KNOWLEDGE BASE ARTICLE

Letting Employees Ask Questions in Questions and Answers

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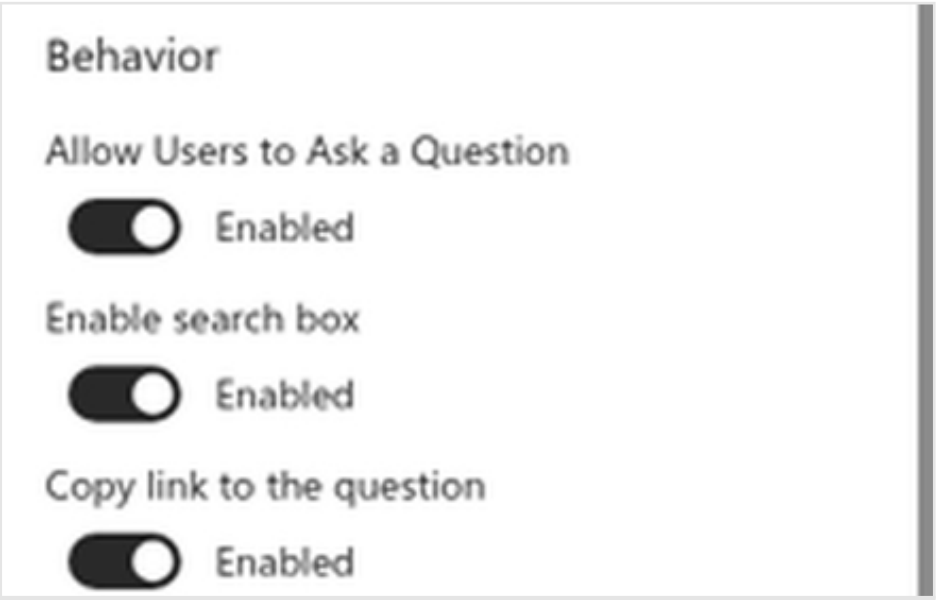
Overview

Questions can be submitted from the page for editors to answer in the **list**. Configure the list defaults, access permissions and editorial process explicitly; the **web part** does not enforce approval.

Enabling the Ask a Question button

The button is controlled by a single setting:

1 Edit the page and select the Questions and Answers web part.
2 Open the property pane and go to the **Behavior** group.
3 Turn on **Allow Users to Ask a Question**.
4 **Republish** the page.



