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About FAQ-Tastic

One of the common misconceptions about FAQ-Tastic is that it is an FAQ builder for WordPress.

It isn't.

It's actually a **multiple** FAQ builder for WordPress. It helps users to create as many FAQs as they need. FAQ-Tastic can create FAQs on a per section basis and so provide perfectly tailored sets of questions depending on each subject area.

Cool, huh?

About The Creator of FAQ-Tastic (and this User Manual!)



Zain Bador is a freelance WordPress SEO Expert and [WordPress Theme Developer](#); NLP Master Practitioner, part-time Child Wrestler and part-time single father.

Having spent the last year studying Search Engine Optimization and Internet Marketing in **StomperNet**, as well as being a student of **Rich Schefren** and **Stephen Pierce**, Zain came up with the idea of FAQ-Tastic after failing miserably at trying to find a **decent** product on ClickBank and making a massive \$10US on marketing a tattoo eBook. Sadly, the exhilaration of actually being able to sell a product was marred when he realized the true cost of the PPC campaign that he'd left running on Google Adwords.

After some deliberation and hiding away for a few weeks from the psychological trauma caused by losing vast sums of money lost in an area he didn't feel comfortable with, Zain decided that *building* a product was much better than trying to become an affiliate marketer. This was possibly the best thing that could ever happen as it meant that FAQ-Tastic seeds were starting to be sown...

Zain's previous experience as an ex-Developer at Emap Online and Freeserve as well as his Project Management experience in Wanadoo and Orange (UK) provided the perfect skill-set to understand the technical challenges of building WordPress plugins as well as the enormity of the task at hand. Being *frugal* (to put it mildly), Zain's initial reaction was to try and build the FAQ plugin himself. However the low persistent voice in the back of his mind, of Internet Marketing guru Rich Schefren, which repeatedly asked him "Are you working **IN** your business or **ON** your business?", made him re-assess the situation and hire a WordPress plugin specialist more suited to the task. Good call.

After a month of searching, the perfect Developer (see below) was found and the FAQ-Tastic project began. Yet, during the development of the plugin, another voice was heard – this time of marketing guru **Eben Pagan** who kept reminding him to "move the free line!". And so it came to pass, FAQ-Tastic was delivered to the WordPress community for *free* and hailed as the ultimate plugin for building FAQs!

Zain is currently working on building easy to use professional websites using WordPress as a Content Management System (CMS). He is also creating a range of WordPress training manuals and new plugins. In his spare time, Zain is the Admin on the [Facebook Skindred group](#). He is also the Designer, Developer, Admin and WebMaster of the eagerly anticipated [Skindred Fansite](#). Zain's company, [Knowledge Constructs](#) is currently in discussions to build the Official Skindred website (fingers crossed, eh?).

Zain is also looking to retire from the world of Child Wrestling after suffering from "dodgy knees" after his humiliating last defeat at the hands of Sam "The Tiger" Bador (pictured).

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About The Developer of FAQ-Tastic

John Godley is an enigma.

He is the best WordPress Plugin Developer that I've *never* met. Since all correspondences have been entirely done via email, we have the feeling that John may actually be an Artificial Intelligence software attempting to pass the [Turing test](#).

The speed at which "John" completes tasks is exceptionally fast for the average and even highly skilled Developer – perhaps *too* fast. The solutions that "John" comes up with are also extremely logical – perhaps *too* logical. The integration of his plugins with WordPress are perfect – perhaps *too* perfect.

The only tell-tale sign that "John" may actually be a human Developer is the low prices he charges for his services. Saying that, this could possibly be the result of a faulty billing algorithm coded into the Godley software. Removing the Kudos 1.5 plugin and upgrading to L'Oreal 2.0 could fix this issue.

John is also the author of a range of excellent WordPress plugins:

- [HeadSpace2](#)
- [Redirection](#)
- [Drain Hole](#)
- [Snippets](#)
- ...and many more

Allegedly, John has recently escaped from the Guangzhou province in China. He can be contacted on his website at [UrbanGiraffe.com](#).

Enough of this nonsense.

Let's get started!





What is an FAQ?

An FAQ is an acronym standing for "Frequently Asked Questions". The purpose of an FAQ on a website is to enable the site owner to provide the answers to common questions quickly and easily for site visitors.

FAQ's are an extremely useful tool for anyone or website that regularly has to answer visitor messages. An FAQ can help to save a lot of time, since site owners no longer have to contact individual visitors and can simply point them to the location of specific answers if the question has been asked before.

FAQ-Tastic is an FAQ builder for WordPress. Unlike other FAQ software, FAQ-Tastic does not simply generate a single page of answers – it's able to create multiple FAQs to enable a site to contain many logical categories of answers.

For example, common questions relating to a product could be separated into:

1. questions about the product features;
2. questions about how to use the product;
3. questions about related products;

The ability to separate the questions into different groups helps the site visitor to find questions quickly as well as saving the site owner a great deal of time answering the same questions again and again.

Installing FAQ-Tastic

1. [Download FAQ-Tastic Lite](#) from FAQ-Tastic.com. (Click the link if you haven't downloaded it already).
2. Unzip the contents of the package into a location you can remember.
3. You should now have a Folder called "FAQ-Tastic".
4. FTP (File Transfer Protocol) the whole FAQ-Tastic folder to:
yourWPLocation/wp-content/plugins/

Where **yourWPLocation** is wherever you installed WordPress.

