vitextra

KNOWLEDGE BASE ARTICLE

How to Build an Internal FAQ Page for Your Intranet with Questions and Answers

2026 © Vitextra SIA. All rights reserved.

Disclaimer

For the purposes of this Disclaimer:

- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Disclaimer) refers to Vitextra SIA, LV-1009 Riga, Matise iela 61 - 25.
- **Document** refers to the Knowledgebase Article.
- **You** means the individual accessing the Document, or the company, or other legal entity on behalf of which such individual is accessing or using the Document, as applicable.
- **Website** refers to Vitextra, accessible from https://vitextra.com

Disclaimer

The information contained in the Document is for general information purposes only.

The Company assumes no responsibility for errors or omissions in the contents of the Document.

In no event shall the Company be liable for any special, direct, indirect, consequential, or incidental damages or any damages whatsoever, whether in an action of contract, negligence, or other torts, arising out of or in connection with the use of the contents of the Document. The Company reserves the right to make additions, deletions, or modifications to the contents in the Document at any time without prior notice.

Errors and Omissions Disclaimer

The information given by the Document is for general guidance on matters of interest only. Therefore, errors can occur even if the Company takes every precaution to ensure that the Document's content is current and accurate. Plus, given the changing nature of laws, rules, and regulations, there may be delays, omissions, or inaccuracies in the information contained in the Document.

The Company is not responsible for any errors or omissions, or for the results obtained from the use of this information.

Fair Use Disclaimer

The Company may use copyrighted material that the copyright owner has not explicitly authorized. The Company is making such material available for criticism, comment, news reporting, teaching, scholarship, or research.

The Company believes this constitutes a "fair use" of any such copyrighted material as provided for in section 107 of the United States Copyright law.

If You wish to use copyrighted material from the Document for your own purposes that go beyond fair use, You must obtain permission from the copyright owner.

"Use at Your Own Risk" Disclaimer

All information in the Document is provided "as is", with no guarantee of completeness, accuracy, timeliness or of the results obtained from the use of this information, and without warranty of any kind, express or implied, including, but not limited to warranties of performance, merchantability and fitness for a particular purpose.

The Company will not be liable to You or anyone else for any decision made or action taken in reliance on the information given by the Service or for any consequential, special or similar damages, even if advised of the possibility of such damages.

Contact Us

If you have any questions about this Disclaimer, You can contact Us by email: support@vitextra.com.

Table of contents

The scenario 4

Step 1. Plan the categories and the owners 4

Step 2. Create the page and the list 4

Step 3. Load the first questions 5

Step 4. Set the permissions 6

Step 5. Configure the web part 6

Step 6. Bring it to Teams and promote it 8

Keeping it alive 8

Terms 10

The scenario

The internal communications team wants one **Help Center** page on the intranet that answers the questions employees keep sending to HR, IT and Facilities: how to request leave, how to reset a password, where to park, how to book a room. The answers exist - in e-mails, in a shared Excel sheet, in three departments' heads. The goal is a page that employees find themselves, that each department maintains for its own topics, and that grows with the questions people actually ask.

This article walks through building it with Questions and Answers in six steps, from planning to the review routine. Each step links to the detailed article.

Step 1. Plan the categories and the owners

Before touching **SharePoint**, write a one-page plan:

- **Categories** - one per department or topic, five to eight at most: *Accounts & passwords*, *Hardware & software*, *Vacations & sick leave*, *Payroll & benefits*, *Office & facilities*, *Travel & expenses*. Readers choose categories by their problem, so name them by the problem, not by the department.
- **An owner per category** - the person whose name goes into the **Contact** column and who publishes the questions of that category. Owners agree to review their questions twice a year.
- **The first 20–30 questions** - collected from the support mailbox, the service desk's top tickets and the HR inbox, in an Excel sheet with the columns *Question*, *Answer*, *Category*, *Contact*, *Link*.

Tip

Write every question the way an employee would type it into a search box - *How do I reset my password?* rather than *Password reset procedure* - and put the words people use into the answer. The search of the **web part** covers the question and the answer text, so those words decide whether the entry is found. See KB10378. Searching the Knowledge Base and Paged Loading in Questions and Answers.

