1) Select the **Tickets & FAQs** drop down menu in the gold tool bar at the top of the page and click on the **FAQ Knowledge Base** menu item

Graphical user interface, application, website

Description automatically generated

2) On the following page under the **Group(1)** drop down menu, select your institution from the list and click the blue **Filter(2)** button in the center of the page

Graphical user interface, text, application, Word

Description automatically generated

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3) Look at the **Updated** column to see when the content was last viewed by your staff. Then click on the title of the FAQ that you wish to update/edit.

Graphical user interface, text

Description automatically generated

4) On the following page, click the **Edit** button in the middle of the page. Graphical user interface, text, application, email

Description automatically generated

5) Review the information and links in plain text or html, then click **Save Answer Text**. Next you can Preview the FAQ or select its status to published or unpublished (if you feel like changes make take longer then you have the ability to make in this session).

Graphical user interface, text, application, email

Description automatically generated

References

Springshare’s [**FAQs: Create, edit, and publish an FAQ entry**](https://ask.springshare.com/libanswers/faq/1612#edit)