

Portal FAQs

Wed, Jan 17, 2024 System

The Ostara Web Portal can provide Users with a widget entitled "How Do I?". This can be used to show frequently asked questions. These questions are configured in the Portal FAQs section of Core Data and are Management Company specific.

1. Clicking "Portal FAQs" in the System section of Core Data displays the System Portal FAQs screen. Here, the User can either add, edit, tick or untick Portal FAQs as needed.

The screenshot shows a software interface for managing Portal FAQs. It features a main window titled "System Portal FAQs" with two panes. The left pane, labeled "Portal FAQs", contains a list of 25 frequently asked questions, each preceded by a checked checkbox. The right pane, labeled "Portal FAQ Details", displays the details for the selected question, "How do I book a guard?". It includes a "Name" field containing the question text and a "Summary" field containing the value "Order: 4". At the bottom right of the window are "Save" and "Cancel" buttons. A search bar is located at the bottom left of the list pane.

2. To add a new question, click the "Add" button to display the Add Portal FAQ screen. Here, the User needs to provide a Name, the Order in which the FAQ will appear in the list and the Answer to the FAQ. To enter the Answer, click the "Edit Answer" button which will display the HTML Editor. Enter the answer, click the "Save" button, close the window and select "Yes" when asked to update the answer. For more information on the HTML Editor, [HTML Editor](#).

The screenshot shows a dialog box titled "Add Portal FAQ". It has a light blue background. At the top, there is a title bar with the text "Add Portal FAQ". Below the title bar, there are three main sections: "Name" with a text input field, "Order" with a spinner box showing the number "1", and "Answer" with a large, empty text area. Below the "Answer" text area is a button labeled "Edit Answer...". At the bottom right of the dialog are two buttons: "OK" and "Cancel".

It is possible to add the Mobile Activation Code into a Portal FAQ. By creating a Portal FAQ and adding in one of the following placeholders, the Mobile Activation Code will then appear in the Portal to the End Users:

```
{MobileActivationCode_Today}  
{MobileActivationCode_ThisWeek}  
{MobileActivationCode_ThisMonth}  
{MobileActivationCode_ThisYear}  
{MobileActivationCode_Forever}  
{MobileActivationCode_Next7Days}  
{MobileActivationCode_Next30Days}  
{MobileActivationCode_Next90Days}
```

Once all the necessary details for the FAQ have been entered, click "OK" to add the FAQ.

3. To edit an FAQ, select it and click the "Edit" button which displays the Edit Portal FAQ screen. This screen works in the same way as the Add Portal FAQ so once all the necessary details have been changed, click "OK" to make the changes.

4. The User can also determine which FAQs are shown on the Portal by ticking (to display the FAQ) and unticking (to not display the FAQ) the relevant FAQs.

5. Once all the necessary changes have been made, click "Save" to save the changes made.

Note: This screen allows for the control of the content of each of the FAQs. To make these visible in the Web Portal, the User will need to add each FAQ to the relevant User [Profiles](#).

