KNOWLEDGE BASE ARTICLE

# Creating, Editing and Publishing Questions in Questions and Answers



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# Overview

All content shown by the Questions and Answers **web part** lives in an ordinary **SharePoint list** on your **site**. You create and edit questions with the standard SharePoint list tools - the grid, the item form, bulk actions and version history - and the web part reflects those changes. This article describes each column and the recommended draft-and-publish workflow.

**Note**

If you have not connected a list yet, add and configure the web part first - see KB10218. How to Add and Configure the Questions and Answers Web Part.

# Opening the list

The fastest way to reach the content is from the web part itself: open the property pane and, in the **Data Source** group, use the **Open List** link. It opens the connected list in a new tab. You can also open it from **Site contents**, where it appears under the name you gave it during setup.



| Category | Title | Answer | Link | VideoUrl | Contact | Published | Order |
|---|---|---|---|---|---|---|---|
| General | How do you handle employee performance evaluations? | We conduct bi-annual performance evaluations using a combination of self-assessments, peer reviews, and manager feedback. This helps us identify strengths, areas for improvement, and opportunities for career development. | | | Diana Castro | ✓ | |
| General | What is your approach to employee training and development? | We offer a variety of training programs, including online courses, workshops, and certifications. Employees are encouraged to pursue continuous learning and we provide support for professional development. | | | | | |
| General | How do I connect to the corporate Wi-Fi? | "Connect to the **Contoso-Corp** network and sign in with your Microsoft 365 account. 1. Open Wi-Fi settings and select **Contoso-Corp**. 2. Enter your work email and password. 3. Accept the certificate prompt. Guest devices should use the **Contoso-Guest** network instead." | https://contoso.sharepoint.com/sites/it/wifi | | Diana Castro | ✓ | |
| General | Where can I find the employee handbook? | The latest employee handbook is published on the HR portal and updated every quarter. It covers the code of conduct, benefits and workplace policies. | https://contoso.sharepoint.com/sites/hr/handbook | | Diana Castro | ✓ | |
| IT Support | How do I reset my password? | | https://passwordreset.microsoftonline.com/ | https://www.youtube.com/watch?v=aqz-KE-bpKQ | Diana Castro | ✓ | |
| IT Support | How do I set up work email on | You can reset your | | | | ✓ | |

*The questions list in SharePoint*

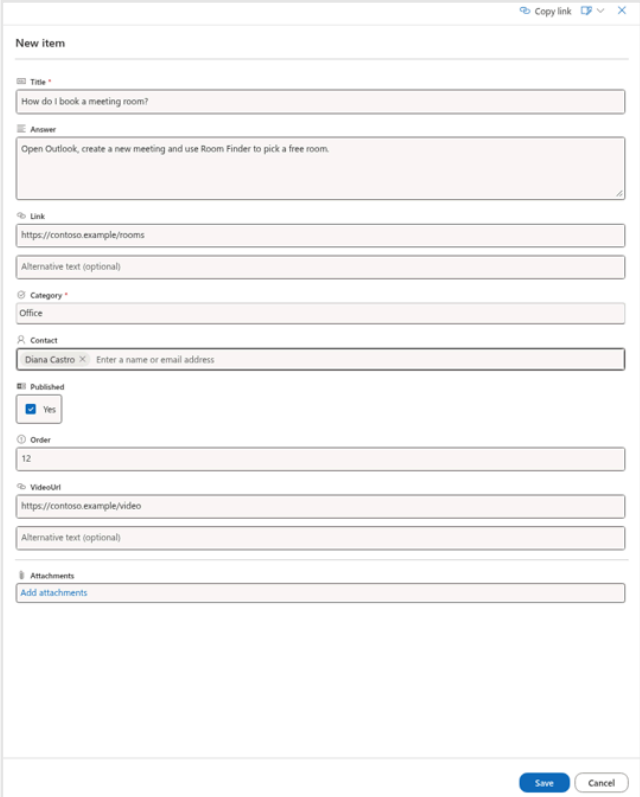
## Adding a question

Lists created by the web part use the following columns. Their names and requirements are described below. The list uses the built-in title field (internal name **Title**) for the question. The web part provisions the custom column names **Answer**, **Category**, **Order**, **Link**, **VideoUrl**, **Contact** and **Published** in English; interface translations do not rename these list columns.

