

# How to Implement: SharePoint 2010 Cool FAQs

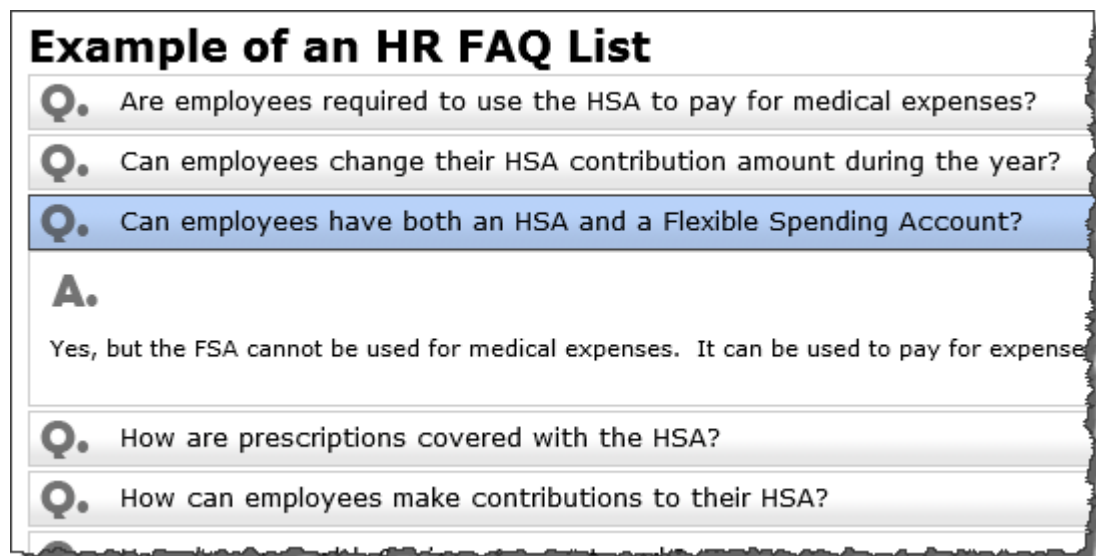
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## Overview

This is a set of scripts that can be dropped into a SharePoint 2010 deployment to allow for a cool expanding FAQ view where you can click a question and it expands to show the answer. All information is maintained in a custom SharePoint list.



## Create a list

For this you want a custom list that all users can read from, to which you will add the following columns:

1. Title: this will actually be added by default and is where you'll put your question
2. Answer [Multiple lines of text]: Make this support enhanced rich text formatting. This field will contain your answer.

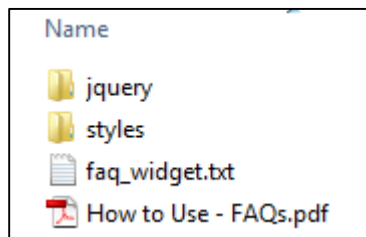
It should look like this:

Column (click to edit)	Type	Required
Title	Single line of text	✓
Answer	Multiple lines of text	
Created By	Person or Group	
Modified By	Person or Group	

## Publication of Scripts and Files

The accompanying zip file has all of the files resources that you will need and is ready to go if unzipped into your SharePoint library.

1. On a site with universal access (all users have access to the site), create a document library that all users can read from. I call this 'Utilities' and place this on my site collection's root. This can really go anywhere as long as all users can reach it.
2. Within that library, make a subfolder called 'FAQs' and unzip the contents of the file package into that folder, this will create the following folders and files in your new FAQs folder for you to reference:



Now you are ready to configure the FAQ widget to pull items from your list.

## Configuring for your list

You can create multiple FAQ widgets in different places on your intranet, if you want one that points to another list, you can copy the 'faq\_widget.txt' file and configure it with a few settings to point at the specific list you want.

