



A. ROLL CALL

B. COMMUNICATIONS AND PETITIONS

Keep it short shorty.

C. APPROVAL OF MINUTES

D. REVIEW PARK PLAN

Review of planned proposals for renovations to Lake Wales Park

documents: [faqs - 2013manual.pdf](#)

E. PLEDGE OF ALLEGIANCE

F. INVOCATION

G. ADJOURN

Let's go home...

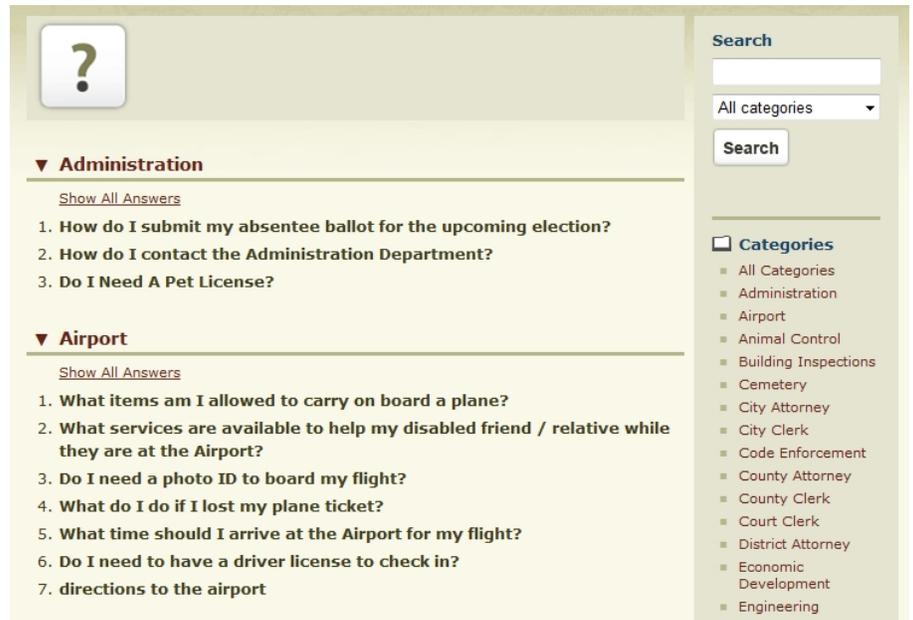
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Frequently Asked Questions (FAQs)



Feature Column View

Module View



With the FAQ Module You Can:

- Organize FAQs by category
- Provide necessary information, links and documents to reduce phone calls and foot traffic
- Change the order and placement of FAQs on a page
- Set FAQs to auto publish/unpublish
- Place the same FAQs Categories on one or more related pages

Section 1: Creating/Adding a Category

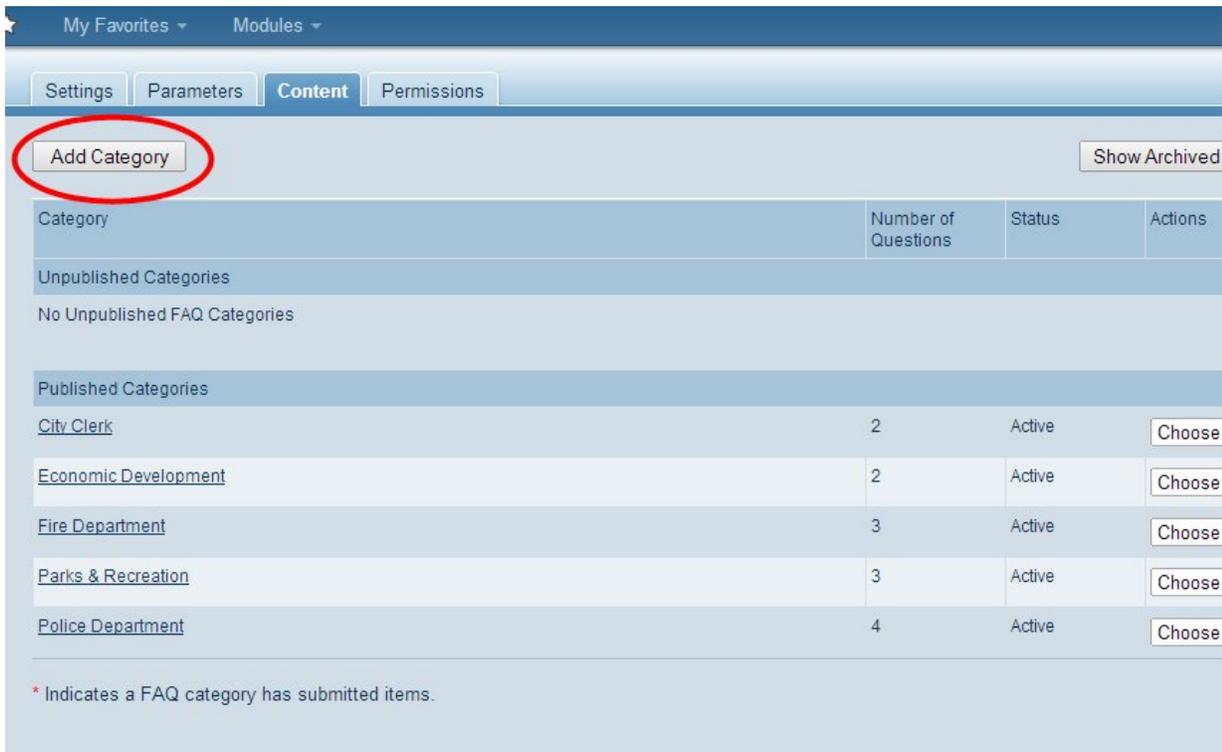
Note: Only System Administrators and Owners can add FAQ Categories

