FAQ

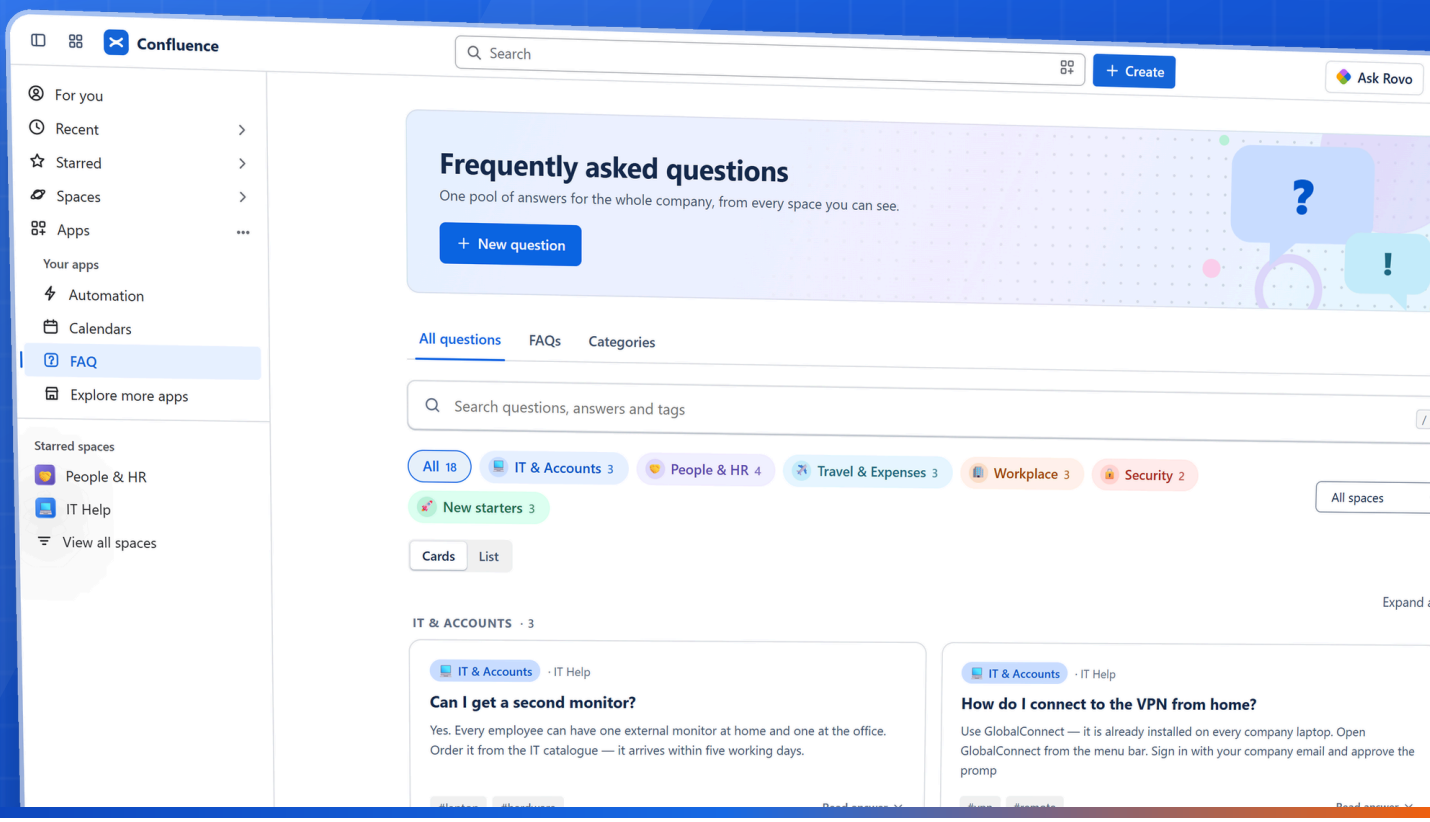
Frequently Asked Questions for Confluence

THE EASIEST FAQ FOR CONFLUENCE

User guide

Find an answer, add one, and put an FAQ on any page.
Everything you need, in a few minutes.