5. You are now ready to Activate the plugin.

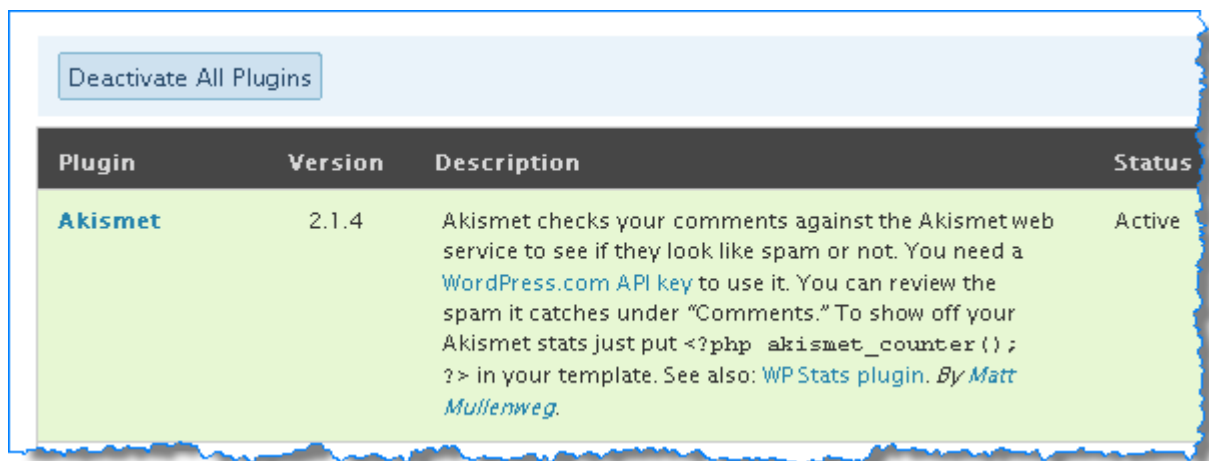




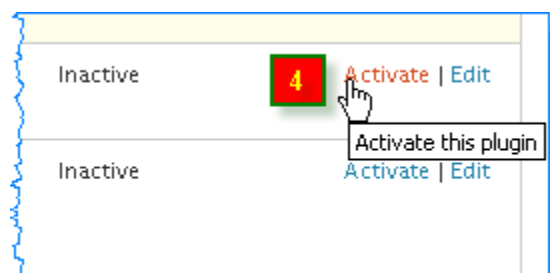
Activating FAQ-Tastic



1. Log into your WordPress admin area and click on the "Plugins" link on the WP Dashboard.
2. You should now be in your Plugins page which will look a bit like this in WordPress 2.5.
Note: Version 2.1+ will look a little different but it's essentially the same thing.

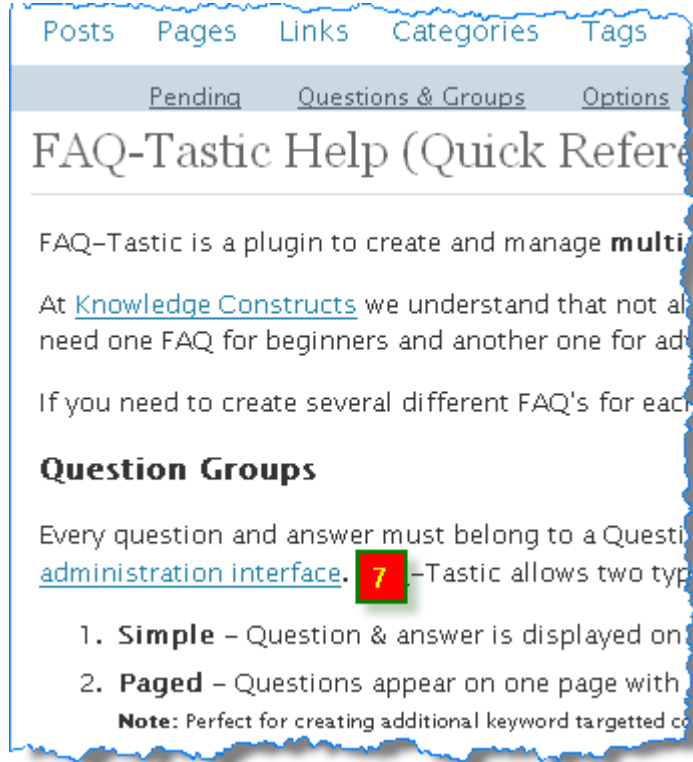


3. Scroll down and find the FAQ-Tastic plugin.
4. On the right hand side find the **Activate** button and click on it.
5. And you're done!
6. Unlike other WordPress plugins FAQ-Tastic will automatically take you to the "**Help (Quick Reference)**" page for the plugin. This page provides all WordPress shortcodes for using the plugin.





7. On the help page is a link to the FAQ-Tastic "**administration interface**" - click on it and we'll get started with creating a Question Group.



8. The next bit is where the real fun begins!





Question Groups

But before we begin, it's probably a good idea to understand what "Question Groups" are in FAQ-Tastic and how they work.

What is a Question Group?

Quite simply: it's a group of questions! :) . Okay, maybe that's *too* simplistic!

