

The following is a set of instructions for the administration user of the Prospects FAQs system.

To login to the administration pages of your Prospects FAQs system access the URL you have been provided and use the login details that you have been provided with. Once logged in you will see the admin homepage below. From here you can carry out all of the necessary tasks to administer the Prospects FAQs system.

Admin Main Menu

The admin system is broken down into menus for each of the tasks associated with the FAQs system.

The first thing to do once you receive the Prospects FAQs system is to create users for all of the admin staff of the system. This is done by selecting 'Create a new user' the User Management menu

This will bring you to the screen below. Fill in the necessary fields including Name (this is the full name of the user) and the username and password. Select whether the user is admin or not. An admin user is able to create, edit and delete items in the FAQs system.

Frequently Asked Questions

- [Create a new FAQ](#)
- [View, Edit or Delete an existing FAQ](#)

FAQ Categories

- [Create a new Category](#)
- [View, Edit or Delete an existing Category](#)

Deleted FAQs

- [View or Permanently Delete a Deleted FAQ](#)

FAQ Suggestions by Careers Advisers

- [View, Include or Delete Suggested FAQs](#)

Access other sections

- [View FAQ Front End](#)
- [Access Advisor Pages](#)
- [View Statistics](#)

FAQ URLs

- [Create a new URL](#)
- [View, Edit or Delete an existing URL](#)

User Management

- [Create a new User](#)
- [View, Edit or Delete an existing User](#)

Number of FAQ Accesses

- [View FAQ Accesses](#)

Feedback from Clients

- [View Feedback for Individual FAQs](#)
- [View Feedback for All FAQs](#)

[Logout](#)

Add User

Name	<input type="text"/>
Username	<input type="text"/>
Password	<input type="password"/>
Admin	<input type="radio"/> Yes <input type="radio"/> No
<input type="button" value="Add User"/> <input type="button" value="Cancel"/>	

[« Return to Main Menu | Logout »](#)

You can view, edit and delete an existing user by selecting it from the User management menu. You can view and edit the details for that user by selecting their name.

Edit/Delete Users

Pick a user to edit

[John Bellerby](#)

[« Return to Main Menu | Logout »](#)

You can return to the Main Menu or logout at any point by clicking the link at the bottom of the page.

Admin Main Menu

Frequently Asked Questions

- [Create a new FAQ](#)
- [View, Edit or Delete an existing FAQ](#)

FAQ Categories

- [Create a new Category](#)
- [View, Edit or Delete an existing Category](#)

Deleted FAQs

- [View or Permanently Delete a Deleted FAQ](#)

FAQ Suggestions by Careers Advisers

- [View, Include or Delete Suggested FAQs](#)

Access other sections:

- [View FAQ Front End](#)
- [Access Advisor Page](#)
- [View Statistics](#)

FAQ URLs

- [Create a new URL](#)
- [View, Edit or Delete an existing URL](#)

User Management

- [Create a new User](#)
- [View, Edit or Delete an existing User](#)

Number of FAQ Accesses

- [View FAQ Accesses](#)

Feedback from Clients

- [View Feedback for Individual FAQs](#)

All FAQs that are added to the system must be associated with at least one category, so before any FAQs can be created, at least one Category must be added to the system. To do this select 'Create a new FAQ category' from the FAQ Categories menu. This will bring you to the 'Add Category' menu below. Enter a suitable category name in the box provided and click 'add category' to save. Categories are used by the user to search FAQs by category i.e. everything that may be relevant to a particular subject

Add Category

Current Categories

- Audience
- Cost
- E-Guidance Practitioner Skills Training
- General
- Jargon
- Prospects Careers Chat Live
- Prospects FAQs
- Prospects Net
- Prospects Net E-Guidance
- Prospects Net Events Management

Category Name

If you wish to edit or delete existing categories you can do this by selecting 'View, edit or delete existing category' from the FAQ Categories menu on the Main Menu. This will bring you to the menu below. To edit a particular category select it from the list.

Edit/Delete Categories

Pick a Category to edit

- Audience
- Cost
- E-Guidance Practitioner Skills Training
- General
- Jargon

You can then edit or delete that category.

You can return to the Main Menu or logout at any point by clicking the link at the bottom of the page.

