FAQ

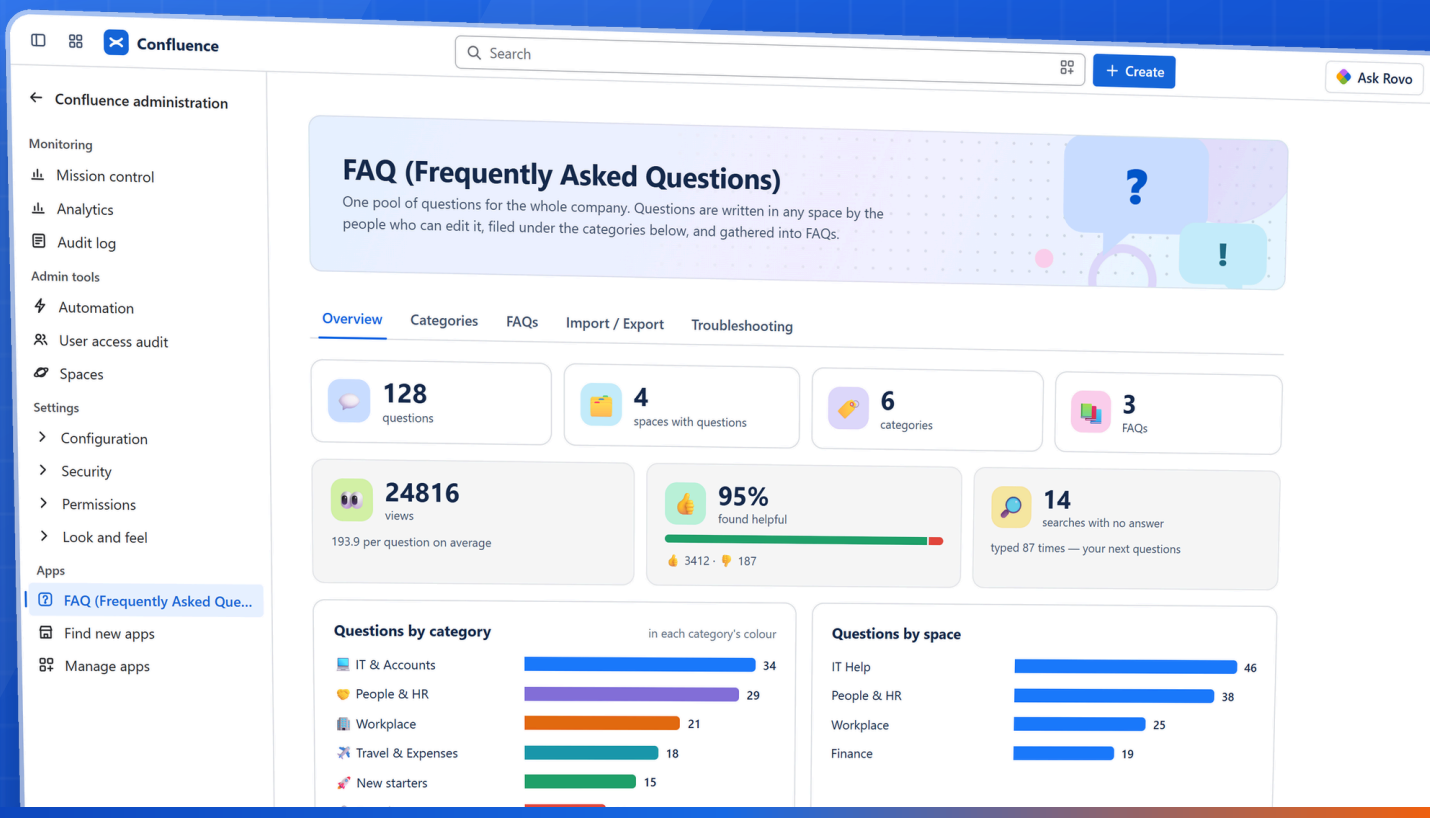
Frequently Asked Questions for Confluence

THE EASIEST FAQ FOR CONFLUENCE

Administrator guide

Ready the minute it's installed. **Five minutes to make it yours**, and nothing to maintain.