- **Title** - the question text shown in the accordion header. This is a required field.
- **Answer** - the full answer. It supports **Markdown**, so you can add lists, emphasis and links (see below).
- **Category** - a required choice column used for grouping and category filtering. The initial General choice is localized; fill-in values are allowed.
- **Order** - a number that sets the position of the question when the web part is sorted

by *Question Order*.
- **Link** - an optional URL shown as a *More Details* link under the answer (a page, policy or article).
- **VideoUrl** - an optional link to a video that is embedded in the answer: YouTube and Vimeo play in a player, MP4/WebM/OGG/OGV/M4V use the HTML5 player, other links appear as a hyperlink.
- **Contact** - an optional person. A **profile card** is available when the shared SharePoint component loads and the contact has a usable login; otherwise a static person display is used.
- **Published** - a Yes/No flag that controls whether readers see the question (see the workflow below).

To add files to a question - instructions, forms, templates - use the **Attachments** command on the item; they appear in the answer as file cards.




*Creating a question in the item form*

## Formatting answers with Markdown

Enter Markdown as plain text. Although the provisioned Answer column is a rich-text column, the web part does not render stored rich HTML as formatted answer content. Use plain-text input or change the column to plain text if the form's formatting toolbar produces HTML. The **Answer** column is rendered as Markdown, which keeps

long answers readable. Common syntax:

- `**bold**` and `*italic*` for emphasis;
- lines starting with `-` for a bulleted list, or `1.` for a numbered list;
- `[link text](https://example.com)` for a hyperlink;
- `#` and `##` for headings.

Write the Markdown directly in the multi-line **Answer** field; the web part converts it to formatted HTML when the answer is expanded.

**Note**

Keep answers focused: put the short, direct answer in the **Answer** field and link to a longer resource with the **Link** field or a **VideoUrl** when more depth is needed.

## The draft-and-publish workflow

The **Published** column decides visibility. Readers only see questions where **Published = Yes**; anything set to **No** stays hidden from the web part and behaves as a draft.

This drives a simple editorial flow:

1 In lists created by this web part, the Published column defaults to No. On existing lists, check the configured default; the submission request sends only Title.
2 An editor writes or refines the answer, sets the category, order and any extras.
3 When the answer is ready, the editor sets **Published = Yes**, and the question appears in the knowledge base.

**Warning**

The web part's question dialog sends only the question text as Title. Whether the item is unpublished initially depends on the connected list: lists created by the web part default Published to No, but an existing list can have another default. Check the list item and Published value after submission. The web part does not notify or route submissions to editors automatically; editors must monitor the list or use a separately configured process. KB10220. Letting Employees Ask Questions in Questions and Answers.

## Ordering questions

The order of questions in the web part is controlled by its **Sort by** setting (Name, Question Order or Created). To arrange questions manually, sort the web part by **Question Order** and set the **Order** number on each item - smaller numbers appear first when sorting is ascending (A→Z). Leave sorting on *Created* if you prefer newest-first or oldest-first chronological order instead.

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## Editing and bulk operations

Because the content is a standard SharePoint list, you can edit it efficiently: Lists created by the web part have grid editing disabled. Before using Edit in grid **view**, enable grid editing in the list's advanced settings. Version history is available only if versioning has been enabled for that list.

- switch the list to **Edit in grid view** to change many questions inline, for example to reassign categories or toggle *Published*;
- use **version history** to review or restore previous answer text;
- apply **column formatting**, views and filters to manage a large knowledge base.

Changes take effect the next time the page loads the web part.

**Tip**

Give related questions the same **Category** so you can group them or filter by topic on the page - see the category features in KB10217. Questions and Answers. Solution Overview.

Learn more about the product: *https://vitextra.com/en/products/questions-and-answers*

# Terms

**Column Formatting**
Column formatting is a way to customize how fields in lists and libraries are displayed by using a JSON definition, for example to show icons, colored indicators, or links, without writing code.

**List**
A list is a storage unit in SharePoint. A list can contain columns of different types, content types, and views. A document library is a special type of list and therefore inherits the functionality of a list.

**Profile Card**
A profile card in Microsoft 365 displays information related to a person, such as contact details, organizational chart view, recently used documents, emails, and others.
The profile card may look different depending on the application you use. Outlook, Teams, SharePoint, OneDrive, and other Microsoft 365 services support the profile card.

**SharePoint**
SharePoint is a web-based collaboration platform that provides content management, document management, workflow applications, search, and other tools that empower employees and teams to work together. SharePoint is also a secure place to store, organize, and access shared information.

**Site**
A SharePoint site is a container for information within the SharePoint platform. Sites typically offer features such as document libraries, lists, calendars, discussion boards, and workflows, facilitating collaboration, communication, and document management within teams or across departments. Sites can be customized and configured to suit the specific needs and workflows of an organization.

**View**
A view is a saved configuration that determines which items of a list or library are displayed and how, including the columns, sorting, filtering, grouping, and layout. Views can be personal or public.

# Terms

**Web Part**
A web part is a primary building block of functionality or content placed on a SharePoint page. Some web parts support customization, such as configuring the web part or changing its appearance.