FAQ - Frequently Asked Questions

The FAQ (Frequently Asked Questions) tool enables instructors to provide answers to common questions that students might have when using Learning Environment or accessing a course. These questions must be organized into categories. Some general categories might include Login Information, General Information, Assignment FAQs, etc.

Access the FAQ tool for the First Time

1. By default, the FAQ area is disabled.
2. Click on **Edit Course.**
3. Click on the **Tools** link.
4. Click on the checkbox beside the FAQ tool.
5. Click on the green checkmark.
6. Click on the **Save** button. (It may take a few minutes for the FAQ link to appear in the red navigation bar.
7. Click on the FAQ link in the red navigation bar.

Access the FAQ tool once it appears in the red navigation bar by clicking on the FAQ link.

Create an FAQ category

1. On the **Manage FAQ** page, click **New Category** in the top tool menu.
2. On the New FAQ Category page, type the name of the new category in the Name field. For example, the category "Research Methods" would logically contain FAQs about methods of research. Tip: A good category name allows visitors to understand the general topic of that category.
3. Type an optional Description for the category, to help with identifying what the category should contain.
4. Click **Save** to save the category or **Save and New** to save it and create another one

Create an FAQ question

1. On the **Manage FAQ** page, click **New Question** on the top tool menu.
2. On the New Question page, select a category for the question in the Category drop-down list. **Each question must belong to a category.**
   Tip: To add a new category, click the New Category link. In the New FAQ Category pop-up, type a Name and Description for the new category and click Save.
3. Type the Question text.
4. Type the Answer to the question.
5. Click on the **Save** button to save the new question or the **Save and New** button to save it and create another one.

Preview an FAQ as other users see it

1. On the Manage FAQ page click **Preview** from the **More Actions** bar. To view the questions in a specific category, select the required category from the Category drop-down list.

Edit a category

1. On the Manage FAQ page, click the name of the FAQ category.
2. On the Edit FAQ Category page, make the required changes and click on the **Save** button.

Edit a question

1. On the Manage FAQ page, click the name of the question.
2. On the Edit Question page, make the required changes and click on the **Save** button.

Note: To change the question's category, select the desired category from the Category drop-down list.

Edit multiple questions

1. On the **Manage FAQ** page, select the check boxes next to all the questions.
2. Click on the **Edit Multiple Questions** icon (double pencil) at the top or bottom of the Category/Question list.
3. On the Edit Multiple Questions page, make the required changes to each of the questions and click on the Save button.

Reorder questions or categories

1. On the Manage FAQ page, click on the **Reorder** button from the **More Actions** drop-down menu.
2. On the Reorder page, change the values in the Sort Order field for the required questions or FAQ categories and click on the Save button.

Delete a category or question

1. On the Manage FAQ page, delete a category or question by selecting the **Delete** button from the drop-down menu beside the category/question name.

Note: Deleting an FAQ category also deletes all the questions in that category.

Delete multiple questions

1. On the Manage FAQ page, delete questions by selecting the check boxes next to the questions.
2. Click the on the **Delete** icon at the top or bottom of the Category/Question list.