FAQ-Tastic is a **multiple** FAQ builder. That means that it's possible for you to create more than just one FAQ on your site. For example, suppose you had a website about cats and you'd divided it into nice sections on cat care, cat grooming, cat health, cat problems and another section on cat feeding. Well, you wouldn't want the same FAQ for all of those sections would you? So basically, FAQ-Tastic helps you to create "**Question Groups**" so you can separate out your FAQs into logical and manageable groups.

Okay, now you understand what a Question group is, what else is there to know?

The 2 Types of Question Groups

There are two types of Question Groups: **Simple** and **Paged**.

Why? Because they do slightly different things depending on how you want your questions and answers to be displayed on your site.

Here's a brief explanation:

- **Simple**
Used when you want questions and answers ***on the same page.***
- **Paged**
Used when you want your list of questions to appear as a list of links on a main page and for ***each answer to be on separate pages.***

Some of you are probably wondering why you would want (or need) to create Paged FAQs. The reason is actually because of "search engine optimization" (SEO).

Feel free to skip this next bit if you've no idea about Internet Marketing or Search Engine Optimization:

Thankfully, at Knowledge Constructs we understand basic SEO principles and know that the more pages you have for your site means more opportunities to add targeted keyword content to your site. FAQ-Tastic helps you to create pages quickly and easily and, more importantly, separate out your content into content users are actually looking for! :)

...some of that may have gone over your heads. Don't worry about it. Bottom line: FAQ-Tastic can help you with getting good organic search results if used properly. You could get on page 1 of Google... but more about this when we release [FAQ-Tastic Pro](#).

Now that you understand the basics of FAQ-Tastic, we can now jump in and start creating Simple and Paged Question Groups.

Feel free to jump to the section you want if you already know the type of group you need!





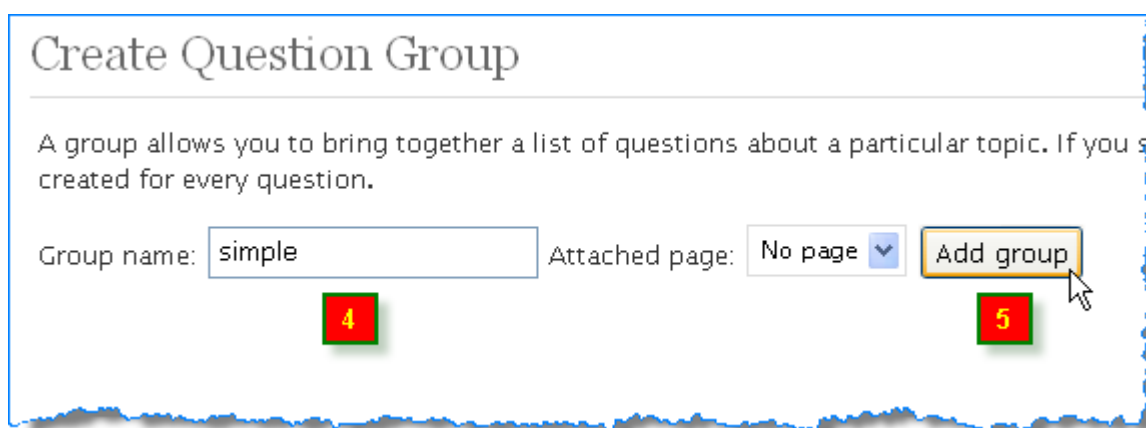
Creating a Simple FAQ



Note: images have been torn to reduced to fit this manual.

Depending on whether you clicked on the "administration interface" link on the Help page you may or may not be on the FAQ-Tastic "Questions & Groups" page. To get to the **Questions & Groups** administration interface follow these steps:

1. Click on the **Manage** link on the top of the WordPress admin.
2. Click on the **FAQ-Tastic** link on the subnavigation menu.
3. Click on the **Questions & Groups** link on the FAQ-Tastic submenu.



4. Type in a Group name into the input field.
In this example, we've just called it "simple" but you can use any text you like.
Tip: Remember the name that you give to your group as you will be using it later!
5. Click on the Add Group button.
6. Excellent - You've now created a new Simple question group.



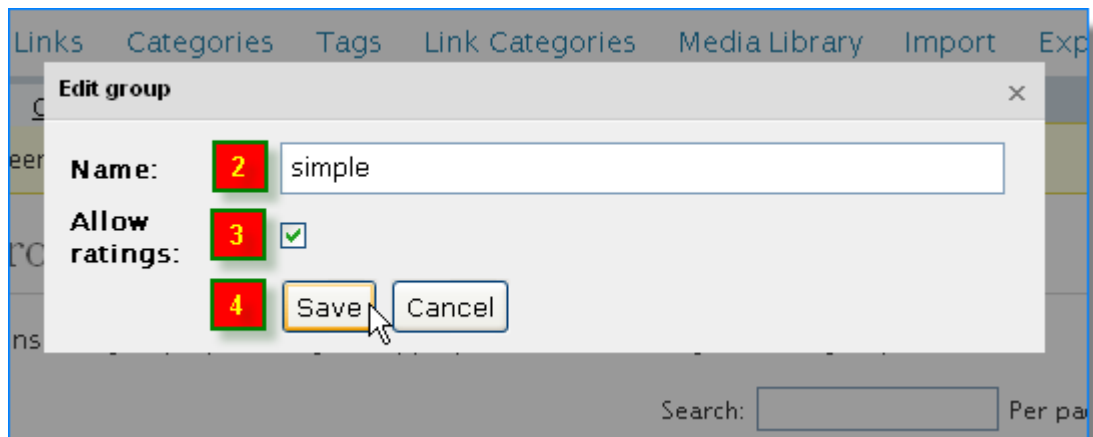


Editing A Question Group



Now you've created a new Simple Question group, we'll have a quick look at editing Question Groups.