Nothing to set up | Answers as you type | Your Confluence permissions



DigiXperience

Questions? We answer fast.
support@digixperience.com

START HERE

FAQ in one minute

FAQ gathers your company's questions and answers in one place, right inside Confluence. You only ever see the questions your Confluence permissions let you read.

Four words to know

Question

A question and its answer, kept in a Confluence space.

How do I reset my password?

Category

Its subject. Exactly one, from one company-wide list.

IT & Accounts

Tag

Free words for the detail a category doesn't cover.

#vpn #laptop

FAQ

A titled set of hand-picked questions, in order.

New starters

Where to find it

Apps → FAQ

The **company FAQ**: every question from every space you can see.

FAQ in a space's sidebar

That **space's FAQ**: the questions written in it.

The FAQ macro

On any Confluence page: a space's questions, one category or one FAQ.

I want to...

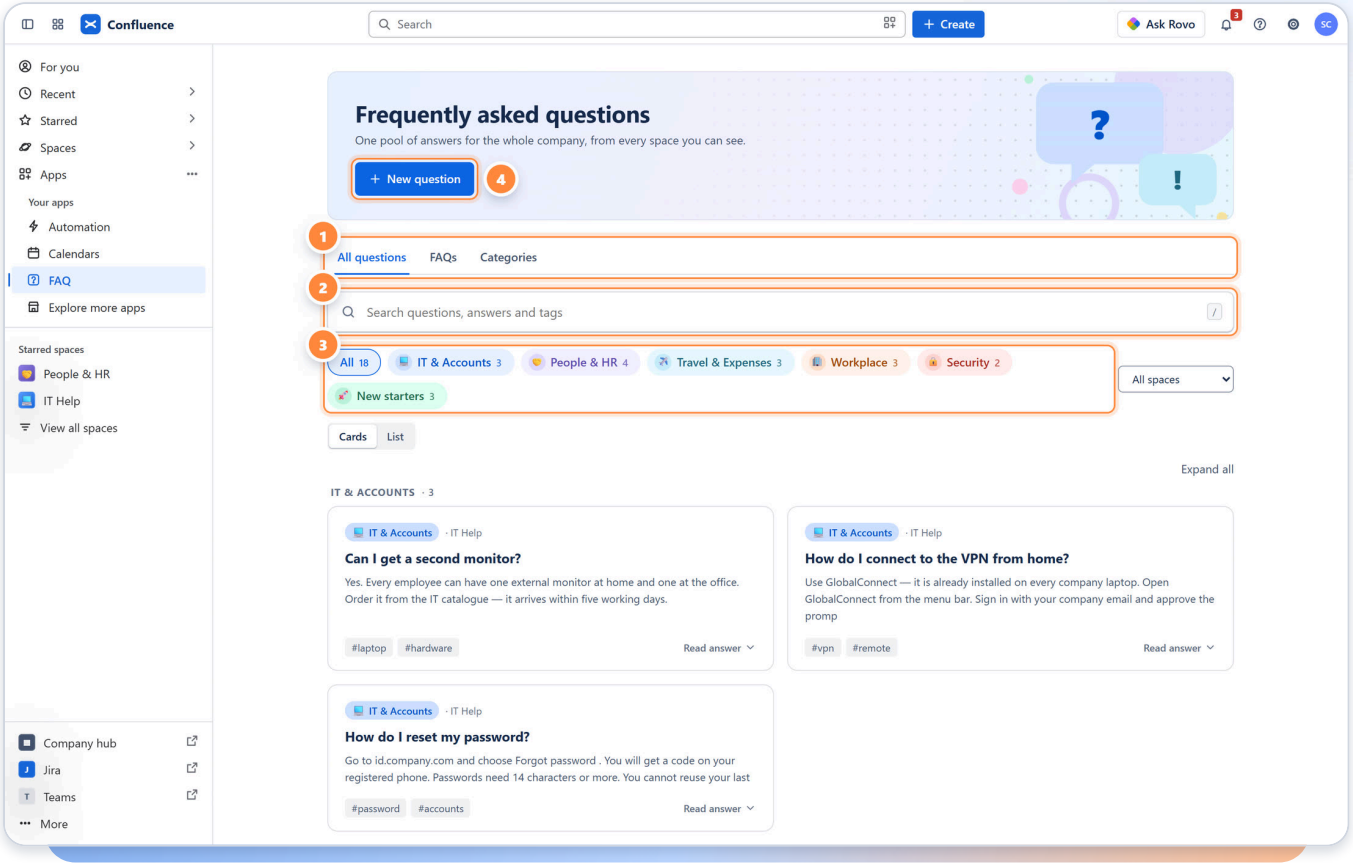
I WANT TO...	PAGE
Find an answer	3
Rate, share or check the history of an answer	4
Add a question, fix one or remove one	5
Show questions on my Confluence page	6–7
Choose the questions of an FAQ (FAQ managers)	8
Understand why I can't see or do something	9

