

KNOWLEDGE BASE ARTICLE

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



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You type	Readers see
– 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 <i>the travel policy</i>
## 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 **Video URL** 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/..., youtube-nocookie.com/embed/...	Embedded YouTube player
Vimeo – vimeo.com/<number>	Embedded Vimeo player
A direct video file	The browser's own video player (HTML5),

Address	Rendered as
– .mp4 , .webm , .ogg , .ogv , .m4v , for example a file in a SharePoint document library	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

How do I request new software?

To request new software:

1. Open the **IT Service Portal**.
2. Choose *Request software* and pick the app from the catalog.
3. Get your **manager's approval**.

Standard apps are installed within 1 business day. See the attached guide and catalog.

Video



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. A click opens the file; documents open in the browser like any file in SharePoint.

To attach a file, open the question in the list, use **Attach file** in the item form (or drag the file onto the 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 link always shows the latest version; an attachment is a snapshot.

The detail link

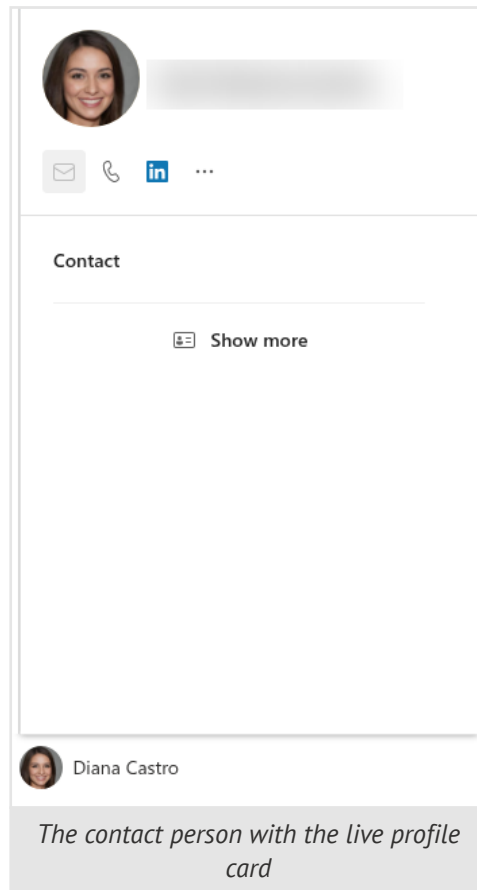
The **Link** column holds one address shown under the **More Details** heading – the full policy, the manual, the request form. Enter the address and, optionally, a description in the two fields of the hyperlink column; the description is not shown by the web part, the heading is always *More Details*. The block is controlled by the **Detail Link** switch.

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 **live 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 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.

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.