



FAQ

User Guide

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1. What is the Purpose of This Facility?

This facility enables the user to access the set of FAQs that are available on the O'Dea Clan Web Site in order to find answers to frequently asked questions or to submit new FAQ items.

Once the list of FAQ categories has been displayed, the user can select a particular FAQ category of interest or select a particular FAQ item of interest.

Depending on the user's access rights, the user will then be able to:

- Submit a question within the selected category.
- Submit an answer to a question within the selected category.
- Submit a question and its answer within the selected category.

Anonymous Users can view the FAQ items but cannot submit questions or answers.

1.1. Key Points

A summary of the key points covered in this document is shown in Table 1.

Item	Reference
1. The nature of FAQs and possible actions.	Section 1.2 on page 4.
2. Terms used in this document.	Section 2.1 on page 5.
3. The information presented to the user and the options available to the user.	Section 3 on page 7.
4. FAQ access rights.	Section 4.2 on page 9.
5. How to access the FAQ Page.	Section 6.1 on page 10.
6. Where to go for help and where to find additional information.	Section 7 on page 12.

Table 1: Things You Need to Know



1.2. The Nature of FAQs

Registered Users and O'Dea Clan Members can submit questions but a question will not be published until it has been reviewed by a Moderator. When the Moderator reviews a question, the Moderator may decide to:

- Publish the question as an open question.
- Answer the question.
- Delete the question.

Registered Users and O'Dea Clan Members can also submit answers to previously submitted questions but these answers will be reviewed by a Moderator before publication. When the Moderator reviews an answer, the Moderator may decide to:

- Edit the answer before approving it for publication.
- Approve the answer for publication.
- Delete the answer.

Authorised users such as the Editor, the Secretary or the Webmaster can submit a question and its answer.

In some respects, Forums are similar to FAQs - users can ask questions and submit answers in each case. However there are differences:

- FAQs are only used to provide answers to questions; Forums can also be used for providing answers to questions but they are mainly used for discussions involving facts and opinions.
- FAQs are concerned with frequently asked questions; when questions are asked in a Forum the questions tend to be "one off".
- FAQs are structured with a question followed by an answer; Forums tend to be unstructured with an initial Post followed by multiple replies where many users can join in the discussion.
- FAQ items usually consist of a single question followed by a single answer; Forum items often consist of multiple entries on each topic.
- Answers to FAQs are considered, definitive answers; answers in Forums are often expressions of opinion.
- FAQs are highly moderated – when a user submits an answer to a question the answer is reviewed and approved by the Moderator before publication; Forums are lightly moderated – a Registered User can submit a Forum Post at any time and the Post is published immediately.



2. Terms and Concepts

This section provides a definition of the terms and concepts used in this document.

2.1. Terms

Term	Definition
Anonymous User	A Web Site user who is just visiting, i.e. a Guest.
O'Dea Clan Member	A user who has applied for membership of the O'Dea Clan and has paid the appropriate membership fee.
FAQ	FAQ is an acronym for "Frequently Asked Question(s)". The term refers to listed questions and answers, all supposed to be frequently asked in some context, and pertaining to a particular topic.
FAQ Item	An FAQ item usually consists of a question followed by an answer. However, when a question is first submitted and an answer has not yet been provided the FAQ item will consist of the question only. After an answer has been provided, additional answers can be provided. In this case, the FAQ item will consist of a question and multiple answers. The FAQ Moderator will review the suggested answers and decide which aspects of the answers are to be retained or deleted in order to produce a single answer.
Forum	An Internet forum is a web application for holding discussions and posting user generated content. Internet forums are also commonly referred to as Web forums, message boards, discussion boards, (electronic) discussion groups, discussion forums, bulletin boards, fora (the Latin plural) or simply forums.
Help Desk	The Help Desk provides the users with a central point for help on various issues in using the Web Site. The user notifies the help desk of his or her issue, and the system issues a Ticket that has details of the problem. This enables the Web Site administrators to manage the issues through to resolution.
Home Page	The homepage (often written as home page) or main page is the front page, webserver directory index, or main web page of a website of a group, company, organisation, or individual.
Moderator	A Moderator is a person granted special powers to enforce the rules of an Internet forum (message board). Almost all moderators on all forums can move discussions to different sections of the forum, close discussions, edit the content of individual postings, answer questions (or help people with problems), and 'stick' discussions so they remain visible in their forum section even if no new postings are made to them. Different forums may give their moderators further powers, such as being able to block/ban people from the message board.



