KNOWLEDGE BASE ARTICLE

Rich Answers in Questions and Answers: Markdown, Video, Attachments, Detail Links and Contacts

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Table of contents

Overview 4

The answer text: Markdown 4

Video answers 5

Attachments 6

The detail link 7

The contact person 7

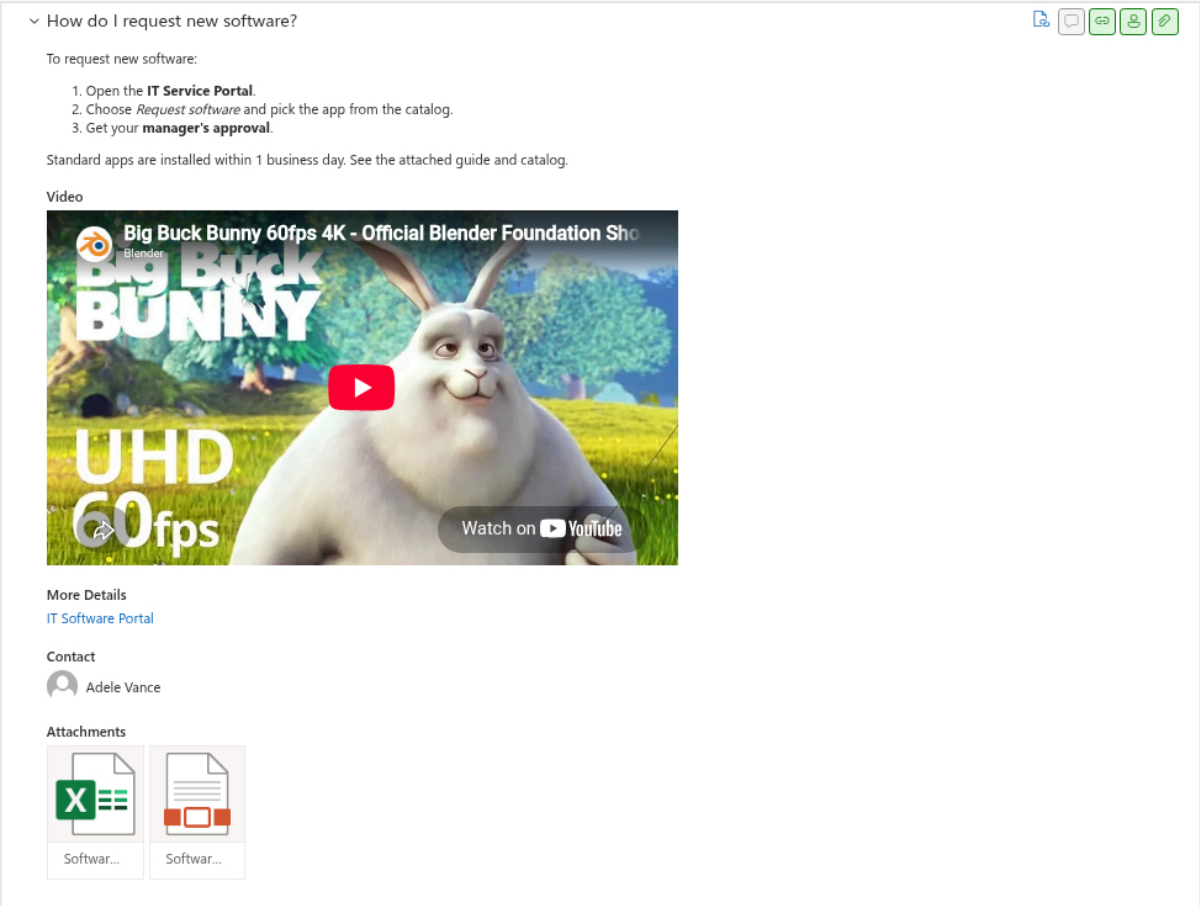
The Show/Hide switches 8

Checklist for a good answer 8

Terms 10

Overview

An answer in Questions and Answers is more than a paragraph. The expanded question can show formatted text, a video, attached files, a link to a fuller resource and the person responsible for the topic - each in its own block, each switched on or off for the whole **web part**. This article explains how an editor fills these blocks in the **SharePoint list** and how they appear to readers. The basics of the list and the publishing workflow are in KB10219. Creating, Editing and Publishing Questions in Questions and Answers. The list created by this version keeps the field names Title, Answer, Category, Link, VideoUrl, Contact, Order and Published in English. Localized captions in the web part or in this article do not rename those fields. Title is not renamed to Question by the provisioning code.