Access the FAQ Module

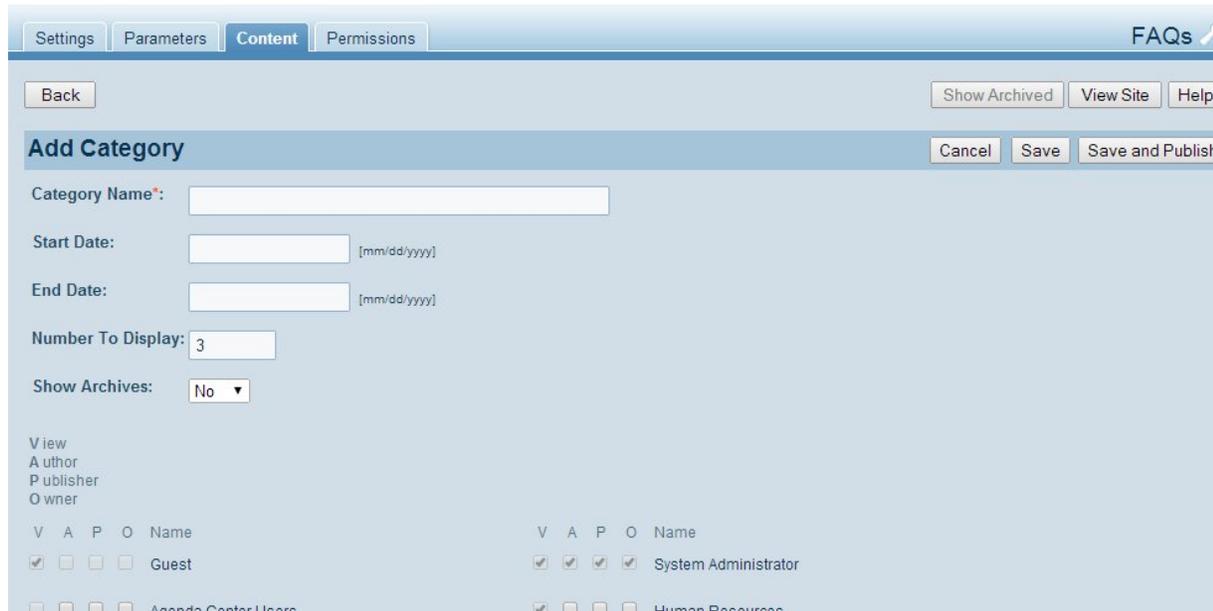
1. Log in to the Admin side of the website.
2. Select **Modules > Modules > FAQs** (Fig. 1-1).