Term	Definition
Open Question	An FAQ item that consists of a question for which an answer has not yet been provided.
Registered User	A user who has registered with the O'Dea Clan Web Site by providing basic information including a userid and a valid e-mail address. There is no fee required.

Table 2: Definition of Terms



3. What Functions are Available?

This section provides an outline of the functions available on the FAQ page.

The FAQ page allows the user to access the set of FAQs that are available on the O'Dea Clan Web Site in order to find answers to frequently asked questions or to submit new FAQ items.

3.1. Information Displayed

The information displayed on the FAQ page is in two sections:

1. **Categories Summary.** This is a list of the top categories and their sub-categories. The user can select a category to view the Q&As within.
2. **Last published Q&A.** This is a list of the last Q&As that were published with the most recent item at the top of the list.

The following information is displayed in the list of categories:

- **Category Name** – This is the name of the category.
- **Category Description** – This is the description of the category.
- **Q&A** – This shows the total number of Q&As within the category.
- **Last Q&A Published** – This is the title of the most recent Q&A in the category.

The following information is displayed for each Q&A item:

- **Q&A Title** – This is the title of the Q&A item.
- **Q&A Text** – This is the text of the Q&A item.
- **Requested By** – This shows the name of the user who submitted the question.
- **Answered By** – This shows the name of the user who submitted the answer.
- **Date Published** – This is the date and time the answer was published. (Note: The date and time for when the question was published is not shown.)
- **Reads** – This shows the number of times the item has been read.

3.2. User Options

Once the list of FAQs has been displayed, the user can then:

- Select a particular category of interest.
- View the Q&As within a category.
- Select a particular Q&A of interest.

Depending on the user's access rights, the user will also be able to:

- Submit a question.
- Submit an answer to a question.
- Submit a question and its answer.



4. Who Uses This Facility?

This section explains what particular user groups can and cannot do on the FAQ page.

The FAQ page is used by Registered Users, O'Dea Clan Members or Anonymous Users who wish to access the set of FAQs that are available on the O'Dea Clan Web Site in order to find answers to frequently asked questions or to submit new FAQ items.

4.1. User Groups

There are four main User Groups:

1. Anonymous Users.
2. Registered Users.
3. Financial Members.
4. Honorary Members.

Each Group has certain access rights to information in the FAQs and can perform certain actions within the FAQs.



4.2. FAQ Access Rights

The Actions available to a user will depend upon the permissions that have been defined for a particular User Group. These are shown in Table 3.

Action	Anonymous Users	Registered Users	Financial Members/ Honorary Members
View questions and answers	Yes	Yes	Yes
Submit a new question	No	Yes (see note 1)	Yes (see note 1)
Submit an answer to a previously submitted question	No	Yes (see note 2)	Yes (see note 2)
Submit a question and its answer.	No (see note 3)	No (see note 3)	No (see note 3)

Table 3: Actions by User Group

Notes:

1. Registered Users and O'Dea Clan Members can submit questions but a question will not be published until it has been reviewed by a Moderator. When the Moderator reviews a question, the Moderator may decide to:
 - Publish the question as an open question.
 - Answer the question.
 - Delete the question.
2. Registered Users and O'Dea Clan Members can submit answers to previously submitted questions but these answers will be reviewed by a Moderator before publication. When the Moderator reviews an answer, the Moderator may decide to:
 - Edit the answer before approving it for publication.
 - Approve the answer for publication.
 - Delete the answer.
3. Only the Web Site administrators can submit a question and its answer as a complete FAQ item. In this case the question and answer will be published immediately without the need for review and approval.



5. When is This Facility Needed?

This section describes the situations where the user needs to make use of the FAQ page.

The FAQ page is needed when a user wishes to access the set of FAQs that are available on the O'Dea Clan Web Site in order to find answers to frequently asked questions or to submit new FAQ items.

The need for this arises because a user wishes to:

- Seek answers to questions of a genealogical nature.
- Ask questions of a genealogical nature.
- Offer answers to questions of a genealogical nature.
- Seek answers to questions about the O'Dea Clan Web Site.
- Ask questions about the O'Dea Clan Web Site.
- Offer answers to questions about the O'Dea Clan Web Site.

6. How Do I Use This Facility?

This section describes the steps required to perform each function available on the FAQ page.

6.1. Accessing the FAQ Page

To access the FAQ page, you simply select the **FAQ** item on the Main Menu. The system will display the FAQ page. This page will show a list of the FAQ categories that have been defined by the Web Site administrators.