Step 2. Create the page and the list

1 On the intranet **site** (a **communication site** or the HR hub), create a page **Help Center** and add the **Questions and Answers** web part to a one-column section.
2 On the web part's configuration screen choose **List**, name it *Help Center Questions* and click **Create**. The list with the required columns is created and connected.
3 Give the web part a title in edit mode - *Help Center* - and publish the page.

Details: KB10218. How to Add and Configure the Questions and Answers Web Part.

1 Open the list (property pane → **Data Source** → **Open List**), go to **List settings** → **Columns** → **Category** and enter the planned categories one per line; turn **Allow 'Fill-in' choices** off so that owners pick from the list.



Creating the Help Center list from the web part

Step 3. Load the first questions

The quickest way from the Excel sheet to the list is the grid:

1 In the list, click **view** (enable grid editing first in **List settings** → **Advanced settings** → **Quick property editing** if the command is missing - the list created by the web part has it off).
2 Copy the *Question* column of the sheet and paste it into **Title**; repeat for **Answer**, **Category** and **Link**. Paste **Contact** as e-mail addresses - the grid resolves them to people.
3 Fill **Order** with 10, 20, 30… in the order the questions should appear within a category.
4 Leave **Published** as *No* for now; exit the grid.

Then let each owner review their category in the list, format the answers with Markdown (lists for steps, bold for deadlines, a link to the policy under **Link**), attach forms where needed, and set **Published = Yes** question by question. Markdown and the answer blocks are described in KB10380. Rich Answers in Questions and Answers: Markdown, Video, Attachments, Detail Links and Contacts.

Warning

Type the Markdown as plain text; the formatting toolbar of the item form stores HTML, which the web part does not render. To avoid the toolbar altogether, set the **Answer** column to plain text in the column settings.

Step 4. Set the permissions

Plan who should ask and publish, and test the effective SharePoint permissions; the edit-own-items setting alone does not enforce editorial approval.

1. In **List settings** → **Permissions for this list**, stop inheriting permissions.
2. Give **Everyone except external users** (or the intranet visitors group) **Contribute** - this lets every employee use **Ask a Question** and comment.
3. Create the editors' group and configure its effective permissions for the required access. The **Edit Items** permission alone does not bypass item-level restrictions; **Manage Lists** does. The default **Edit** permission level includes **Manage Lists**. Microsoft
4. In **Advanced settings** → **Item-level Permissions**, set **Create and Edit access** to **Create items and edit items that were created by the user**, so that employees can submit but not change or publish other items.

The button requires the web-part setting and Add Items permission. The form sends only Title and relies on the list's defaults: newly provisioned Published defaults to No, but an existing list may differ. An editor can publish by changing Published; users with effective edit rights may also do so. The submission code does not check HTTP status, so verify the item in the list even after a success message. KB10384. Permissions, Data Storage and Privacy in Questions and Answers; KB10220. Letting Employees Ask Questions in Questions and Answers. With Read all items, drafts may also be read directly in the list; Published is only the web-part filter. Strict editorial control requires separately configured and tested SharePoint permissions and a suitable workflow.