An answer with all blocks filled

The answer text: Markdown

The **Answer** column is rendered as **Markdown**. Type the markup as plain text in the field:

You type	Readers see
`**Important:** submit the form by Friday.`	**Important:** submit the form by Friday.
`*italic*`	*italic*
`- first point` / `- second point` (one per line)	A bulleted list
`1. open Settings` / `2. choose Account`	A numbered list
`[the travel policy](https://intranet/policies/travel)`	A link with the text *the travel policy*
`## Before you start`	A sub-heading inside the answer
An empty line	A paragraph break

Keep answers short and direct - the first lines are what a reader scans - and move depth into the **More Details** link or a video. Headings inside an answer are useful for step-by-step instructions with several stages.

Warning

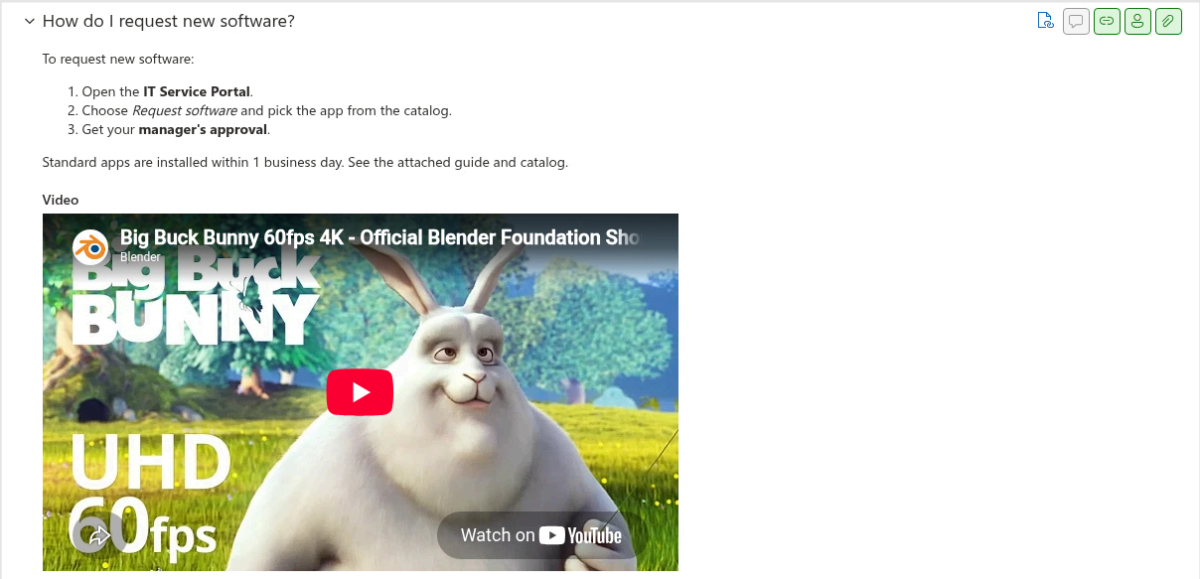
Write the Markdown as plain text and do not use the formatting toolbar of the SharePoint item form: formatting applied with the toolbar is stored as HTML, which the web part does not render - the tags are removed and only the text remains. If Markdown lists or paragraphs do not come out as expected, open **List settings** → **Answer** and set the column to **Plain text**; the web part needs no rich text.

Video answers

A short screen recording often explains a procedure better than text. Put the address of the video into the **VideoUrl** column and switch **Video** to *Show* in the **Show/Hide** group. The web part decides how to render the address:

Address	Rendered as
YouTube - `youtube.com/watch?v=...`, `youtu.be/...`, `youtube.com/shorts/...`, `youtube.com/embed/...`,	Embedded YouTube player

Address	Rendered as
`youtube-nocookie.com/embed/…`	
Vimeo - `vimeo.com/<number>`	Embedded Vimeo player
A direct video file - `.mp4`, `.webm`, `.ogg`, `.ogv`, `.m4v`, for example a file in a SharePoint **document library**	The browser's own video player (HTML5), with controls
Any other address - Microsoft Stream, a video page of the intranet, a learning platform	A hyperlink under the **Video** heading, opened in a new tab



A video answer

Videos stored in SharePoint (a document library, Microsoft Stream on SharePoint) are the right choice for internal recordings: access follows the permissions of the file. When the link is a Stream *page*, it is shown as a hyperlink - copy the direct link to the `.mp4` file if you want the player inside the answer. YouTube and Vimeo players load from the respective services; if your network blocks them, readers see an empty player.