GOOD TO KNOW There is nothing to set up and no new permissions to learn. Confluence decides who reads and who writes every question.

01 FIND

Find an answer as you type

Open **Apps** → **FAQ** in Confluence's sidebar, or **FAQ** in a space's sidebar.



1 Three tabs
All questions, **FAQs** (hand-picked sets) and **Categories**.

2 Search
Questions, answers and tags, as you type: *licen* already finds *license*, and accents are ignored. Press `/` to jump here.

3 Category buttons
One category at a time; **All** shows everything again. **All spaces** narrows the list to one space.

4 New question
Know an answer nobody wrote yet? Add it in seconds: see page 5.

Not sure what to type? Browse.

The FAQs tab
Someone may already have gathered what you need, such as *New starters*.

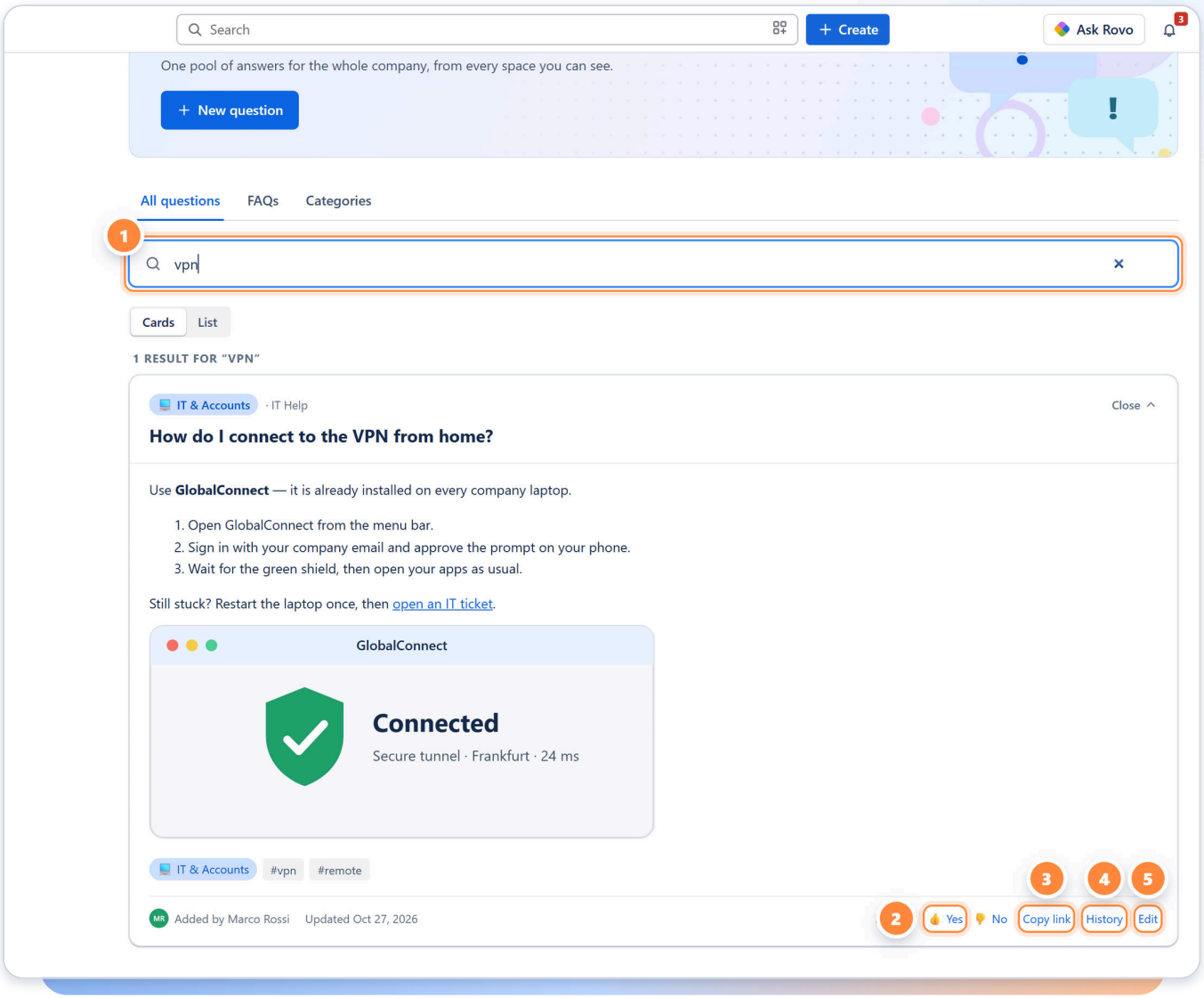
The Categories tab
Every category, with how many questions it holds.

Cards or List
Cards shows the start of each answer; **Expand all** opens them all. Your browser remembers.

02 READ

Read, rate and share

Click a question: its answer opens in place, with its steps, links and pictures.



1 Typing *vpn* found it
Clear the search with ×. Click a tag or a category on an answer to list every question that has it.

2 Helpful? Yes / No
Tells the authors whether the answer helped. Unhelpful answers are flagged for rewriting.

3 Copy link
A link to the question's own page, ready for Jira, Slack or an email.

4 History
Every version: who changed it and when.

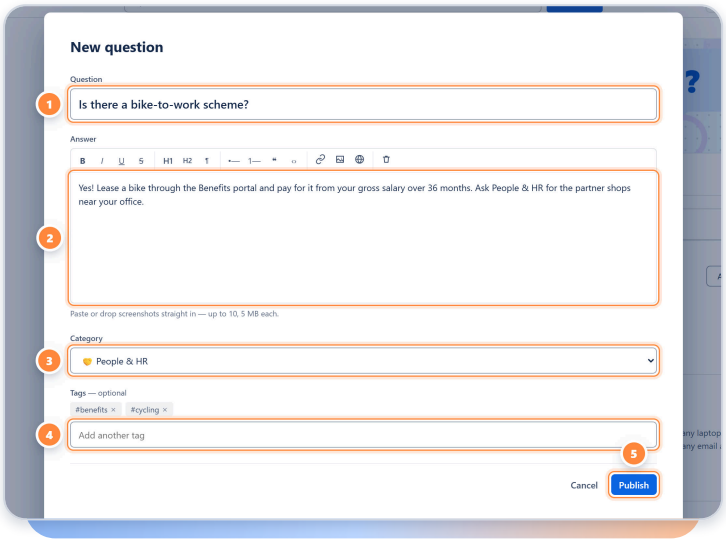
5 Edit
Shown when you can write in the question's space.