Enabling the Ask a Question button

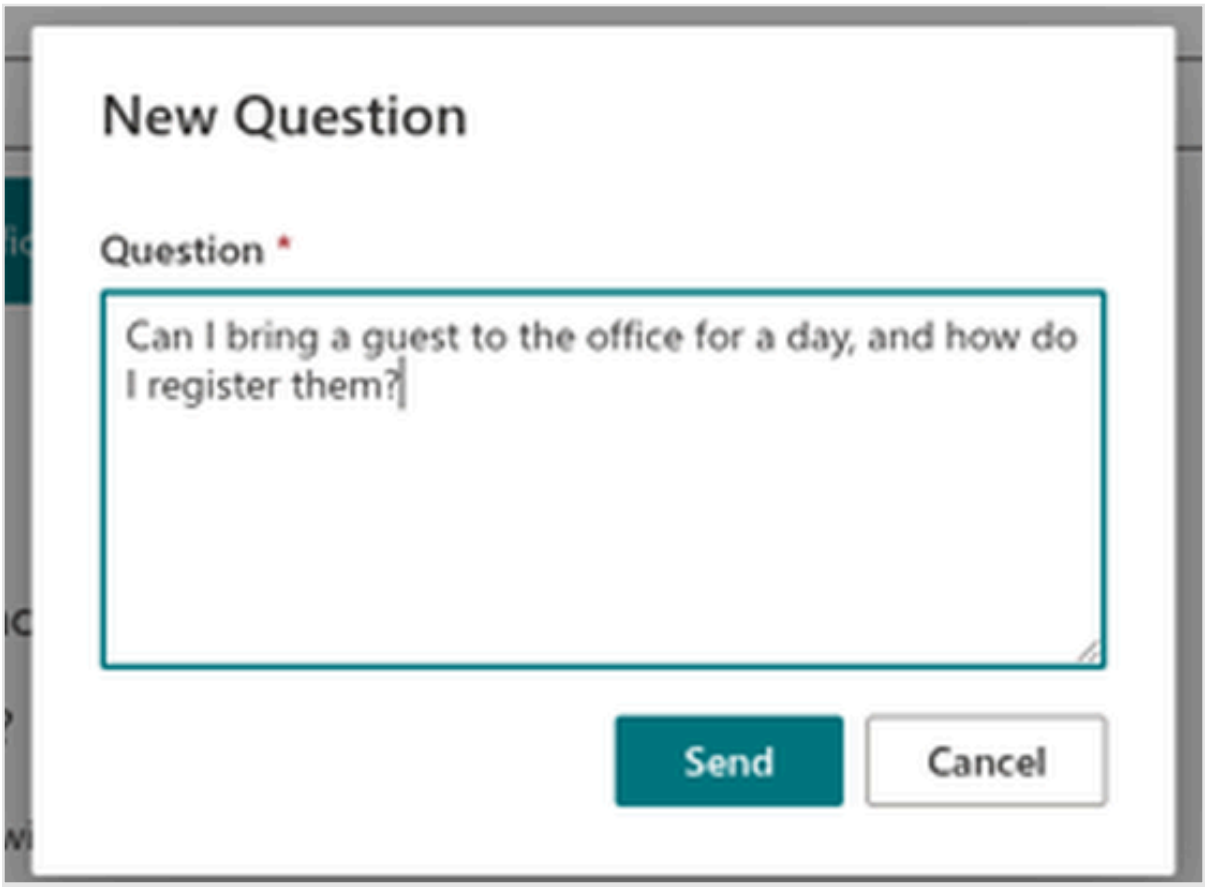
Warning

The button is only shown to visitors who actually have permission to add items to the underlying list. The web part checks the real **SharePoint** permission (*Add Items*), not just the toggle - so a reader with view-only access will not see the button even when the setting is on. See *Permissions* below.

How employees submit a question

When the button is available, an employee sees **Ask a Question** above the list. Clicking it opens a simple dialog with a single multi-line box (*Type your question here...*). The employee types the question and clicks **Send**; **Cancel** closes the dialog without saving. A success message is not proof that the item was saved in the current version: the submission code does not check the HTTP response status. A SharePoint rejection, such as HTTP 400 or 403, can therefore still lead to the success screen. Verify that the question exists in the list, especially after changing required fields or permissions.

The question text is required - sending an empty question shows a validation message. After a successful submission the dialog shows a confirmation ("Your request has been accepted."), and the employee closes it with **Close**.



The Ask a Question dialog

What happens to a submitted question

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.