3. Select the **Add Category** . (Fig. 1-2)



(Fig. 1-2)



The screenshot shows the 'Add Category' form in the CIVICPLUS system. The form has a blue header with tabs for 'Settings', 'Parameters', 'Content', and 'Permissions'. The 'Content' tab is active. The form includes a 'Back' button, 'Show Archived', 'View Site', and 'Help' buttons. The main form area has a title 'Add Category' and buttons for 'Cancel', 'Save', and 'Save and Publish'. The form fields are: 'Category Name*' (with a red asterisk), 'Start Date' (with a date format [mm/dd/yyyy]), 'End Date' (with a date format [mm/dd/yyyy]), 'Number To Display' (set to 3), and 'Show Archives' (set to No). Below the form is a permissions table with columns for View, Author, Publisher, Owner, and Name, listing users like Guest, System Administrator, and Human Resources.

Fig. 1-3

4. **Category Name** - A red asterisk indicates this is a mandatory field.
5. **Start Display** - The default is blank and indicates the FAQ will be available immediately upon publication. Enter a display date to auto-publish the category.
6. **End Display** - The default is blank and indicates the FAQ will remain published until unpublished manually. Enter an end display date to auto-unpublish.
7. **Number to Display** - The default is three and indicates the maximum number of FAQs allowed to display on a related pages.
8. **Show Archives** - Leave as default.
9. **Permissions** - Setting permissions at the category level is suggested.
 - View - May view the live side only
 - Author - Submit new items, modify/delete unpublished items
 - Publisher - Publish new items, modify/delete unpublished items, modify/unpublish published items and publish/reject submitted items
 - Owner - Publish new items, modify/delete unpublished items, modify/unpublish published items, publish/reject submitted items, create/modify categories and assign category permissions
 - System Administrator - Automatically has rights to all of the above.
10. Select from the following options to complete adding/creating category:
 - **Cancel** - Will delete what you've done
 - **Save** - Will save the work as an unpublished draft
 - **Save & Submit** - Will save the work as an unpublished draft and notify a publisher that it is ready for review (option is viewable by authors only)

- **Save & Publish** - Will save the work and publish it for viewing

Section 2: Publishing a Category

Access the FAQ Module

1. Log in to the Admin side of the website.
2. Select **Modules > Modules > FAQs**.
3. Find a category under **Unpublished** Categories.
4. Select **Choose an Action > Publish** (Fig. 2-1).

Category	Number of Questions	Status	Actions
Unpublished Categories			
Building Inspections	3	Draft	Choose an Action
Published Categories			
Administration	3	Active	Choose an Action
Airport	7	Active	Add Item
Animal Control	2	Active	View List
Cemetery	4	Active	Copy Link
			Properties
			Publish
			Delete
			Choose an Action

Fig. 2-1

Note: A category must be published and have at least one published question to show on the live side. If it still doesn't show, check that it has been related to the proper page(s) and that the feature column is turned on.

Section 3: Adding a FAQ

Access the FAQs Module

1. Log in the Admin side of the website.
2. Select **Modules > Modules > FAQs**
3. Find the category you want to add the FAQs to.
4. Select **Choose an Action > Add Item**. (Fig. 3-1)

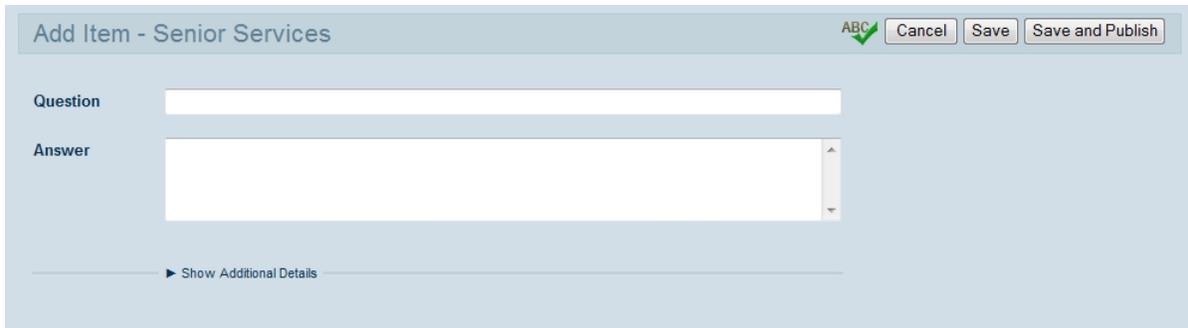


Fig. 3-1

Question - Enter in the question for that category

Answer - Enter in the answer for the question. Remember to answer your question as completely as possible. Include a phone number, email address or website address if possible.