1. Click on the new link on the left with the name of your new Question Group.
In our example, we called it "simple" - your name may be different if you called it something else.
A new "Edit Group" pop-up window should appear like the one below:



2. **Name** allows you to change the name of the Question Group.
3. The **Allow ratings** checkbox is used to turn Ratings on and off on your site.
4. When you are happy with your options, just click on **Save** or **Cancel** if you don't want to amend the default settings.

Deleting A Question Group

1. To delete a Question Group, just click on the small red icon with a white bar in it on the right hand side of your newly created group.





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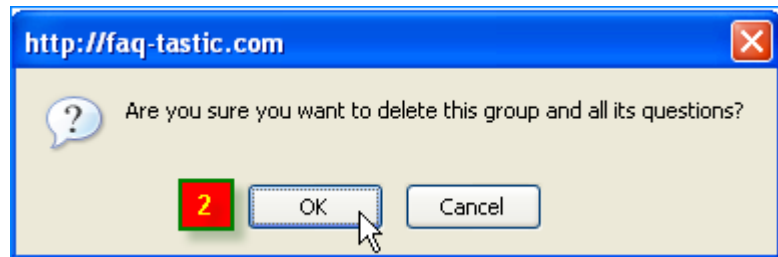
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2. A confirmation window should pop up like the one you see on the right.

Click on **OK** if you want to delete the group, otherwise click on the **Cancel** button.

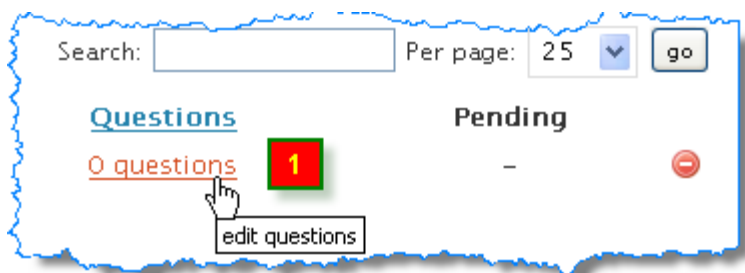


Manually Adding Questions

1. On the new Question Group that you have just created should be a link with **"0 questions"**.

Click on this link to start Adding questions.

You should now be on a new screen.



Add Question

Question is automatically approved and will

Question:

2

Answer:

3

Add question

4

2. To add your first question to FAQ-Tastic, just type the question into the textarea labelled **Question** on the page.
3. Provide an answer to the question in the textarea labelled **Answer**.
4. Clicking on the **Add question** button will automatically save both the question and answer to your Question Group.

Note: After setting up your shortcodes on a page (see later), manually added questions and answers like this will be immediately available to see as soon as you click on the Add question button.

5. Successfully adding a question should give you a screen like the one below.

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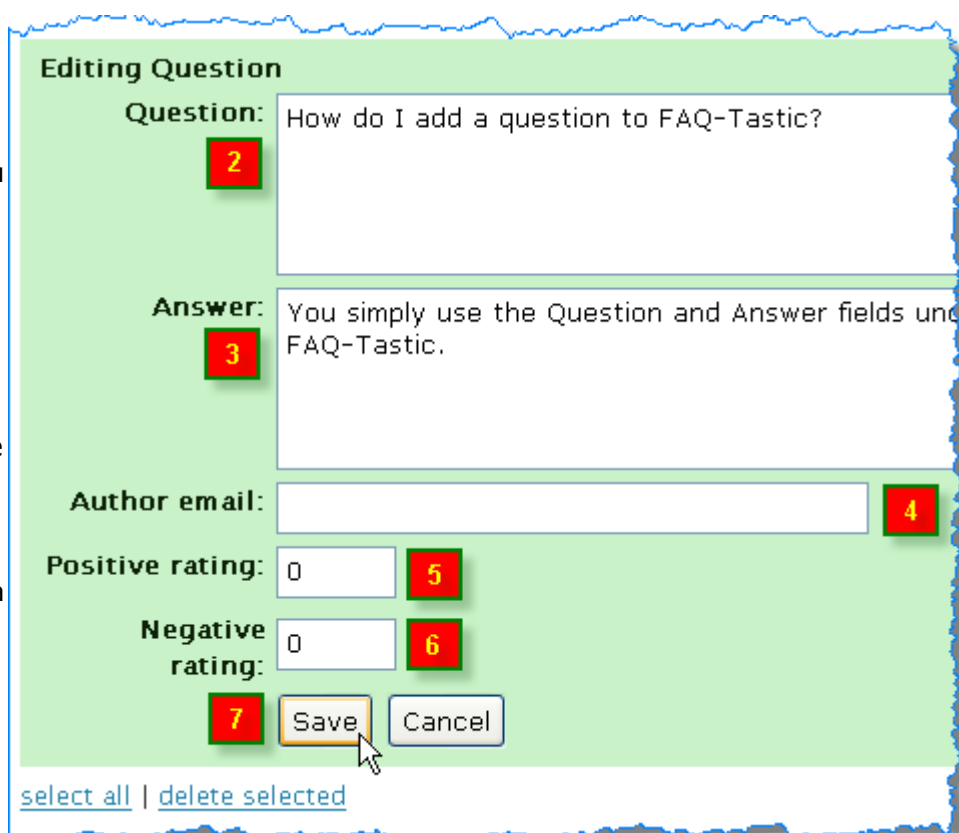




Editing Questions and Answers

Now that you've successfully added a question and answer, let's have a look at how you can edit the entry.