Edit Category

Current Categories

- Audience
- Cost
- E-Guidance Practitioner Skills Training
- General
- Jargon
- Prospects Careers Chat Live
- Prospects FAQs
- Prospects Net
- Prospects Net E-Guidance
- Prospects Net Events Management

Category Name

[« Return to Main Menu | Logout »](#)

Admin Main Menu

Frequently Asked Questions

- [Create a new FAQ](#)
- [View, Edit or Delete an existing FAQ](#)

FAQ Categories

- [Create a new Category](#)
- [View, Edit or Delete an existing Category](#)

Deleted FAQs *1

- [View or Permanently Delete a Deleted FAQ](#)

FAQ Suggestions by Careers Advisers

- [View, Include or Delete Suggested FAQs](#)

Access other sections

- [View FAQ Front End](#)
- [Access Advisor Pages](#)
- [View Statistics](#)

[Logout](#)

FAQ URLs

- [Create a new URL](#)
- [View, Edit or Delete an existing URL](#)

User Management

- [Create a new U](#)
- [View, Edit or D](#)

Number of FAQ

- [View FAQ Acc](#)

Feedback from

- [View Feedback](#)
- [View Feedback](#)

Once you have created at least one FAQ category you can begin to add FAQs. This is done by selecting 'Create a new FAQ' from the Frequently Asked Questions menu. This will bring you to the add FAQ screen below.

Add FAQ

Question	<input type="text"/>
Question Summary	<input type="text"/>
Answer	<input type="text"/>
URLs (Select one or more)	<input type="text"/> <small>(Make multiple selections by holding down CTRL)</small>
Show on website	<input type="radio"/> Yes <input type="radio"/> No <small>If set to 'Yes', the FAQ will appear on the site, if 'No' it can be found in the archive</small>
Categories (Select one or more)	<input type="text"/> <small>(Make multiple selections by holding down CTRL)</small>
<input type="button" value="Add FAQ"/> <input type="button" value="Cancel"/>	

- **Question** - type in the full question. This will be displayed to the client when they view the full FAQ

- **Question summary** - either type in the full question or summarise the question. This will be displayed to the client when they undertake an initial search or browse of the catalogue of available FAQs.

- **Answer** - type in a brief answer

- **URLs** - If you want to refer your client to additional information, select which URLs you want to display with the FAQ. You may choose more than one FAQ.

- **Show on website** - If you want to display the FAQ immediately select 'yes'. If you just want to keep the FAQ in a private archive, then select 'no'.

- **Categories** - choose which category or categories you want to group this FAQ into.

- Click 'Add FAQ' to save

You can edit and delete existing FAQs by selecting 'View, edit or delete an existing FAQ' from the Main Menu. Once you delete an FAQ in this section it will move to the Deleted FAQs section (*1 above) where it can be viewed or permanently deleted.

Admin Main Menu

Frequently Asked Questions

- [Create a new FAQ](#)
- [View, Edit or Delete an existing FAQ](#)

FAQ Categories

- [Create a new Category](#)
- [View, Edit or Delete an existing Category](#)

Deleted FAQs

- [View or Permanently Delete a Deleted FAQ](#)

FAQ Suggestions by Careers Advisers

- [View, Include or Delete Suggested FAQs](#)

Access other sections

- [View FAQ Front End](#)
- [Access Advisor Pages](#)
- [View Statistics](#)

FAQ URLs

- [Create a new URL](#)
- [View, Edit or Delete an existing URL](#)

User Management

- [Create a new User](#)
- [View, Edit or Delete an existing User](#)

FAQ URLs is a database of URLs held within the FAQs system that can be included in the answer to FAQs to provide links to further information or useful websites.

To create FAQ URLs select 'Create a new URL' from the FAQ URLs menu on the main menu, this will bring you to the add URL Screen below.

Add URL

To create a new URL enter the URL description (this is what the URL will appear as to users of the system) and the URL address. The URL address is not displayed to the user

Current URLs

Contact Us - http://www.prospects.ac.uk/links/iagcontactus

URL Description

URL Address

(All URLs must begin with "http://")

Add URL Cancel

You can edit and delete existing URLs by selecting 'View, edit or delete an existing URL' from the Main Menu. Selecting that link will bring you to the menu below.

Edit/Delete URLs

Pick an URL to edit

Contact Us

Preview: <http://www.prospects.ac.uk/links/iagcontactus>

Return to Main Menu Logout

You can edit the URL by clicking the title of that URL, this will bring you to the menu on the right.

You can return to the main menu at any time by selecting the link from the bottom of the page.