Works on install | No permission scheme to keep | Backed up daily



DigiXperience

Questions? We answer fast.

support@digixperience.com

START HERE

Ready the minute it's installed

Nothing has to be configured: a new installation starts with three categories and one FAQ, and people can write questions straight away. Everything below is in **Confluence settings → Apps → FAQ (Frequently Asked Questions)**.

Your first five minutes

1. **Review the categories** (Categories tab). Rename the starters, add your own, give each an icon and colours. One company-wide list; every question has one.
2. **Name your FAQ managers** (FAQs tab). Up to 10 people or groups who choose the questions of each FAQ.
3. **Tell your teams.** They find the FAQ under **Apps → FAQ**, and put it on any page by typing **/FAQ**. That's it.

Who manages what

	WHAT IT IS	WHO MANAGES IT
Question	A question and its answer, written in a space	Anyone who can add pages in that space
Category	One company-wide list; every question has one	You
Tag	Free words on a question	Authors
FAQ	A titled, ordered selection of questions	You: title, description, look. FAQ managers: its questions and their order
FAQ manager	Up to 10 people and groups, for the whole app	You

Already there on day one

Three categories

Ready to use, rename or replace.

General · How-to · Troubleshooting

One FAQ

The questions everyone asks, waiting for its FAQ managers to fill it.

Company FAQ

A daily backup

Of categories, FAQs, managers and statistics, kept in a Confluence space.