Attachments

Files attached to the list item - a form to fill in, a checklist, a policy PDF - appear under the **Attachments** heading as cards with the file-type icon and the file name. The card links to the attachment URL; whether the browser previews or downloads it depends

on SharePoint, the file type and browser settings.

To attach a file, open the question in the list, use **Attach file** in the item form and save. There is no limit specific to the web part; the SharePoint limits for list item attachments apply. The **Attachments** switch in **Show/Hide** controls the block for all questions.

Tip

For files that change often - the current price list, this year's holiday calendar - store the file in a document library and point to it with **More Details** or a Markdown link instead of attaching a copy. A stable link can avoid duplicate copies; make sure it targets the intended current document. Attachments can also be replaced, and neither approach guarantees version currency automatically.

The detail link

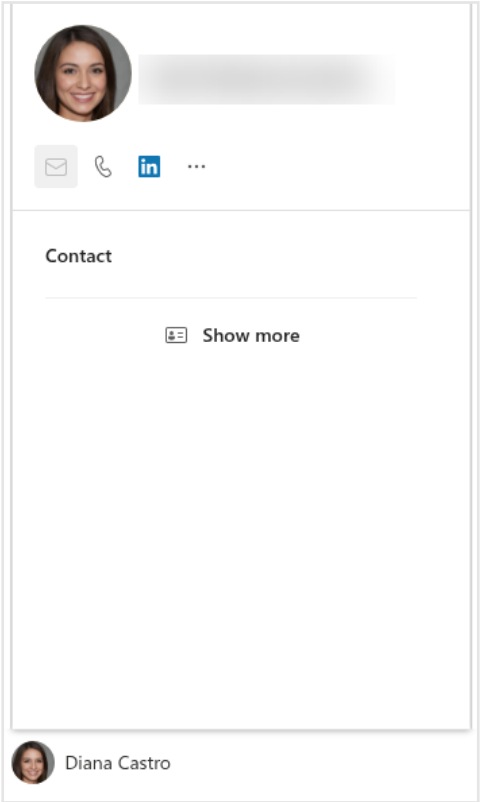
The **Link** column stores an address and an optional description. The block heading is always **More Details**; the clickable text is the description when provided, otherwise the address. The **Detail Link** switch controls the block.

Use it to keep answers short: the answer gives the two-sentence version, **More Details** leads to the authoritative document.

The contact person

The **Contact** column names the person responsible for the topic - the HR partner for leave questions, the service desk lead for accounts. Readers see the name under the **Contact** heading; hovering over it opens the **Microsoft 365 profile card** with the job title, department, e-mail, phone and the buttons to start a chat or a call. The **Contact** switch controls the block.

Pick one person per question (the column accepts a single user). Where a team is responsible, create a shared mailbox or a group with a mail address and name it in the answer text instead; the **Contact** column accepts people only.



The contact person with the live profile card

The Show/Hide switches

Each block is switched on or off for the whole web part in the **Show/Hide** group of the property pane: **Attachments**, **Contact**, **Detail Link**, **Video** and **Show Comments**. A block that is switched on appears only for the questions that have content for it - an empty **Link** column produces no *More Details* heading. The badges in the question header follow the same rule: the paper clip, link and person badges are colored when the question has the content, grey when it does not. The comments block is an exception: it remains visible when enabled even with no comments, so readers can enter the first comment. Live profile cards require the SharePoint shared library; if it cannot load, a static name/persona is shown.

Switch a block off when the knowledge base does not use it, so that readers are not shown empty badges, or when a page should stay minimal - a short policy FAQ on the home page might show text and the contact only.

Checklist for a good answer

1 The question is phrased the way people ask it, not the way the policy names it.
2 The answer gives the direct answer in the first sentence and the steps as a list.
3 The authoritative document is linked under **More Details**, not pasted into the

answer.

4 A procedure that is hard to describe has a video.
5 A form or template that the reader needs is attached - or linked, if it changes.
6 The **Contact** is the person who can actually help, and knows that they are named.
7 **Published** is set to *Yes* only when all of the above is in place.

Terms

Document Library
A special type of list that stores files, folders, and information about them. Like a list, a document library can contain personal or shared views, item-level permissions, and so on.

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.

Microsoft 365
Microsoft 365 is a cloud-based subscription service that combines productivity apps such as Word, Excel, PowerPoint, and Outlook with cloud services such as SharePoint, OneDrive, Teams, and Exchange Online, together with advanced security and device management.

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.

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.