Show Additional Details - Click on the Show Additional Details to display the options below. (Fig. 3-2)

Link - Web Address is the website you would like to include with your answer. **Display Text** is the word that will be clickable to go to the website you entered in for the Web Address field.

Display - Starting On is the date you would like this FAQ to display on the public side. **Stopping On** is the date you would this FAQ to come off and unpublish itself from the public side.

Show Archives - Leave this set to the default setting.

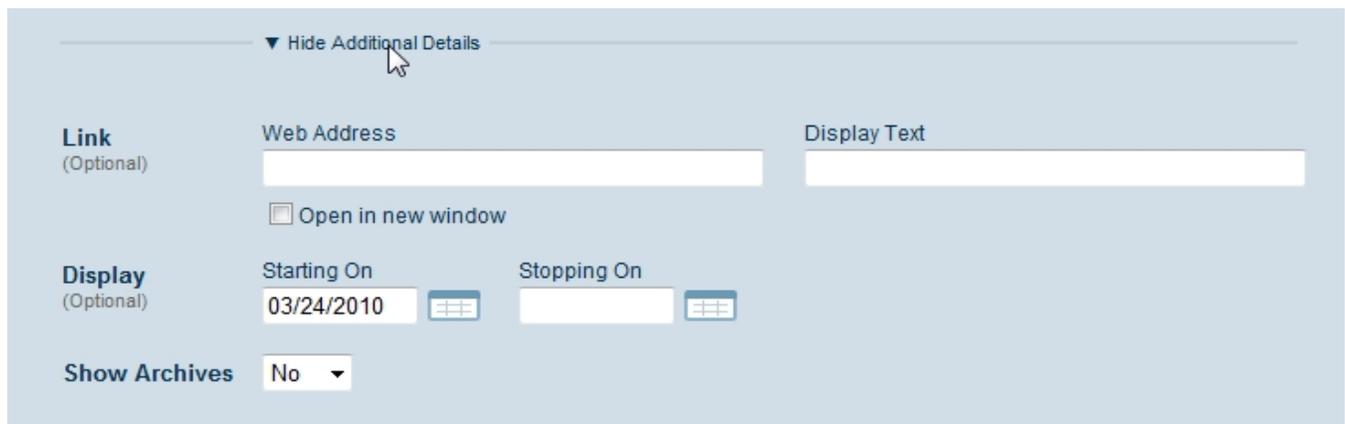


Fig. 3-2

5. Select options to complete adding/creating a FAQ

Cancel - Will delete what you have done

Save - Will save the work as an unpublished draft

Save & Submit - Will save the work as an unpublished draft and notify a publisher that it is ready for review (option is viewable by Authors only)

Save & Publish - Will save the work and publish it for viewing

Section 4: Modifying a Category

Access the FAQ Module

1. Log in to the Admin side of the website.
2. Select **Modules > Modules > FAQs**.
3. Find the category you want to modify.
4. Select **Choose an Action > Properties**.
5. Refer to [Section 1, steps 3-12](#) to complete modifying a category.

Section 5: Deleting a FAQ

Access the FAQs Module

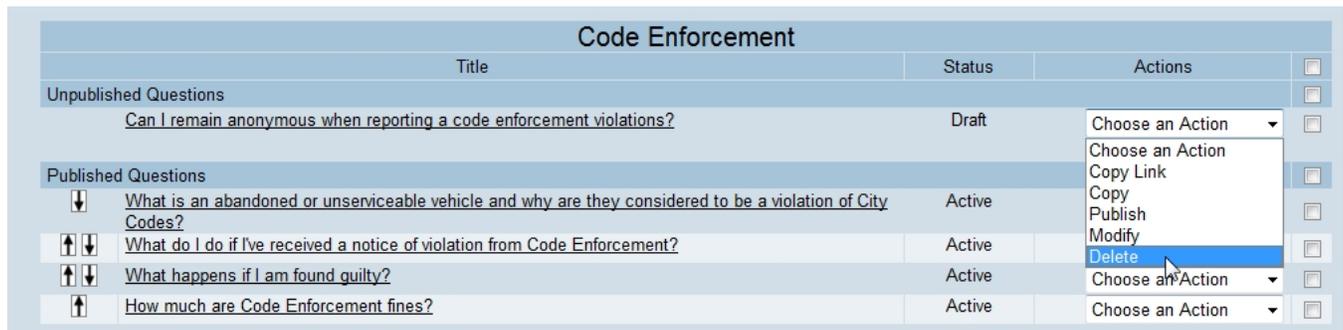
1. Log in to the Admin side of the website.
2. Select **Modules > Modules > FAQs**.
3. Find the category that contains the FAQ you want to delete.
4. Select **Choose an Action > View List**.
5. Find the link that you want to delete.
6. Select **Choose an Action > Delete**.

