences Settings Admin-Tools Access





**Modify Page** Current Page: **FAQ - Change Settings - Manage Sections**  
Last modification by Administrator (mikehenson), 1:55 PM, Nov 17 2008





Add Question & Answer New Category Settings

**Allotments**    

 Can I be buried in your burial ground.. Only persons who are permanent residents of the pa..   

**Planning**      
None Found

**Burial Ground**      
None Found

**Report Problems**      
None Found