1. Click on the new question that you've added.
2. The **Question** textarea allows you to amend the question. This is useful for long, user submitted questions.
3. The **Answer** textarea helps to change and update your answers.
4. **Author email** is an optional field that is provided if a user supplies this information.
5. The **Positive rating** can be changed or reset if ratings are



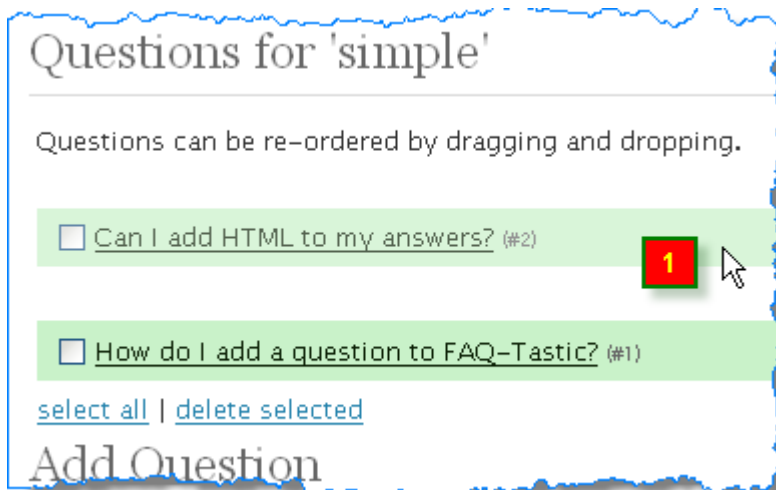


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enabled.

- The **Negative rating** can be changed or reset if ratings are enabled.

Drag & Drop Question Ordering

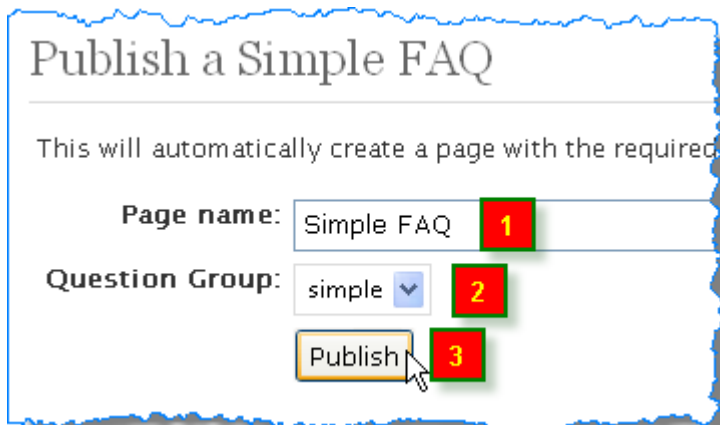


Now that you discovered how to add and edit questions, add a few to your new Question Group and let's play with re-ordering your Questions!

- Click and HOLD on any green part of one question in your list.
- Just drag it and release it above or below other questions.
- You've now re-ordered your questions.

Note: re-ordering your questions automatically makes the new order available on your site. No need to save!

Publishing a Simple FAQ



IMPORTANT: This feature currently only works with **Simple Question Groups**.

- Type in a **Page name**.

This name will be used for the *Page Title* and the *Page Slug*.

- Select the Simple Question Group you want to publish.
- Click on the Publish button.
- A new page has been created and the WordPress "shortcode" has been added automatically!

- If you now check on your site, you should have a link on your navigation with the **Page name** you entered.





6. Click on the link and you should now see the questions you entered.



We recommend you take a look at the section on **Styling Your FAQ** to tweak the look of the CSS to fit the WordPress theme that you're using!





Creating a Paged FAQ



Paged FAQs are used when you want to have your Questions appearing on one page and your Answers on separate pages. The main questions page will act as the parent page with all answers being child pages of the parent.

This feature was originally built with the intention of easily creating additional keyword-targeted pages for any WordPress site. This is particularly useful for Search Engine Optimization experts or Internet Marketers. When properly used, these additional pages can help with building a good internal site structure as well as helping with ranking well in organic search results (like in Google). Since the questions collected by FAQ-Tastic are asked by real site visitors – instead of assuming what users want answered – this improves the overall quality of questions appearing on a site and also helps the site owner provide focused answers.

Let's look at how you build one.

Creating A Paged FAQ Page

The way that a Paged Question Group works is that it needs to have a page to attach itself to before it can create the child pages for the answers.

So **before** we create a Paged Question Group we need to set up the parent page – this is done by creating a page in the normal way in WordPress and in this section we'll look at adding the code to the page so it's immediately ready for publishing questions.

Here's how it's done:

1. Log into your WordPress administration area and click on the **Write** link on the main menu.
2. Click on the **Page** sub-menu link.
3. Add a title for your page.
4. In the WordPress Visual Editor, add the following code to your new page:

[faq list **name**]

Where **name** is the name of your Question Group that will be created later on. Make a note of this name as we will be using it in a minute.