GOOD TO KNOW Confluence's own search does not list FAQ questions. Use the search box on the FAQ pages or in the FAQ macro.

03 WRITE

Add a question in seconds

Anyone who can add pages in a space can write its questions. Press **New question**, or **Add question** on a page.



1. **Question**
   Write it the way people ask it.
2. **Answer**
   Format it with the toolbar. Paste or drop screenshots: up to 10 per answer, 5 MB each.
3. **Category**
   Required: pick one from your company's list.
4. **Tags**
   Optional: the words people search for. Tags in use are suggested.
5. **Publish**
   It is live straight away.

CHOOSE THE SPACE WITH CARE On the company FAQ you also pick a **Space**: everyone who can read that space can read the question.

Change it, undo it, remove it

Edit

Open the question → **Edit** → make your changes → **Update**.

Undo a change

History → pick a version → **Restore**. Nothing is lost: the replaced version stays in the history.

Delete

Edit → **Delete**. Only its writer or an admin of its space can delete a question.

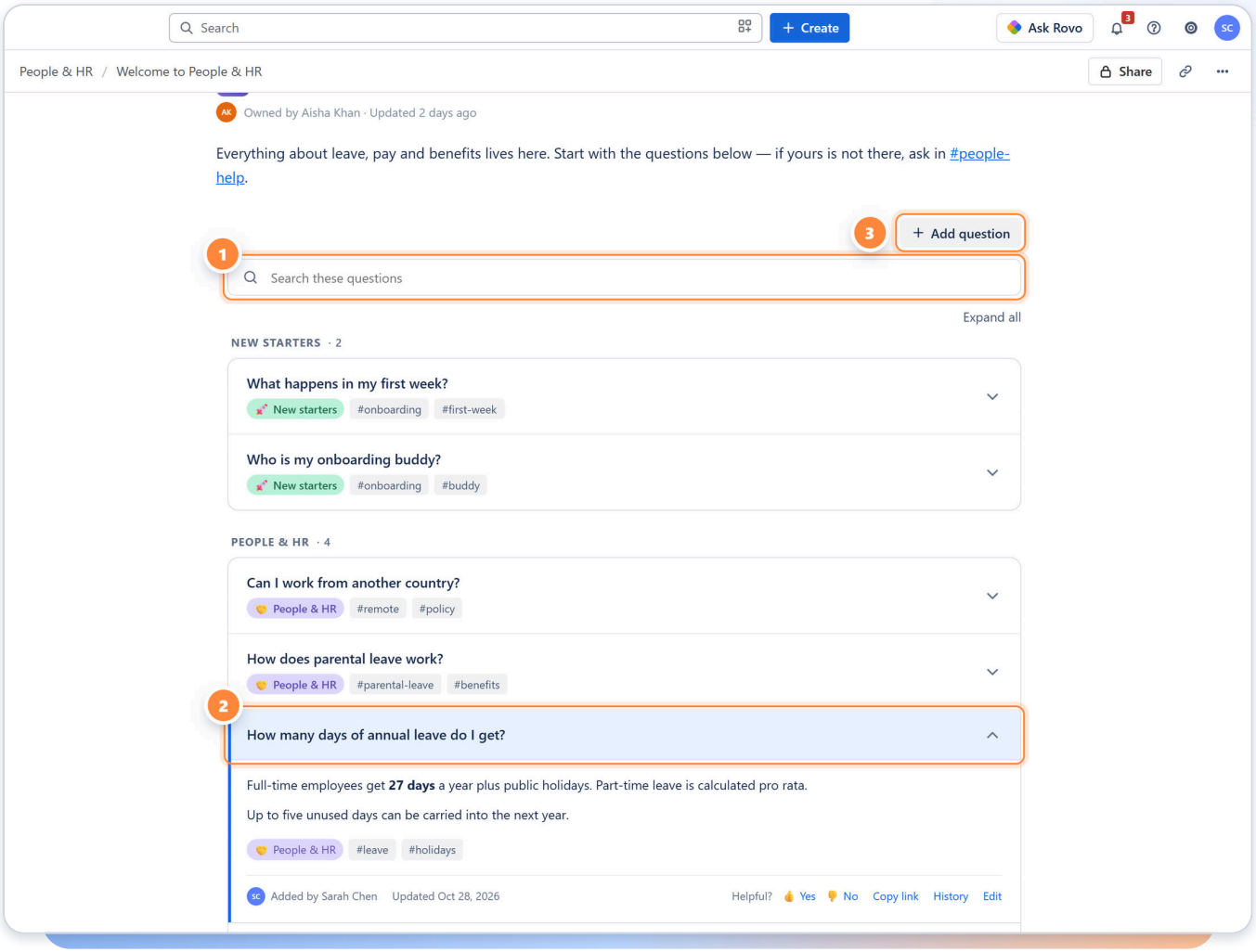
Tips for a good question

- Ask one thing per question. Two questions? Write two.
- Put the answer in the first sentence, then the detail.
- Tag the words people actually search for: product names, tools, acronyms.

04 SHARE

Any FAQ, on any page

In the page editor, type **/FAQ** and choose **FAQ**. It shows the page space's questions straight away, with nothing to configure. Publish the page: done.



1 Search on the page
Readers find answers without leaving the page.

2 Answers open in place
Click a question to read it, rate it or copy its link.

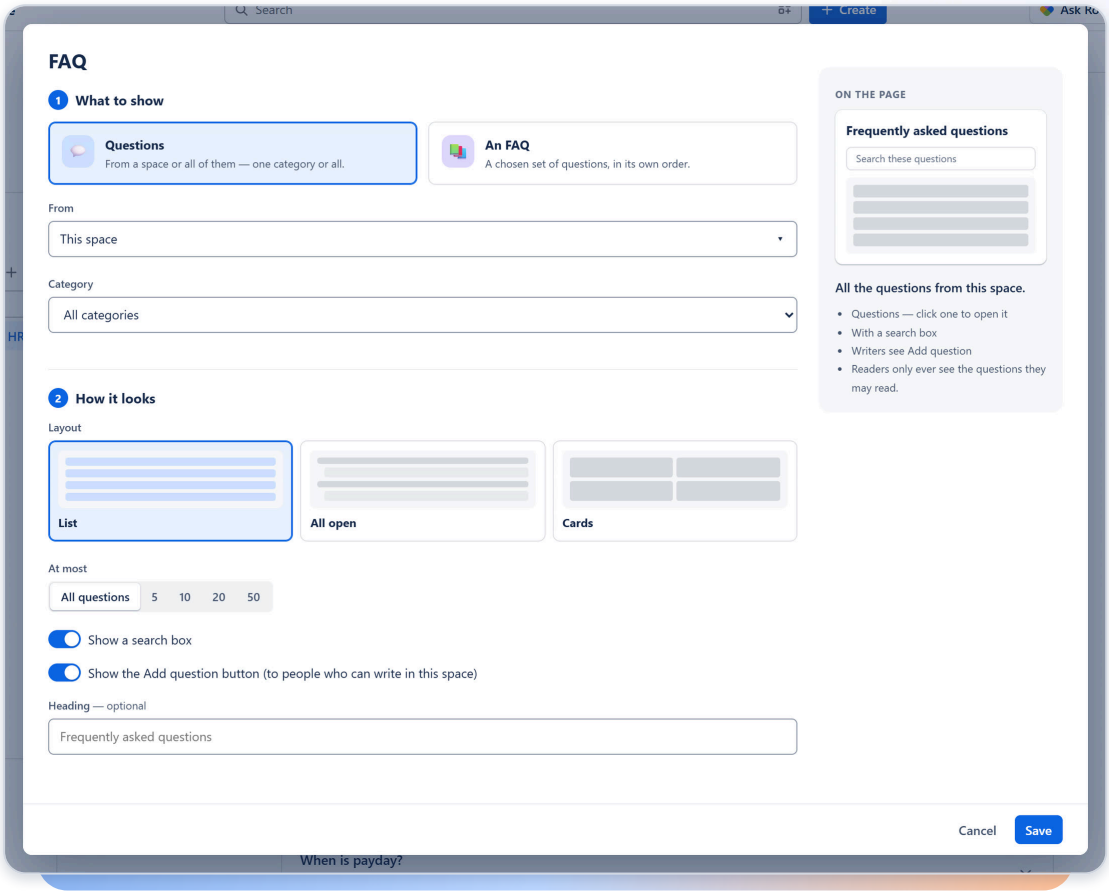
3 Add question
Only people who can write in the space see it.