Note

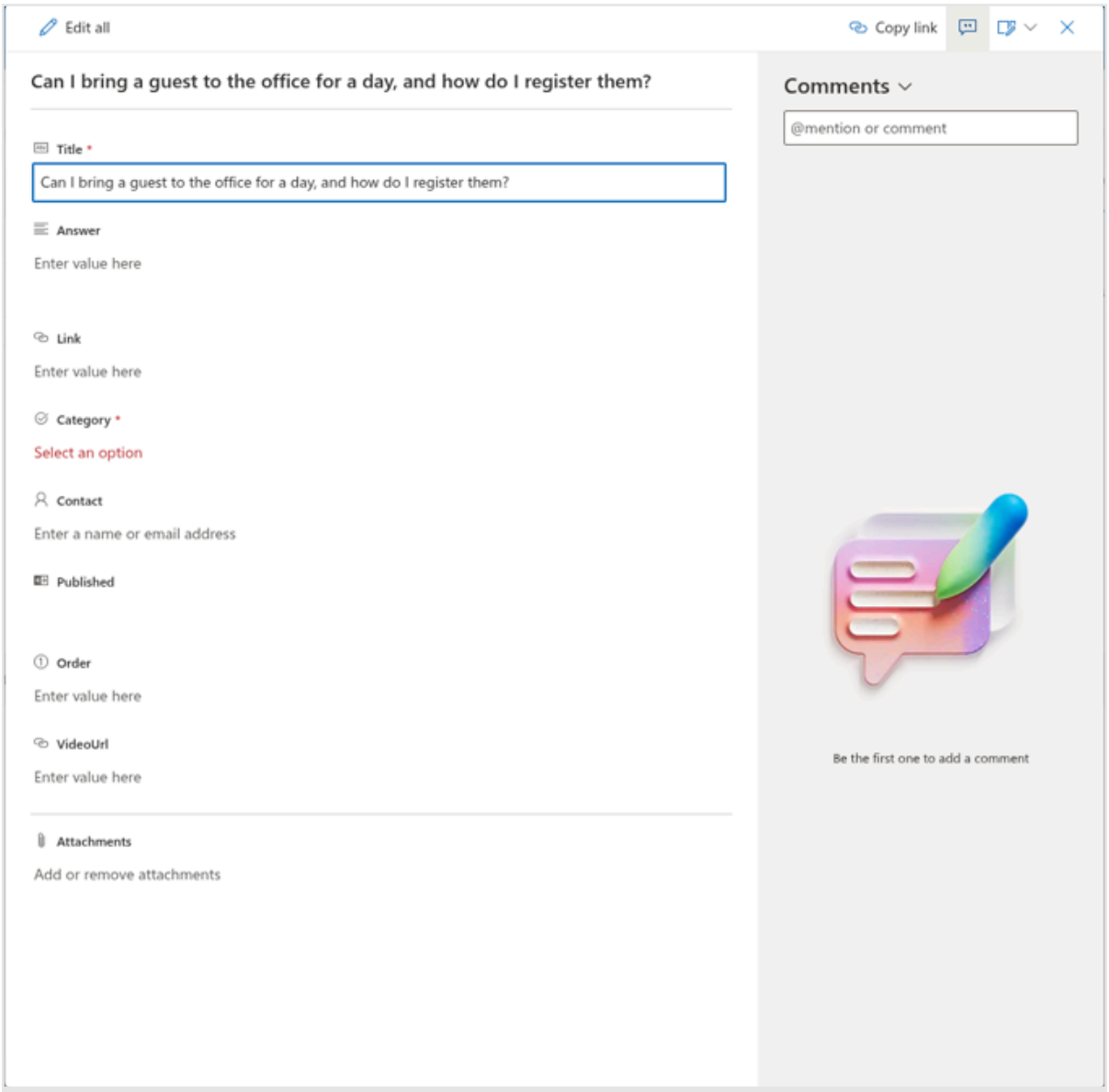
Employees submit only the question text. The answer, category, order and other details are added later by an editor - initial visibility depends on the list's default Published value.

Reviewing and publishing submitted questions

Editors process submissions in the SharePoint list: 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.

1. Open the list from the property pane's **Data Source** → **Open List** link.
2. Find the new, unpublished items - a **view** filtered on **Published = No** makes this easy.
3. Open a submission, write the **Answer** (Markdown is supported), and set the **Category**, **Order** and any extras such as a link, video or contact.
4. Set **Published = Yes** to make the question appear in the knowledge base.

For the full description of the columns and the draft-and-publish workflow, see KB10219. Creating, Editing and Publishing Questions in Questions and Answers.



Reviewing a submitted question

Permissions

Whether an employee sees the **Ask a Question** button depends on their SharePoint permission on the list:

- To **submit** questions, a user needs the **Add Items** permission - the standard **Contribute** (or **Edit**) **permission level** grants it.
- Users with **Read** (view-only) access can browse and search the knowledge base but will not see the button.

Contribute includes adding and editing list items; users who can edit an item can also set **Published = Yes**. Restricting editing to a user's own items still allows that user to publish their own submission. The web part does not enforce editor approval or

separate permission to change the publication flag. If publication must be reserved for editors, design and test a separate SharePoint permission arrangement or submission-and-approval workflow before opening submissions to employees.

Tip

Test the complete process with an ordinary employee account and an editor account, including direct list access, reading drafts, editing items and changing **Published**. Do not treat a hidden button, a filtered view or **Published = No** as access control. Use *Contact* to identify the expert responsible for the answer.

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

Terms

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.

Permission Level
A permission level is a named set of permissions, such as Read, Edit, or Full Control, that can be assigned to users and groups on a SharePoint site, list, library, or item.

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.

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.

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.