If there is a need for a new FAQ category, please contact the Web Site administrators. This can be done using the **Contact Us** facility.



6.2. FAQ Page

An example of an FAQ page is shown in Figure 1.

From this Web page, the user has access to these options:

1. Select one of the FAQ categories by clicking on the name of the category.
2. Select one of the recent FAQ items by clicking on the title of the FAQ.

The screenshot shows the FAQ page for the Dysert O'Dea Clan Association. The header includes the association's name in both English and Irish, along with a central logo. Below the header, there is a 'Welcome' message and the current date and time. The page is divided into several sections:

- Left Sidebar:** Contains a 'Login' section with fields for 'Username (Logon ID):' and 'Password:', a 'Search this Web Site' section with a search box, and a 'Main Menu' section with links to 'Home Page', 'Membership Application/Renewal Form', 'Request for Memorial Plaque', 'Office Bearers', 'Forums', 'Genealogy Queries', 'Griffith's Valuation', 'Contact Us', and 'Links to Other Web Sites'.
- Center Content:** Features a 'FAQ' heading, a 'Welcome to the FAQ' message, and a 'Categories summary' table. The table lists categories such as 'User Registration', 'Web Site - General', 'Home Page', 'Event Calendar Facility', and 'Membership Application Facility', along with the number of Q&As and the last published Q&A title.
- Right Sidebar:** Includes a 'Who's Online' section showing '1 user(s) are online (1 user(s) are browsing FAQ)', 'Registered Users: 0', and 'Guests: 1'.

Category	Q&A	Last Q&A published
User Registration This category covers questions about user registration, i.e. about registering as a user on this Web Site.	12	Can I change my E-Mail Address after my account h...
Web Site - General This category covers questions of a general nature about this Web Site.	2	What does the message "500 Internal Server E...
Home Page This category covers questions about the use of the Home Page on this Web Site.	1	What facilities are available on the Home Page?
Event Calendar Facility This category covers questions about the use of the Event Calendar Facility on this Web Site.	0	
Membership Application Facility This category covers questions about the use of the Membership Application Facility on this Web Site.	0	

Figure 1: Sample FAQ Page



7. Where Do I Go for Help?

This section explains what to do if you find errors or omissions, if you have questions, if you have comments or suggestions, or if you have problems using the Web Site.

7.1. *Errors and Omissions*

If there are any errors or omissions in this document, please use the **Help Desk** facility on this Web Site to report the problem. A *Ticket* will be opened in your name so that the administrators can manage the problem through to resolution.

7.2. *Questions*

If you have any questions about the information in this document, please use the **FAQ** facility on this Web Site. By searching the set of FAQs you may find the information you are looking for. If you cannot find the answer to your question, please submit your question using the **FAQ** facility so the administrators can respond.

7.3. *Comments and Suggestions*

If you have any comments about the functions provided by this Facility or if you have suggestions for improvement, please use the **Forums** facility on this Web Site. This will enable the administrators and other users to respond to your comments.

7.4. *System Problems*

If you encounter an error when using this Facility, please use the **Help Desk** facility on this Web Site to report the problem. A *Ticket* will be opened in your name so that the administrators can manage the problem through to resolution.



7.5. Related Documents

A list of related User Guides is shown in Table 4.

To find out how to	Refer to this User Guide
Find information about: <ul style="list-style-type: none"> • The O'Dea Clan's aims and pursuits. • News about recent activities (e.g. the latest publications of the O'Dea Clan Newsletter). • News about forthcoming events. • News about the latest Forum topics. • News about the latest FAQ items. • The latest Forums. 	Home Page - User Guide.pdf
Access O'Dea Clan Web Site facilities through the User Menu and the Main Menu.	Home Page - User Guide.pdf
Access the site-wide search facility.	Home Page - User Guide.pdf
Access the set of FAQs that are available on the O'Dea Clan Web Site in order to find answers to frequently asked questions or to submit new FAQ items.	FAQ - User Guide.pdf (this document)
View a list of FAQ items within a category of FAQs in order to find an FAQ item of interest or create a new FAQ item.	FAQ – Category View - User Guide.pdf
View a particular FAQ item.	FAQ – Item View - User Guide.pdf
Submit a new question within an FAQ category.	FAQ – Request a Q&A - User Guide.pdf
Submit an answer to a question within an FAQ category.	FAQ – Submit an Answer - User Guide.pdf
Submit a new question and answer within an FAQ category.	FAQ – Submit a Q&A - User Guide.pdf

Table 4: Related Documents