GOOD TO KNOW Each reader sees only the questions they may read, so the same page can show different questions to different people. Visitors who are not signed in see it read-only, if your administrator opened the space to them.

04 SHARE

Choose what it shows

Click the macro, then its **Edit** (pencil) button. The preview on the right shows what readers will see. Press **Save**, then publish the page.



1 What to show
Questions from this space, another space or all spaces, in one category or all. Or **An FAQ**: one hand-picked set.

2 How it looks
List, **All open** or **Cards**; at most 5, 10, 20 or 50 questions; search box and Add question on or off; an optional heading.

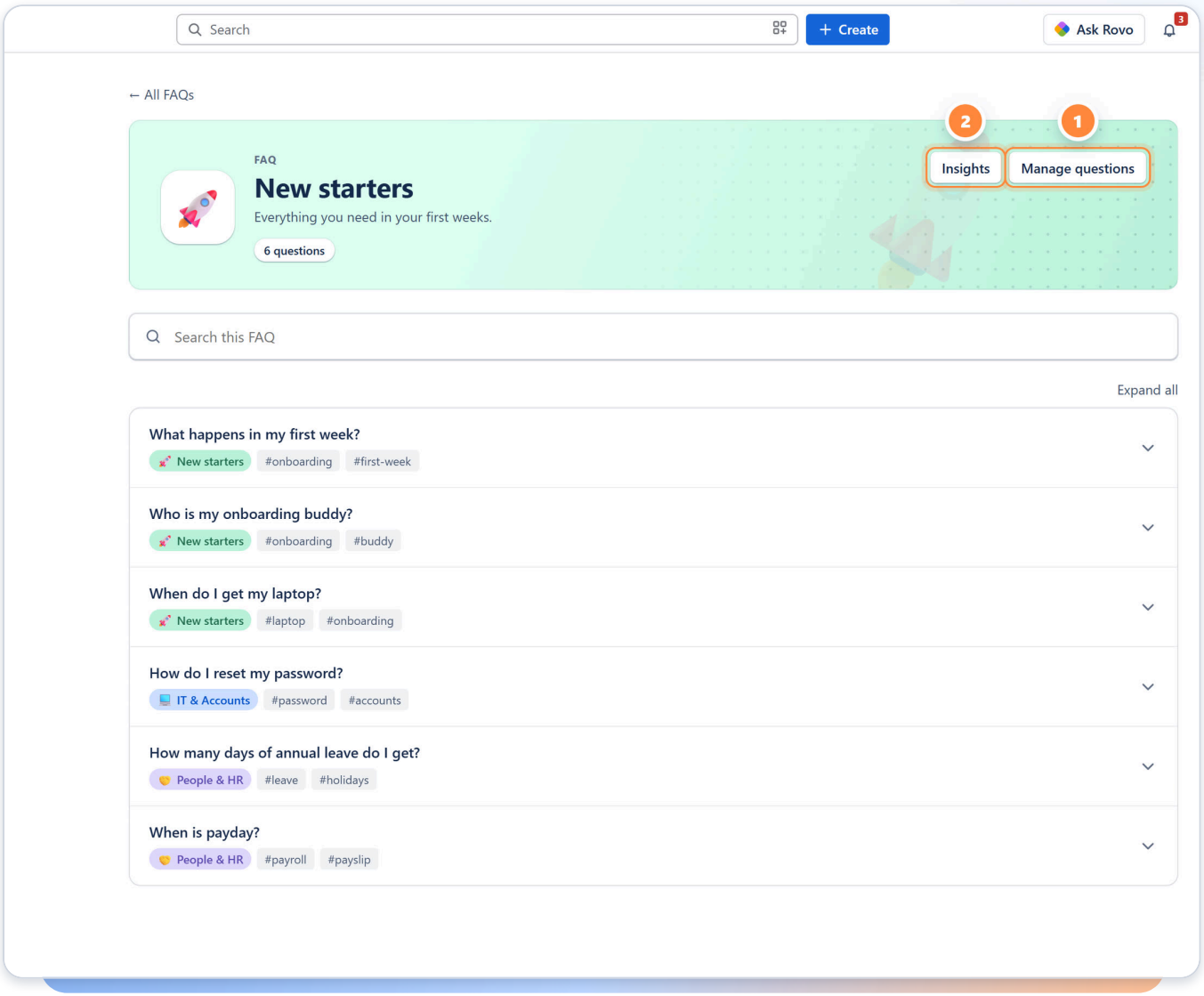
Common set-ups

YOU WANT…	CHOOSE
A space's questions on its home page	Nothing: insert the macro and publish
One team's how-tos on the team's page	Questions · From: the team's space · Category: How-to
An onboarding FAQ on a welcome page	An FAQ: *New starters* · Layout: All open

05 FOR FAQ MANAGERS

Curate an FAQ

An FAQ is a titled, ordered set of questions, such as *New starters*. Your Confluence administrator names the FAQ managers; they choose what each FAQ holds. Open one from the **FAQs** tab.



1 Manage questions

Add questions: filter by words, space, category, tag or creator and tick several. Reorder with ↑ ↓, **Remove** one, then **Save**.

2 Insights

Views, % found helpful, the most-read questions and those marked unhelpful.

Searched for, not found

What people searched for without finding anything. **Write the answer** opens a new question with that search filled in.