In this example, we've just called it "paged" but it can be anything – as long as you use exactly the same name later on when creating your Question Group!

5. Click on the **Publish** button to save your changes.





Creating A Paged Question Group

Now that you've create a new parent page, we can now create the Question Group in Paged mode.

1. Click on the **Manage** link on the main menu at the top.
2. Click on the **FAQ-Tastic** link on the sub-menu.
3. Click on the **Questions & Groups** link on the FAQ-Tastic sub-menu.

4. Add the **name** you used in the FAQ list code you entered earlier.
5. Use the dropdown menu and select the Page you created that contained the FAQ code.
6. Click on the **Add group** button.

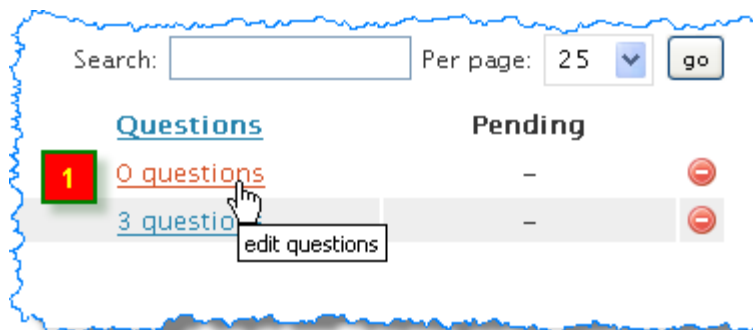
Name	Attached page	Questions	Pending
paged	Paged FAQ	0 questions	-
simple		3 questions	-

7. As with the Simple Question Group, the **Name** of your new group appears on the left. Clicking this link will bring up the **Edit group** options where you can change the name or enable and disable ratings (see Editing A Question Group).
8. Unlike the Simple Question Group, an **Attached page** link is created to allow you quick access to change the Paged FAQ page. You can use this link instead of having to use several clicks in the WordPress administration interface to get to your FAQ page.
9. Again, as with the Simple Question Group, you should now have a **0 questions** link. Click on this if to begin adding questions to this new Paged question group.
10. The red icon to the right of the page is used to **Delete** question group. Be careful when using this as it will remove the group and any associated questions!





Adding Questions to a Paged Group

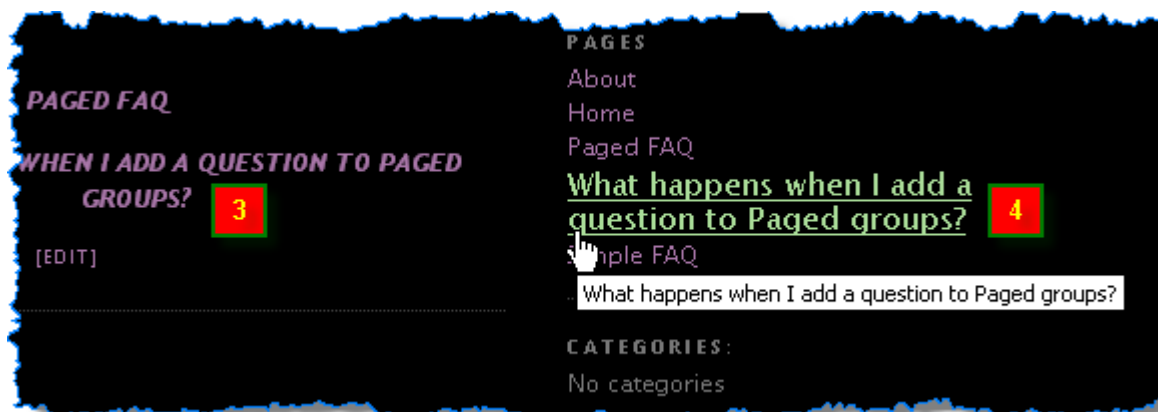


1. Click on the **0 questions** link to start adding questions to your new Paged Group.

Note: as you add questions, the number will increase.

2. Follow the steps as described in "Manually Adding Questions" and "Editing Questions and Answers" in the Simple Group section.

3. Once you've added questions to your new Paged Question Group, they are immediately available on your WordPress site. Questions will now appear on your FAQ page with a list of questions on the main parent page (see below).



4. Answers now appear on separate pages. They are sub-pages (or children) of the main FAQ page.

Note: Depending on the WordPress theme you are using, you may need to amend the stylesheet to display the sub-pages properly (as in this example).