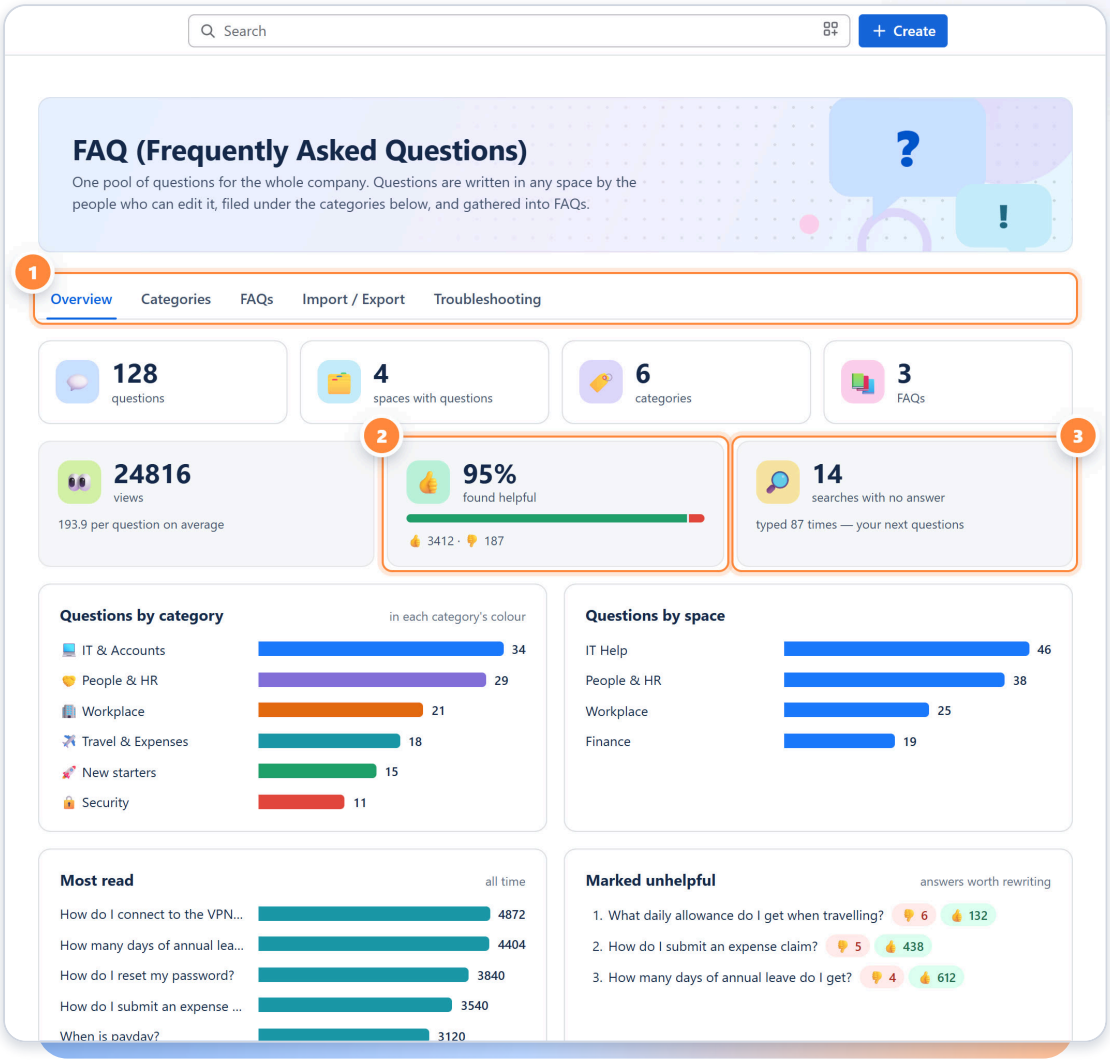
Troubleshooting tab

NO SECOND PERMISSION SCHEME Confluence permissions decide who reads and writes every question, checked on the server for every request, as the person asking.

01 OVERVIEW

See what works, and what's missing

The Overview tab shows the state of the FAQ across every space, computed when you open it.



