What are the general formatting rules for content in the FAQ?

Tell Me

The UNC Charlotte FAQ provides information for multiple services across many departments and groups across campus. In order to maintain a resource that provides clear, concise, consistent, and consumable material there are several rules that must be adhered to. This helps provide guidance to content creators/editors and a uniform layout for customers.

1. **Category Pages (required):**
   a. These should only be created using the UNCC - Category template.
   i. They are required to help organize content.
   b. Titles should be a word or phrase that describes the content the hold.
   c. There should be a Welcome message to identify the department/group that manages that content. A summary of information contained in the area is also acceptable.
   d. The Search should always be available to allow people to easily find information (in addition to the search in the top right).
   e. The Frequently Asked Questions portion and Need more help? section are both manually managed and should be updated with useful content accordingly.
   f. The Recently Updated Articles section displays the most recently modified/published pages and can be changed to limit results based on a specific label.
   g. The Other Resources section is manually controlled and useful for content that may be indirectly related, or content owned by an outside group or organization. This section is optional and can be replaced with the Browse By Topic section if needed.
   h. The Browse By Topic section is a list of all labels used in the FAQ.
   i. All comments from the template should be deleted before publishing. They are intended for guidance during the category creation process and can disrupt spacing if not deleted.
   j. The horizontal lines used to organize the content should NOT be deleted; unless the Other Resources section is not used. Then the duplicate horizontal line at the bottom may be deleted.
   k. All the section titles, like Other Resources, should have each word capitalized and use the Heading 2 format.
   l. This page should not be labeled.

2. **Topic/Subtopic Pages (optional):**
   a. These should only be created using the UNCC - Topic or UNCC - Subtopic template.
   i. These are optional based on the amount and type of content. If there would only be a single topic under a category, this could be ignored.
   ii. Typically a category contains more than one topic/subtopic.
   b. Titles should be a word or phrase that describes the content the hold.
   c. There should be a header image inserted above the Search.
   i. The image should be something that represents the topic/subtopic. For example, a picture of the Citrix logo or the Gmail logo is used for those topics.
   ii. This image should be roughly 340-440px diagonally (for horizontally long images). This changes if the image is square vs. rectangular; for example, the rectangle may be 340px but the square image may be appropriately sized at 150px. Use your best judgment for size but refer to existing pages for reference.
   d. If a description, or brief introduction, of the topic/subtopic is required, it may be placed directly below the header image.
   i. This should be very brief, only a few sentences.
   e. The Search should always be available to allow people to easily find information (in addition to the search in the top right).
   f. The Recommended Articles block is required and manually controlled. It can be used to show the most popular FAQs for the topic/subtopic, or additional resources, and should be updated with useful content accordingly.
   g. The Popular Articles section displays the most viewed pages (based on hits) and can show articles based on a specific label.
h. The Browse All Articles section is a list of all child pages (subtopic/article).

i. All comments from the template should be deleted before publishing. They are intended for guidance during the topic/subtopic creation process and can disrupt spacing if not deleted.

j. The horizontal line used to organize the content should NOT be deleted.

k. All the section titles, like Popular Articles, should have each word capitalized and use the Heading 2 format.

l. This page should not be labeled.

3. Article Pages (required):

a. These should only be created using the UNCC - Article template.

b. The title should be in the form of a question.

c. The Show Me section is used to contain a video, when appropriate. This section is optional and can be deleted if it's not needed.

d. The Tell Me section is used to give pictures or text information to answer the question posed in the article title.

e. After the Tell Me section is complete, you may have an additional note or warning you want to post. A macro can be used to highlight this information.

f. Any text that is used to identify a title, like the Tell Me section, or shows where a user should click, like click on the Save button, should be bolded. NO quotes should be used to identify these items.

g. Labels are important and help display related pages; they should be applied to every article.

h. The Browse All Articles section is a list of all child pages (subtopic/article).

i. All comments from the template should be deleted before publishing. They are intended for guidance during the topic/subtopic creation process and can disrupt spacing if not deleted.

j. The horizontal line used to organize the content should NOT be deleted.

k. All the section titles, like Popular Articles, should have each word capitalized and use the Heading 2 format.

l. This page should not be labeled.

3. Article Pages (required):

a. These should only be created using the UNCC - Article template.

b. The title should be in the form of a question.

c. The Show Me section is used to contain a video, when appropriate. This section is optional and can be deleted if it's not needed.

d. The Tell Me section is used to give pictures or text information to answer the question posed in the article title.

e. After the Tell Me section is complete, you may have an additional note or warning you want to post. A macro can be used to highlight this information.

f. Any text that is used to identify a title, like the Tell Me section, or shows where a user should click, like click on the Save button, should be bolded. NO quotes should be used to identify these items.

g. Labels are important and help display related pages; they should be applied to every article.

h. The Browse All Articles section is a list of all child pages (subtopic/article).

i. All comments from the template should be deleted before publishing. They are intended for guidance during the topic/subtopic creation process and can disrupt spacing if not deleted.

j. The horizontal line used to organize the content should NOT be deleted.

k. All the section titles, like Popular Articles, should have each word capitalized and use the Heading 2 format.

l. This page should not be labeled.

3. Article Pages (required):

a. These should only be created using the UNCC - Article template.

b. The title should be in the form of a question.

c. The Show Me section is used to contain a video, when appropriate. This section is optional and can be deleted if it's not needed.

d. The Tell Me section is used to give pictures or text information to answer the question posed in the article title.

e. After the Tell Me section is complete, you may have an additional note or warning you want to post. A macro can be used to highlight this information.

f. Any text that is used to identify a title, like the Tell Me section, or shows where a user should click, like click on the Save button, should be bolded. NO quotes should be used to identify these items.

g. Labels are important and help display related pages; they should be applied to every article.
b. Use the labels: citrix, gmail, google-apps.

5. Labels are NOT used for searching. The searches look at page titles and content.

h. All comments from the template should be deleted before publishing. They are intended for guidance during the article creation process and can disrupt spacing if not deleted.

i. The horizontal line used to organize the content should NOT be deleted.

j. All the section titles, like Tell Me or Related Articles, should have each word capitalized and use the **Heading 2** format.

Related FAQs

- What are the general formatting rules for content in the FAQ?
- How do I create a video to post in the FAQ?
- How do I watch a single FAQ/article in the UNC Charlotte FAQ?
- How do I watch an entire FAQ space?
- How do I share or email an FAQ article?