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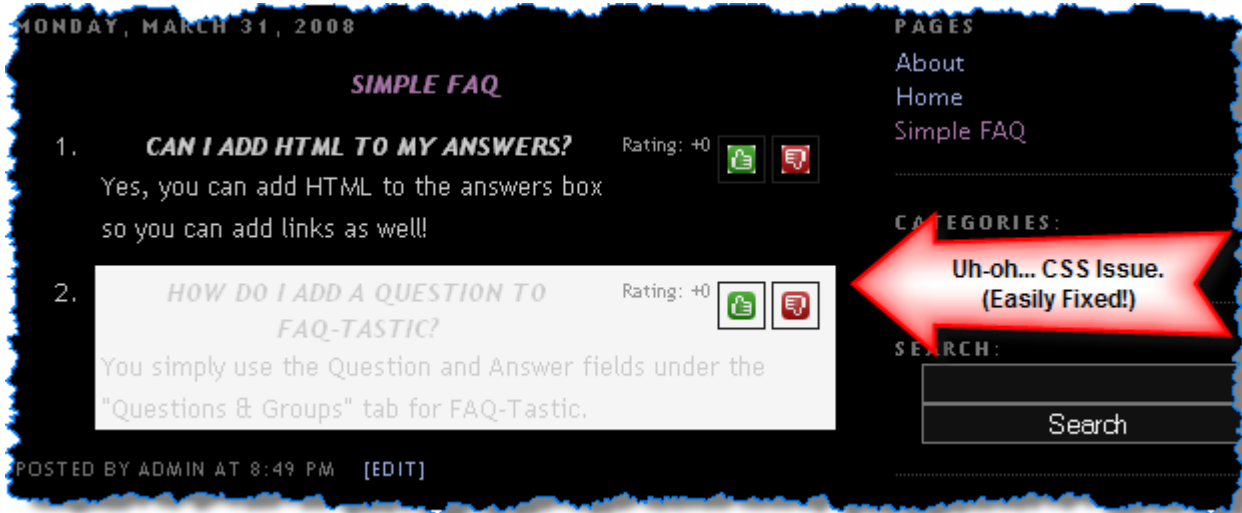
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Styling Your FAQs

By default, FAQ-Tastic is built to work with the WordPress Kubrick theme but let's face it, who uses Kubrick? Since most people tend to use different themes the default FAQ may look a bit like this:



This section looks at how you can tweak the Cascading Style Sheets (CSS) to suit your theme.



The instructions here will suit most non-technical users of FAQ-Tastic. If you know how to amend your CSS as well as have access to files using FTP you may want to skip this section and just read the section on where to find the FAQ-Tastic Style Sheets.

1. Log into your WP Administration area and click on the **Design** link at the top on the main navigation menu.
2. After the page has loaded, click on the **Theme Editor** sub-menu link.

Okay... at this point, if you're worried that this is going to be difficult and only something a Developer should be doing – then let me assure you that it's very simple to do! :)

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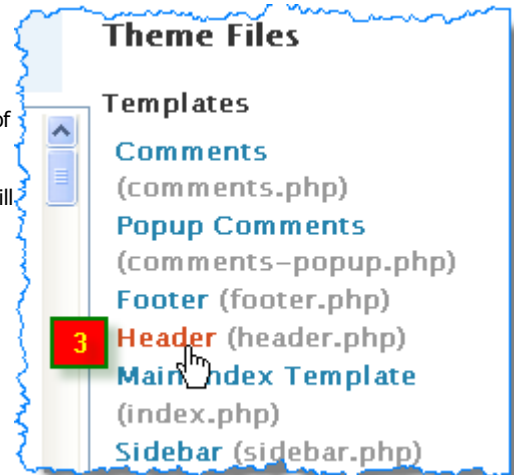
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- You should now be in the **Theme Editor** screen.
Click on the **Header** link on the right hand side of the screen.

Note for Advanced Theme Developers:

We recommend embedding these styles into the Header file instead of the style.css file as there is no guarantee that the call to the wp_head() function comes **before** your main CSS file. If wp_head comes after the call to your main style.css file, then the new styles will not override the FAQ-Tastic CSS.



- You should now be looking at the code for the **header.php** file for your theme.

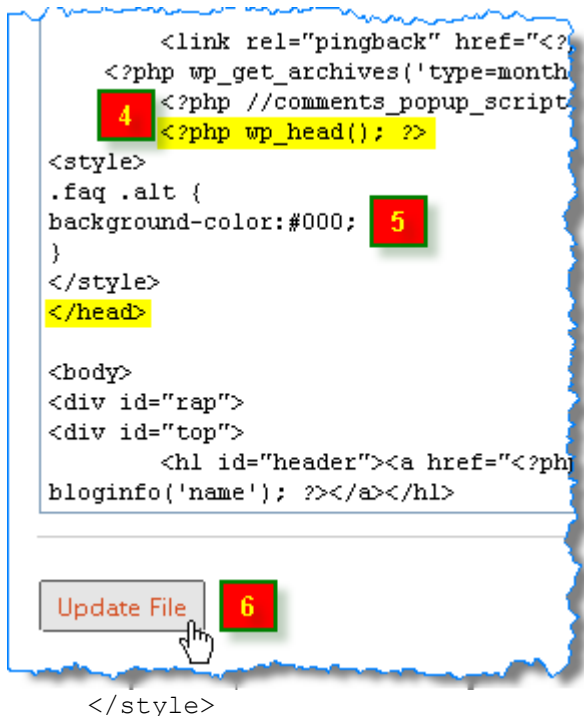
Tip: BACK-UP YOUR CODE. Simply select all of the code, copy and paste it and save it in a text file.

Scroll down through the code and look for the <?php wp_head(); ?> function.

Depending on your theme, it may be just above the closing </head> tag.