Space administrators

Your space's FAQ has an **Insights** tab only space admins see, with that space's searches with no answer. You can also delete any question in your space.

REFERENCE

Who can do what

The app has no permissions of its own. It uses Confluence's.

TO...	YOU NEED
Read a question, anywhere it appears	**View** on its space, and no restriction on the question
Vote, copy a link, see the history	To be able to read the question
Add, edit or restore a question	**Add pages** in its space
Add pictures to an answer	**Add attachments** in its space
Delete a question	To have written it, or to be an **admin of its space**
Put the FAQ macro on a page	To be able to edit the page
Choose an FAQ's questions	To be an **FAQ manager**
Create categories and FAQs	To be a **Confluence administrator**

Something's not right?

WHAT YOU SEE	WHY, AND WHAT TO DO
No **New question** button	You can't add pages in this space. Ask its administrator.
The category you need isn't there	Only Confluence administrators add categories. Pick the closest, add a tag, and ask them.
No **Delete** or **Manage questions**	Delete is for the writer or a space admin; Manage questions for FAQ managers.
N questions are hidden...	They are in spaces you can't read, or behind restrictions.
A picture won't go in	PNG, JPG, GIF or WebP, up to 5 MB, 10 per answer, and **Add attachments** in the space.
Confluence search doesn't find a question	Expected: use the FAQ's own search box.

Still stuck? Ask us.

Questions, ideas or a bug: a real person answers.

support@digixperience.com