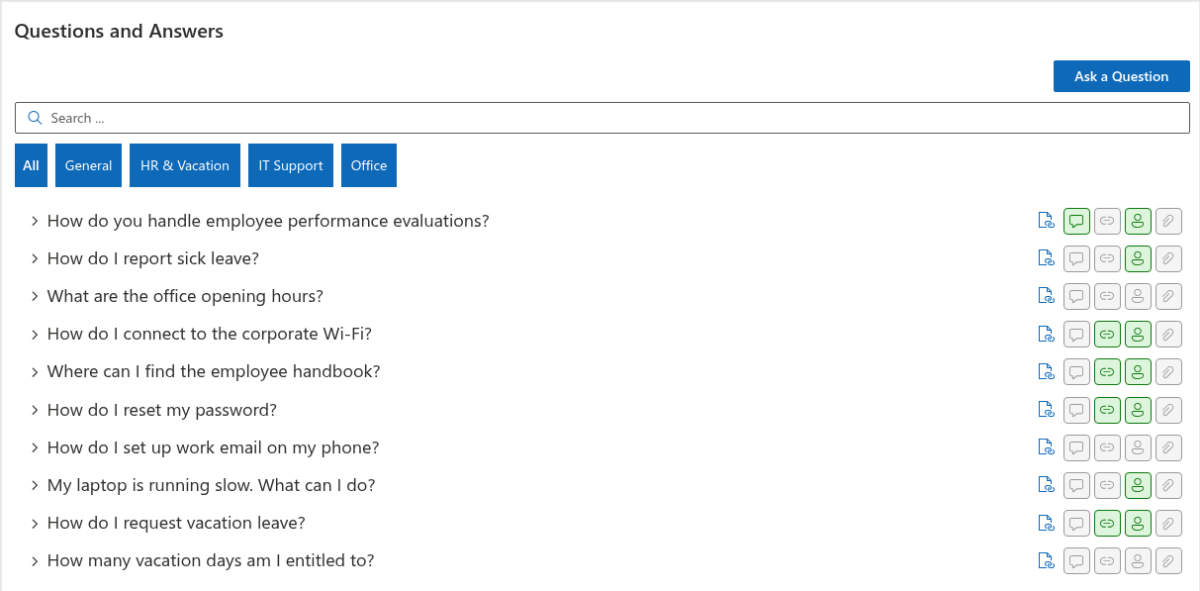
1. Create a list view **To publish** filtered on **Published = No**, and set a **Power Automate** flow triggered by *When an item is created* that mails the editors when a question comes in.

Step 5. Configure the web part

Open the property pane and set, for a help center of 30–150 questions:

Group	Setting	Value
Behavior	**Allow Users to Ask a Question**	Enabled
Behavior	**Enable search box**	Enabled
Behavior	**Copy Link**	Enabled
Show/Hide	**Attachments**, **Contact**, **Detail Link**, **Show Comments**	Show
Show/Hide	**Video**	Show if any owner records videos; otherwise Hide
Appearance	**Collapse by default**	On
Appearance	**Category Filter**	Enabled
Appearance	**Group By**	Disabled (the tabs do the structuring)
Appearance	**Sort by** / **Sorting**	Question Order / Sort A to Z
Appearance	**Page Size**	50

Republish the page. The reasoning behind these choices is in KB10379. Organizing Questions: Categories, Grouping, Category Filter, Sorting and Collapsing.



The finished Help Center page

Step 6. Bring it to Teams and promote it

- Pin the page in the **Help** channel of the company team with a **SharePoint** tab, or add the web part as a **QnA** channel tab connected to the same list on the site of that team if the help center lives there.
- Ask the service desk to answer recurring tickets with a **Copy Link** of the matching question instead of a typed reply; the first weeks of links are the best promotion, and every link opens the page with the answer expanded (KB10381. Comments, @Mentions and Deep Links in Questions and Answers).
- Add a **Smart Tiles** tile or a quick link *Help Center* on the intranet home page, and a **news post** announcing it with three example questions.

Keeping it alive

An FAQ dies when its answers go stale. Three routines keep it alive with little effort:

1 **Weekly** - an editor checks the **To publish** view, answers or forwards the new questions and publishes them. A question nobody can answer is a hint for a new category or a new owner.
2 **Quarterly** - each owner opens the list filtered on their category, sorted by **Modified**, and re-reads the answers older than six months: still correct, link still valid, contact still in that role.
3 **Yearly** - export the list to Excel, look at the comments (they show where answers are unclear) and at the service desk statistics (which questions are still asked by e-mail), and prune questions nobody needs.

With versioning enabled in the list settings (**Versioning settings** → **Create a version**

each time you edit an item), the list keeps the history of every answer, so an owner can see who changed what and restore an earlier version when needed.

Terms

Communication Site
A communication site is a type of SharePoint site designed to broadcast news, reports, and other information to a broad audience. Most users have read-only access, while a small group of authors manages the content.

News Post
A news post is a site page of the News Post type that is used to share announcements, status updates, and stories with other people in an organization. News posts appear in the News web part and on the SharePoint start page.

Power Automate
Microsoft Power Automate is a cloud-based service that allows users to create automated workflows between applications and services. It enables the automation of repetitive tasks and processes, such as data collection, notifications, and approvals, without the need for extensive coding knowledge.

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.

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.