

FAQ Cheat Sheet

This cheat sheet only covers the aspects of FAQ items that are not entirely intuitive. For more detailed instructions on creating or updating FAQ items, visit the [Adding or Updating FAQ Items page](#).

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Adding a Category to an FAQ Item

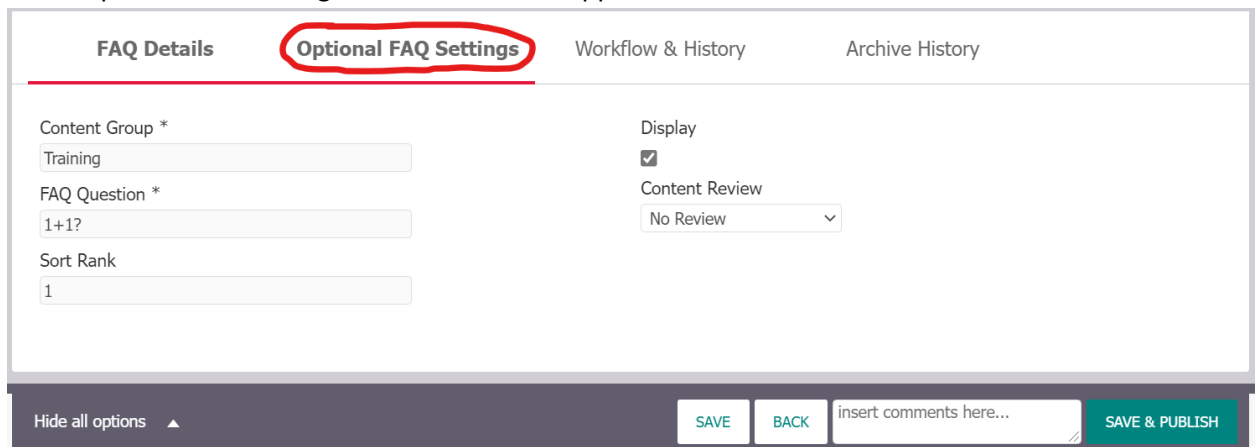
When creating an FAQ item, the category is required for the FAQ item to show up on the website. After assigning the FAQ Item to a Content Group, follow these steps to add a category to the FAQ item:

1. Click “Show all options” on the purple toolbar



A screenshot of the top purple toolbar. On the left, there is a dropdown menu labeled "Show all options" with a downward arrow, which is circled in red. To its right are three buttons: "SAVE", "BACK", and "insert comments here...". On the far right is a green button labeled "SAVE & PUBLISH".

2. Click “Optional FAQ Settings” in the menu that appears



A screenshot of the "Optional FAQ Settings" tab in the FAQ item editor. The tab is circled in red. The interface shows four tabs: "FAQ Details", "Optional FAQ Settings", "Workflow & History", and "Archive History". Under the "Optional FAQ Settings" tab, there are two columns of settings. The left column contains: "Content Group *" with a text input field containing "Training"; "FAQ Question *" with a text input field containing "1+1?"; and "Sort Rank" with a text input field containing "1". The right column contains: "Display" with a checked checkbox; and "Content Review" with a dropdown menu showing "No Review". At the bottom of the form, there is a purple toolbar with a "Hide all options" button with an upward arrow, and "SAVE", "BACK", "insert comments here...", and "SAVE & PUBLISH" buttons.

3. Click the check box next to the Categories that you want the FAQ Item to appear for.
4. Click “Hide all options” on the purple toolbar to continue editing the FAQ Item or click “Save & Publish” to publish the change.

How to Control the Order in which Your FAQs Are Listed

- FAQ Items are ordered by Sort Rank value with higher numbers appearing first.
 - When you add a new FAQ item, the Sort Rank value is set to 0 by default. If you don't change the Sort Rank value, the new FAQ item will appear last on the list.
- If you have multiple FAQ Items with the same Sort Rank value, they will be ordered alphabetically by question text.
- If you want your FAQ to appear in a particular order, you will have to adjust the Sort Rank of each FAQ item.
 - One way to make this process less tedious is to use Sort Rank increments of six when adding new FAQ, so that you can easily add new ones in between the existing ones. (Example: If you wanted to add a new FAQ item that went between the two FAQ items with a Sort Rank of 12 and 6, you could give the new FAQ item a Sort Rank of 9.)