Return to Main Menu Logout

Edit URL

Current URLs

Contact Us - http://www.prospects.ac.uk/links/iagcontactus

URL Description

URL Address

(All URLs must begin with "http://")

Edit URL Cancel Delete

Return to Main Menu Logout

Admin Main Menu

Frequently Asked Questions

- [Create a new FAQ](#)
- [View, Edit or Delete an existing FAQ](#)

FAQ Categories

- [Create a new Category](#)
- [View, Edit or Delete an existing Category](#)

Deleted FAQs

- [View or Permanently Delete a Deleted FAQ](#)

FAQ Suggestions by Careers Advisers

- [View, Include or Delete Suggested FAQs](#)

Access other sections

- [View FAQ Front End](#)
- [Access Advisor Pages](#)
- [View Statistics](#)

FAQ URLs

- [Create a new URL](#)
- [View, Edit or Delete an existing URL](#)

User Management

- [Create a new User](#)
- [View, Edit or Delete an existing User](#)

Number of FAQ Accesses

- [View FAQ Accesses](#)

Feedback from Clients

- [View Feedback for Individual FAQs](#)
- [View Feedback for All FAQs](#)

There are a number of other functions within the FAQs software. These are fairly self explanatory and so not gone into in great detail here.

Number of FAQ accesses – Lists all of the FAQs on your system and how many times they have been accessed

Feedback from Clients – Allows you to view all of the feedback collected for each of your FAQs. This can be viewed for all of the FAQs or individually. An example of feedback can be seen below.

[Logout](#)

View All FAQ Feedback

How does my client use Prospects FAQs?					
Very Helpful	Fairly Helpful	Helpful	Not Helpful	Don't Know	Total
100%	0%	0%	0%	0%	1

[« Return to Main Menu](#) | [Logout »](#)

FAQ Suggestions by Careers Advisers –

This lets you administer suggestions made by advisers of your FAQs system.

View FAQ Front End – This lets you view the client facing pages of the FAQs system.

Access Advisor Pages – Allows you to view the admin pages as viewed by the advisers on the FAQs system i.e. those who do not have admin rights

View Statistics – Allows you to view a comprehensive breakdown of statistics for the FAQs on your system. See below for a screenshot of available MIS (management information statistics).

Statistics for FAQs for 2007

- [Top Ten Most popular FAQs ever by weekly periods](#)
- [Top Ten Most popular FAQs ever by monthly periods](#)
- [Most popular FAQ by week](#)
- [Most popular FAQ by month](#)
- [Identify trends for each FAQ by week](#)
- [Identify trends for each FAQ by month](#)
- [Total accesses by week](#)
- [Total accesses by month](#)

This page shows a number of the user facing Screens. To the right is the FAQs homepage. You can see that FAQs can be searched by category, keyword or a combination of category and keyword for very specific FAQs searching

Frequently Asked Questions

Have you got a question?

Why not look at enquiries that have already been received by the Advisory Team to see if your query has been answered

View answers to the most Frequently Asked Questions made by students and graduates to careers advisers

You can [browse all the Frequently Asked Questions](#) or search for a specific topic below -

Choose a category

- All
- Audience
- Cost
- E-Guidance Practitioner Skills Training
- General

Optional keyword search

Frequently Asked Questions - Search Results

[New search](#)

Click on a specific question summary to view its full question and answer details.

3 FAQs matched your search on Category: **Cost**

- [What is the length of the licence agreement?](#)
- [Is there an annual charge?](#)
- [What is the cost of these systems? Funding is an issue for my organisation](#)

[New search](#) | [Top of page](#)

The screen to the left shows the category search results, with all the FAQs within that particular category returning in the search results

The page to the right shows the actual FAQ with the answer together with the useful links (which is taken from the URLs database).

Below this you can see the feedback section where the user is given the opportunity to rate how helpful that particular FAQ was

Frequently Asked Questions - Question and Answer Details

[Back to summary](#) | [New search](#)

- **Question:**
What is the length of the licence agreement?
- **Answer:**
There are a variety of licence agreements to suit a variety of needs. These range from one year to five years. For more information please contact us.

Useful Links

- [Contact Us](#)

Please help us to help you:

How helpful did you find this question and answer?

Please select one...

Clicking on the 'Submit' button will submit any answer you have selected. Thank you.

[Back to summary](#) | [New search](#)