Section 6: Deleting a Category

Note: All questions in a category must be unpublished and deleted before you can delete the category.

Access the FAQ Module

1. Log in to the Admin side of the website.
2. Select **Modules > Modules > FAQs**.
3. Choose a category.
4. Select **Choose an Action > View List** . This will take you to the list of questions in the category.
5. Unpublish, then delete each question in the category (Fig. 6-1).



Code Enforcement			
Title	Status	Actions	
Unpublished Questions			
Can I remain anonymous when reporting a code enforcement violations?	Draft	Choose an Action	<input type="checkbox"/>
Published Questions			
What is an abandoned or unserviceable vehicle and why are they considered to be a violation of City Codes?	Active	Choose an Action Copy Link Copy Publish Modify Delete	<input type="checkbox"/>
What do I do if I've received a notice of violation from Code Enforcement?	Active	Choose an Action	<input type="checkbox"/>
What happens if I am found guilty?	Active	Choose an Action	<input type="checkbox"/>
How much are Code Enforcement fines?	Active	Choose an Action	<input type="checkbox"/>

Fig. 6-1

6. Select **“OK”** on the dialog box that says, “Are you sure you want to delete this question?”
7. Select the button labeled “Back” next to the “Add Question” button (not the Internet browser Back button) to return to the category.
8. Find the category.
9. Select **Choose an Action > Unpublish** .
10. Once the category is unpublished select **Choose an Action > Delete** .
11. Select **“OK”** on the dialog box that says, “Are you sure you want to delete this topic?”

Section 7: Live Edit

Access Live Edit

1. Log in to the Admin side of the website.
2. Select the Modules by selecting **Modules > Live Edit > FAQs** icon.
3. By selecting the FAQs via the Live Edit button, this will flip you to the public side of the FAQ Module. At the top of the page you will see a menu called **Live Edit**. This will allow you to Enable the Live Edit via the **Enable Live Edit** option.

Section 8: Adding a FAQ Using Live Edit

Access Live Edit (See Section 7 for steps)

1. Find the category you want to add your FAQ.
2. Select the KAM icon and select the Add Item button (Fig. 8-1).



Fig. 8-1

3. Follow [steps 4 to 5 in Section 3](#) for information about the fields.

Section 9: Editing a FAQ Using Live Edit

Access Live Edit (See Section 7 for steps)

1. Find the FAQ you want to edit.
2. Select the KAM icon to display your editing options (Fig. 9-1).

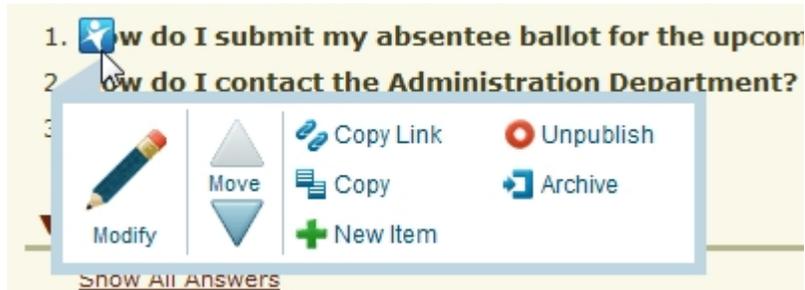


Fig. 9-1

Modify -Change the text in the questions and/or answer, change the link information and/or change the display dates.

Move - Click the arrows up or down to change the order of the questions.

Copy Link - Will copy the URL of this question to use to make hyperlinks in other areas.

Copy - Will allow you to copy and make changes, if necessary, and put it in another category.

New Item - Will allow you to create another FAQ item below the FAQ you clicked on.

Unpublish - Will put the FAQ in a draft status on the Admin side and not display it on the public side.

Archive - Will archive your FAQ.