1 Five tabs
Overview, Categories, FAQs, Import / Export and Troubleshooting.

2 Found helpful
The share of 👍 votes. **Most read** and **Marked unhelpful**, below, show what to rewrite.

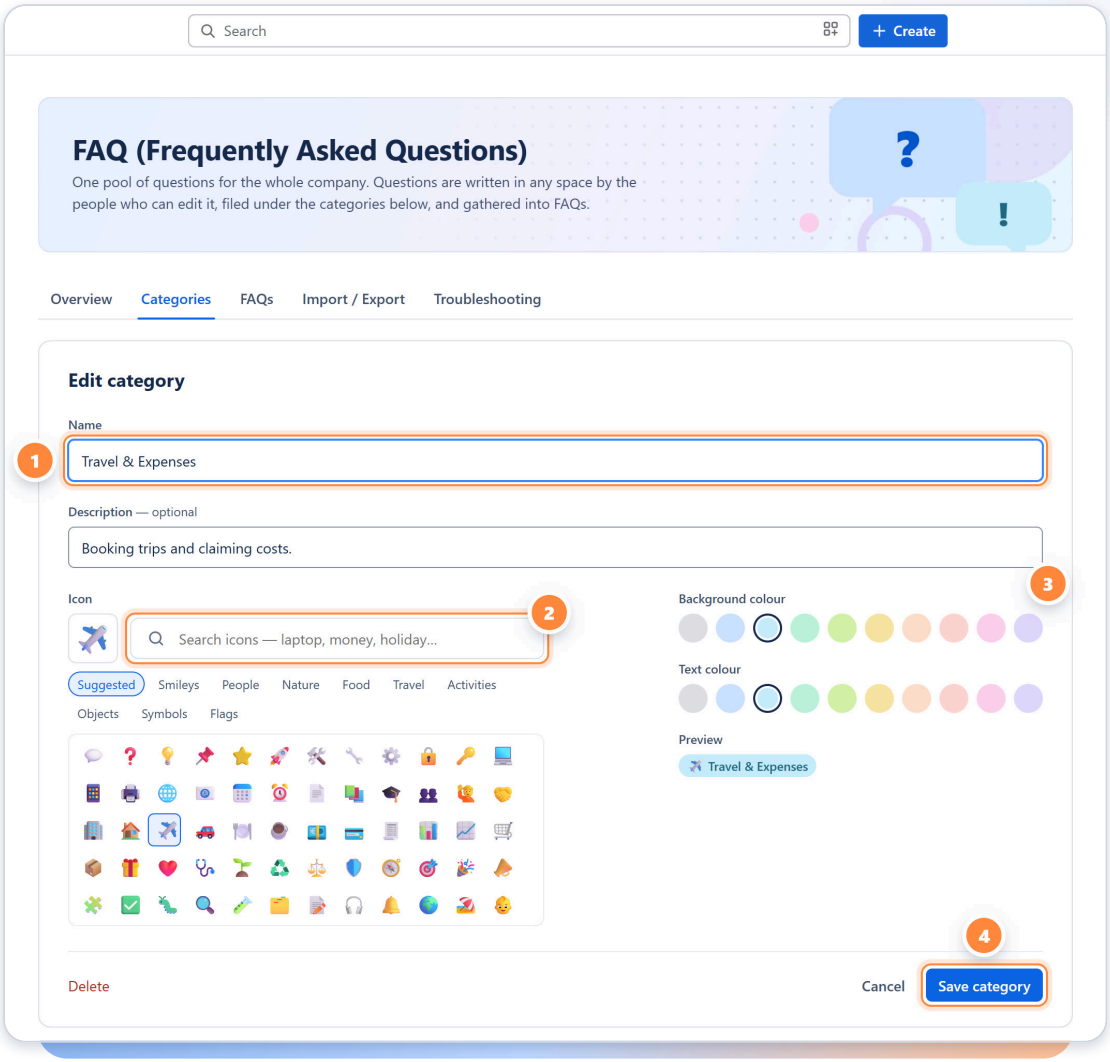
3 Searches with no answer
Your next questions to write. Dismiss noise with ×. FAQ managers and space admins see them with **Write the answer**.

