



DRGR Fact Sheet

Frequently Asked Questions (FAQ)

Release 7.10

U. S. Department of Housing and Urban Development
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FREQUENTLY ASKED QUESTIONS (FAQ)

Prior to DRGR Release 7.10, the system supported on-line help but did not support functionality for users to ask questions and get relevant content. Now, in Release 7.10, the system has the following capabilities:

- Authorized users can set up Frequently Asked Questions (FAQs), answers and supporting documents. Each FAQ is associated with a category.
- All DRGR users are able to search for FAQs using a keyword search that searches category, question and answer.

NOTE: The updated FAQ content is not available for search till the next day. The content is indexed for textual search once a day. The indexing platform is the same as what is used by Wikipedia. The indexing scans the FAQ content and then structures it into a searchable index.

Managing Content

Users with the FAQ user role have access to the “Manage FAQ” link under the Admin menu.



Figure 1: Manage FAQ Link

On selection of the “Manage FAQ” link, the user is displayed Manage FAQ page. The page allows for the edit or deletion of an existing FAQ or creation of a new FAQ.



Figure 2: Manage FAQ

The following items can be specified for an FAQ is composed: Category, Question, Answer and Supporting Documents.

Edit FAQ

* Indicates required fields

*Select Category: Drawdown ▼

Add new Category

*Question: How to view Program Funds drawdowns

B *I* |

*Answer: How to view Program Funds drawdowns...

B *I* |

Supporting Documents * Valid file extensions are: .png .gif .jpg .jpeg .doc .docx .xls .xlsx .ppt .pptx .pdf

Select	Document
<input type="checkbox"/>	Voucher176193 Analysis.xlsx

[Add Additional Documents](#) | [Remove Selected Document](#)

Figure 3: Add/Edit FAQ

Searching Content

All users have access to the “FAQ” link under the Utilities menu. On selection of the “FAQ” link, users can do the search by keyword. The keyword search displays the matching FAQ content sorted by ranking of the match. The matching search results are highlighted as bold. The actual content of the FAQ is displayed by selecting the “View” link.



Figure 4: Search FAQ