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.

| stem Portal FAQs | | | |
|---|---------------------------------------|------------------------|-------------|
| Portal FAQs Add | Portal FAQ Details | | Edit |
| How do I book a guard? | Name | How do I book a guard? | |
| How do I contact the Procurement Department? | | ····· | |
| How do I find out if I have received a utility bill or who my provider is? | | | |
| How do I get a compliance certificate? | | | |
| How do I get a new Risk Assessment and Payment Authorisation (Work Permit) Book? | Summary | Order: 4 | |
| How do I get a replacement Dispensary Fridge? | · · · · · · · · · · · · · · · · · · · | | |
| How do I manage contractors working in my store? | | | |
| How do I order additional store keys (safe, CD cabinet, Front Door)? | | | |
| How do I order domestic appliances? | | | |
| How do I provide feedback on the service given by the contractors? | | | |
| How do I repair my heat sealer? | | | |
| How do I report a fault on my Make-up Counter? | | | |
| How do I report a fault with my forklift truck? | | | |
| How do I report that my till is down? | | | |
| How do I request that lighting times are amended? | | | |
| How do I submit a new idea? | | | |
| How do I view the Quality Policy? | | | |
| What do I do if I can smell gas or detect a gas leak? | | | |
| What maintenance equipment is covered by Corporate Purchasing? | | | |
| What should I do if I have a fault with security equipment? | | | |
| What should I do if I have an IT fault to report? | | | |
| What should I do if I require snow clearance? | | | |
| What should I do if there is a water supply failure? | | | |
| What should I do if there is an electricity supply failure? | | | |
| What should I do in the event of a failure in the gas supply or we can smell gas? | | | |
| What should I do in the event of a refrigeration breakdown? | | | |
| | | | |
| Find « » | | | |
| | | | |
| | | | Save Cancel |

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.

| Add Portal FAQ | | |
|----------------|-------------|--|
| Name | | |
| Order | 1 ‡ | |
| Answer | A | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | Edit Answer | |
| | | |
| | | |
| | OK 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.

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