ALSO HERE Questions, spaces, categories and FAQs at a glance, total views, and questions by category (in each category's colour) and by space.

02 CATEGORIES

One list of categories

Every question is filed under exactly one category. **New category**, or click one to edit it.



1 Name and description
The description is optional.

2 Icon
Search about 1,900 icons by name (*money*, *laptop*, *holiday*) or browse by group.

3 Colours
Background and text colour. The preview shows the badge readers will see.

4 Save category
Live on every FAQ page and macro at once.

Rename any time
Questions keep their category.

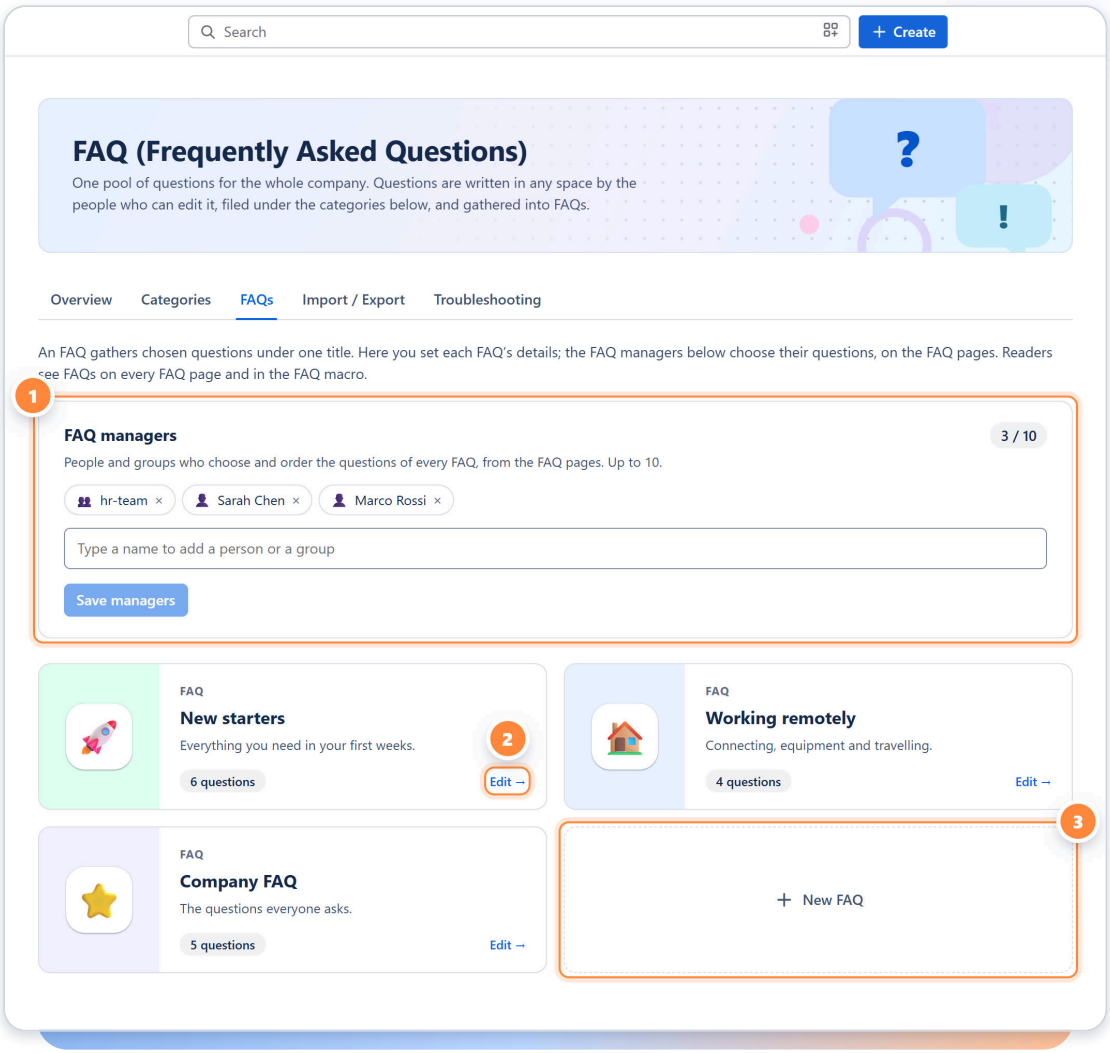
Delete when unused
Move its questions first, or rename it instead.