For now you'll want to edit faq\_widget.txt file to make the following alterations:

In lines 2-4 we have to change the URL to reflect where you published the contents of the ZIP file. This will most likely mean you just need to change what is highlighted below and all of those will get the same change.

```
1 <!-- jQuery -->
2 <script type="text/javascript" src="http://YOUR-SITE-HERE/Utilities/FAQs/jquery/jquery.1.8.0.min.js"></script>
3 <script type="text/javascript" src="http://YOUR-SITE-HERE/Utilities/FAQs/jquery/jquery.SPServices-0.7.2.min.js"></script>
4 <script type="text/javascript" src="http://YOUR-SITE-HERE/Utilities/FAQs/jquery/jquery.SPS.FAQ_Widget-1.0.js"></script>
5 <link type="text/css" href="http://YOUR-SITE-HERE/Utilities/FAQs/styles/FAQ_Widget.css" rel="stylesheet" />
```

Once these are set, you'll be able to duplicate this file if needed and not need to make those changes again. Next we pass the script a few parameters telling it first what site/list your items

live in and some choices regarding its appearance. You'll see the line to edit on line 16 along with an explanation of each setting you can set with examples. Make your changes to line 16 and save the text file back into your FAQs folder in SharePoint.

```
9  /*PASS IN 4 PARAMETERS TO LoadFaqWidget:
10      1. URL to your site
11      2. List name of FAQ list
12      3. Name to show on widget
13      4. Optional CAML Query (leave blank with empty quotes if not used)
14      E.G. LoadRotatorWidget('http://myintranet.com', 'HR FAQ List', 'Human Resources FAQs', '');
15  */
16  LoadFaqWidget('https://YOUR-SITE.com/hr', 'FAQs', 'Example of an HR FAQ List', '');
```

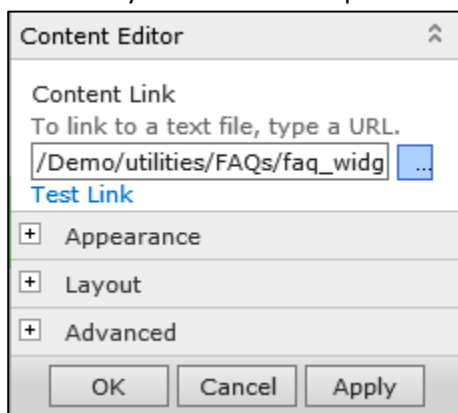
The options you can set are as follows:

1. **SiteUrl** = "http://yourintranet/hr"; - Site's URL, no end '/' character
2. **ListName** = "My pile of FAQs list"; - List name
3. **WebPartTitle** = "Top HR Questions"; - Text shown over the FAQ list
4. Optional CAML query - Leave this blank with empty quotes if not used.

## Dropping into your page

Now we'll just be adding a content query web part to the page that is to show the FAQ widget and set it to host the contents of the text file you just edited.

1. First get the URL/path to the faq\_widget.txt file you just edited and copy that path
2. Edit your target page and add a Content Query Web Part to the page, choose 'Edit Web Part' to modify the part's properties.
3. In the 'Content Link' portion of the web part properties, paste in the SharePoint URL/path to your 'faq\_widget.txt' text file. Now SharePoint will drop that script right into your page wherever you have the web part.



Content Editor

Content Link  
To link to a text file, type a URL.  
 ...  
[Test Link](#)

+ Appearance  
+ Layout  
+ Advanced

OK Cancel Apply


4. Set the appearance on the web part to Chrome Type = none since the title is controlled by the script itself. Save the web part and save your page.
5. Edit your FAQ items list and add an item.
6. You are done!

## Example of a FAQ List

**Q.** Can I use Hyperlinks and rich formatting?

**A.**

**YES!**

Here is a  [workable hyperlink](#). You can insert tables and other elements as well...

Note that you can use rich formatting (colors, images, links) in your FAQ answers if you configured the 'Answers' column in your list to allow for enhanced rich text.

Specify the type of text to allow:

- ☐ Plain text
- ☐ Rich text (Bold, italics, text alignment, hyperlinks)
- ☒ Enhanced rich text (Rich text with pictures, tables, and hyperlinks)