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 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.
3. Article Pages (required):
   a. These should only be created using the UNCC - Article template.
      i. These are required to answer questions.
   b. The title should be in the form of a question.
      i. Use basic sentence structure and capitalization.
      ii. Keep it as brief as possible but use keywords like Google, NinerNET, and Canvas. The search will look at page titles and content so keywords are important.
   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.
      i. The video should be created and linked in the article appropriately.
   d. The Tell Me section is used to give pictures or text information to answer the question posed in the article title.
      i. If needed, a brief intro statement can be provided directly below the Tell Me section title. However, this is optional.
      ii. All details, or steps, provided in this section should be in a numbered list format as paragraph font.
      iii. All items in the list should either end with OR without a period. Inconsistent punctuation within the same article should be avoided.
      iv. If screenshots are used, they should be placed directly below the step they refer to.
         1. Simply hit the Enter key after writing the step, then hit Backspace once to remove the list number.
         2. The picture should be set to the Small or Medium size options. Exact pixel size depends on the image but it does NOT have to be large. Images can be clicked on once by a user and they will be opened to full screen; so use your best judgment but smaller is preferable.
         3. Pictures should use a border if more definition is needed. For example, if the background of an image is white, it may be harder to see. Adding a border helps the image stand out.
         4. Once you’ve formatted the image, place the cursor to the right of the picture and hit the Enter key. This will continue the list where you left off.
   e. Depending on the type of information provided, a table may be useful. For example, when talking about multiple options for setting up Gmail on a phone.
      1. Tables must have a header row that is green (select the green from the default cell color options).
      2. Header row text should be center aligned.
      3. Content provided in the table should maintain the numbered list format.
   f. 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.
      i. Insert the macro with a space before and after the block (most blocks automatically insert a row after them).
      ii. There are different types of blocks available:
         1. Info:
            a. Used for details that are purely informational.
            b. The block is blue and outlines the contents it holds.
            c. A blue question mark is used to identify the block.
         2. Note:
            a. Used for cautionary information.
            b. The block is yellow and outlines the contents it holds.
            c. A yellow triangle is used to identify the block.
         3. Warning:
            a. Used to identify important or critical information.
            b. The block is red and outlines the contents it holds.
            c. A red exclamation mark is used to identify the block.
         4. Tip:
            a. Used to highlight suggestions or welcome notes.
            b. The block is green and outlines the contents it holds.
            c. A green check mark is used to identify the block.
   g. 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.
   h. Labels are important and help display related pages; they should be applied to every article.
      1. Macros like Content by Label display any article that has the defined label.
      2. The Browse By Topic list is automatically created based on the labels assigned to pages.
      3. The primary label assigned to the page should be the exact same as assigned in the Content by Label section.
      4. Additional labels should be based on the parent/grandparent pages and used sparingly to best organize pages. For example, there is an article stored under Google Mail that discusses things about Gmail access via Citrix to setup a vacation responder.
         a. Instead of adding all these labels: gmail, citrix, access, setup, vacation, responder.
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?