Never the last one
Every question needs a category.

03 FAQS

FAQs and FAQ managers

An FAQ is a titled, ordered selection of questions from any spaces, such as *New starters*. You set its details; the FAQ managers choose its questions, from the FAQ's own page.



1 FAQ managers
Type a name: people and groups appear together. Up to 10 in all, then **Save managers**. Members of a listed group are managers too.

2 Edit an FAQ
Title, description, icon and colour, then **Save FAQ**. **Delete** removes the FAQ; its questions stay.

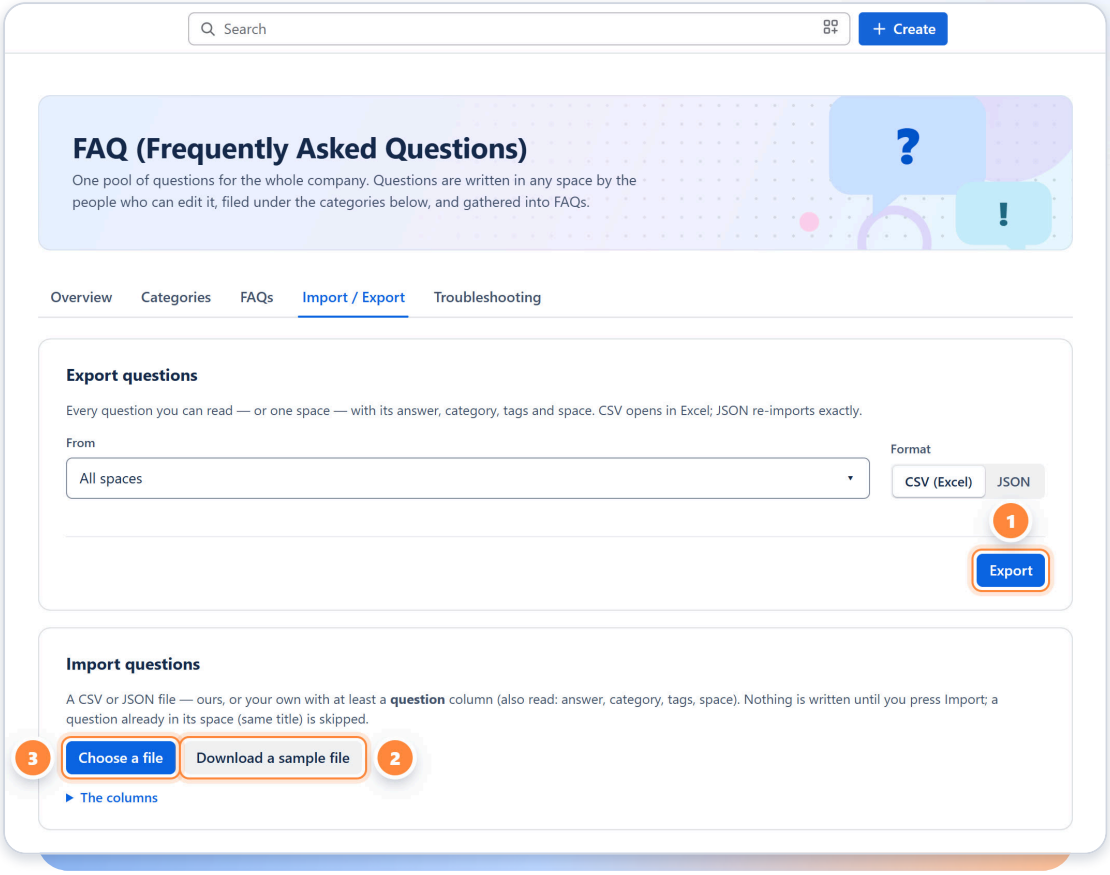
3 New FAQ
Every FAQ appears on every FAQ page and can be shown on any page with the macro.

UNTIL YOU NAME ONE Nobody can choose an FAQ's questions. Name at least one FAQ manager (a group is easiest) so your FAQs fill up.

04 IMPORT / EXPORT

Bring questions in and out

Move a whole FAQ in from a spreadsheet, or take every question out, in one go.



1 Export
Every question you can read, or one space, as **CSV** (opens in Excel) or **JSON** (re-imports exactly). Pictures are not included.

2 Download a sample file
Built from your own categories and spaces: fill it in and import it.

3 Choose a file
Checked before anything is written. Questions are created as you; a title already in its space is skipped.

Help centers and public visitors

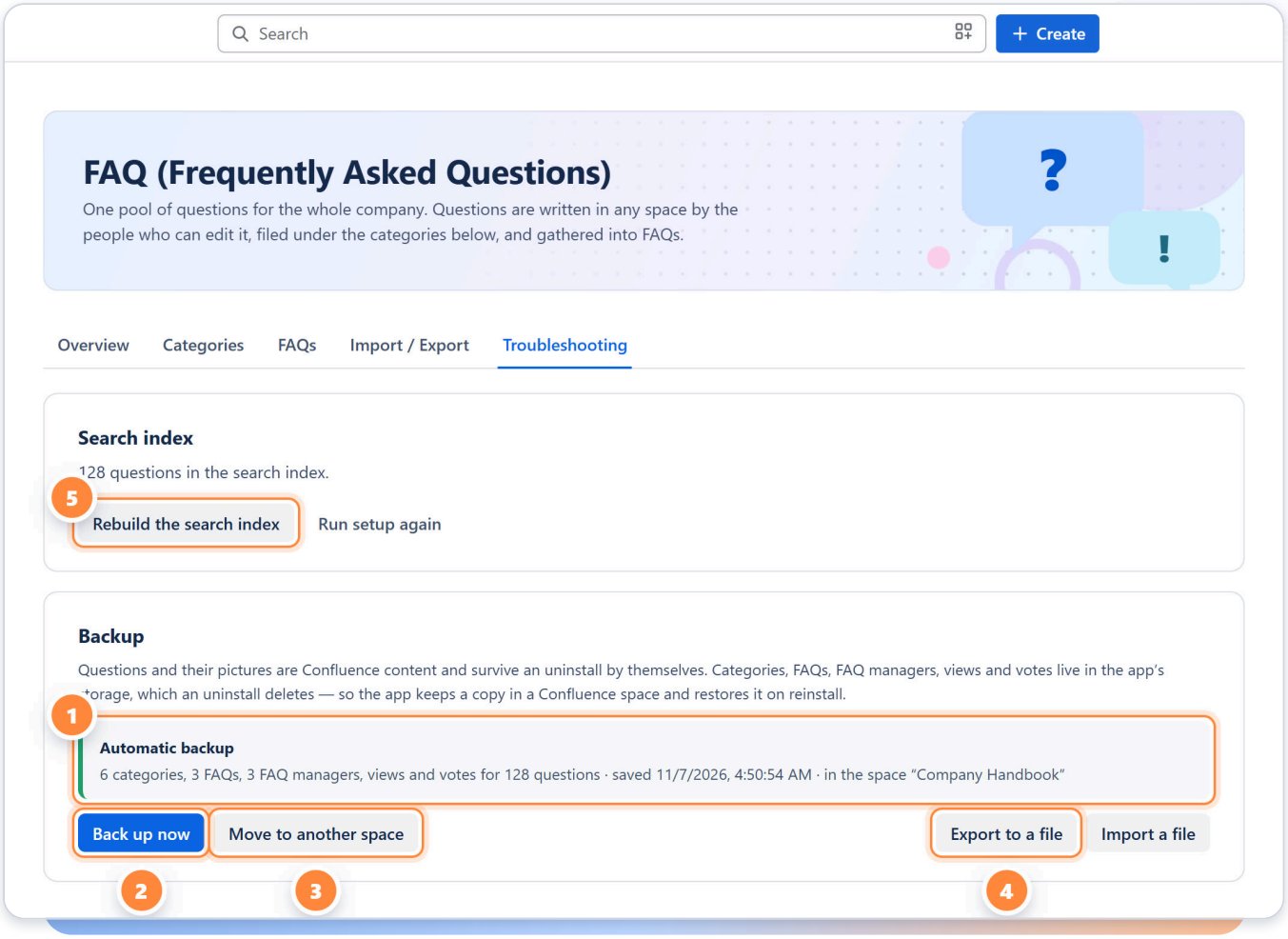
In a **Jira Service Management** help center, put the FAQ macro on a page of the knowledge-base space: the help center shows it working in place. Visitors who are not signed in see it **read-only** (search, categories, answers and *Helpful?*), and only the questions Confluence lets them read.

BEFORE YOU OPEN A SPACE Everything in a space opened to anonymous visitors is public on the web, so keep internal questions in another space. A public macro shows at most 100 questions; a change can take 5 minutes to appear.

05 BACKUP

Safe through any uninstall

Questions, answers and pictures are Confluence content: they survive an uninstall by themselves. Categories, FAQs, managers, views and votes live in the app's storage, so the app keeps a backup in a Confluence space, after every change and daily, and restores it on reinstall.



1 Backup status
What the backup holds, when it was saved, and which space it is in.

2 Back up now
Press it before uninstalling, and check the line above.

3 Move to another space
An admins-only space is the safest home.

4 Export to a file
Your own copy, and the way to copy categories and FAQs to another site (**Import a file**).

5 Rebuild the search index
When questions are missing from lists or search. It runs in the background; the FAQ stays usable.

REFERENCE

Who can do what

Every rule is Confluence's own, checked on the server for every request.

ACTION	WHO
Read a question, anywhere it appears	**View** on its space, and no restriction on the question
Write or edit a question; restore a version	**Add pages** in its space
Add pictures	**Add attachments** in its space
Delete a question	Its **creator**, or an **admin of its space**
Choose and order an FAQ's questions	**FAQ managers**
Space Insights	**Admins of that space**
Categories, FAQ details, managers, import, backup	**Confluence administrators**

Troubleshooting

SYMPTOM	DO THIS
Questions missing from lists or search	**Rebuild the search index** (Troubleshooting tab)
After a reinstall, categories or FAQs missing	**Run setup again**: it reports what it restored
"No readable backup"	**Back up now**; if it fails, the message names the reason
A deleted question is still listed	It disappears within the hour, or rebuild the index

Licence

If the subscription lapses, readers see a notice. Settings keeps working, so you can still export and back up.

Personal data

No names, emails or pictures are stored: only Atlassian account ids, and closed accounts are erased every week.

Need a hand? Ask us.

Setup, migration, a question or an idea: a real person answers.

support@digixperience.com