- Make a space between the </head> tag and the <?php wp_head(); ?> function and add the following code:

```
<style>
.faq .alt {
background-color:#000;
}
```



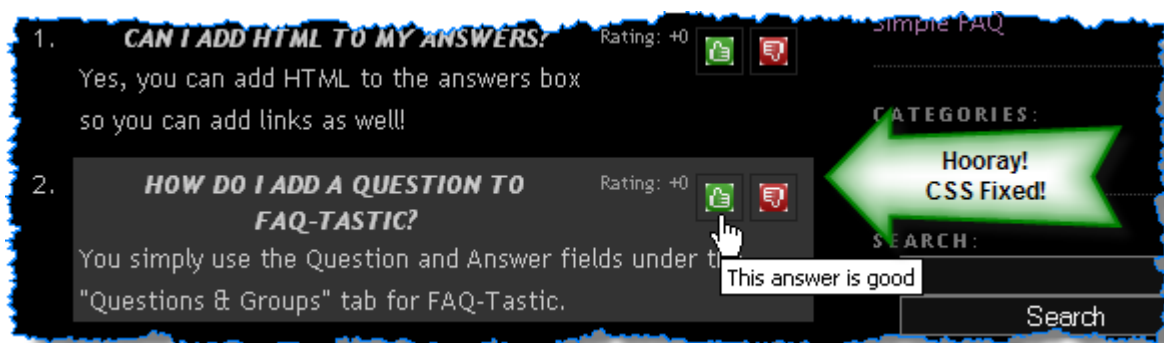
If you don't know what Hex Colours are, then you can just do a Google Search or [click here](#).

- Click on Update File and you're done!

Things to check:

<?php wp_head(); ?> and </head> are still there.

Go back to your FAQ Page and hit refresh, you should now have something that looks like this!



Advanced FAQ-Tastic CSS Styling

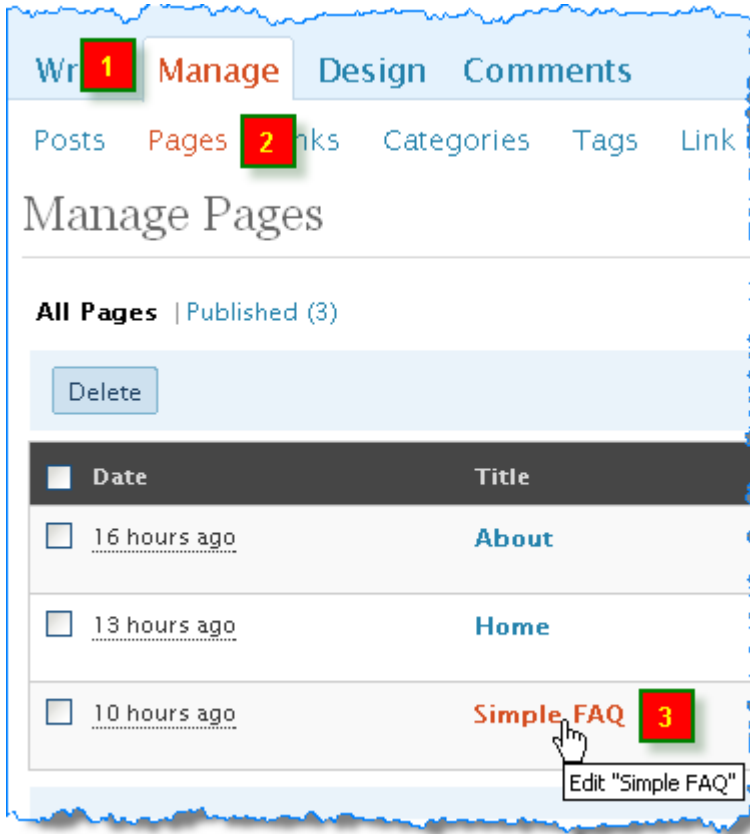
If you want full control over your FAQ-Tastic styles and are confident amending the stylesheet directly, then you can find the file here:

/wp-content/plugins/faqtastic/view/faqtastic/style.css

For a complete list of FAQ-Tastic styles, please take a look at the reference section at the end of this User Guide.



Adding a User "Ask Box"



Now that you can create a Question Group, add questions to the group and know how to publish a Simple group easily to your site it's time to look at how we can allow your site visitors to ask their questions!

1. Log into your WordPress administration area and click on the Manage link on the top menu.
2. Click on the Pages link on the sub-menu.
3. You should now see a list of all the pages on your site.

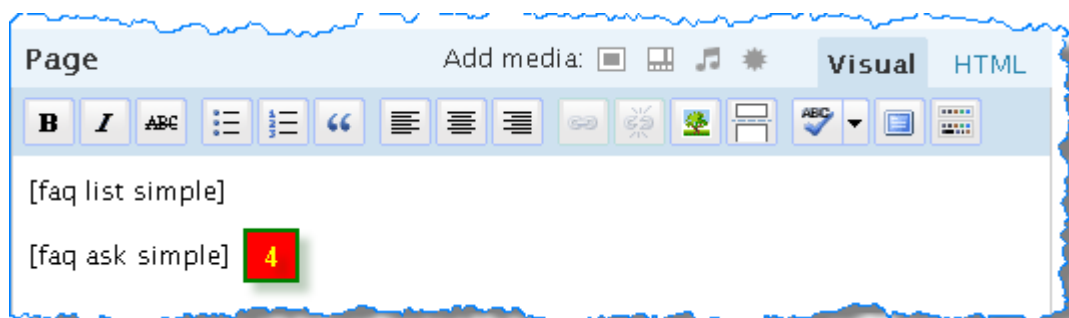
Click on the page that contains your new FAQ to edit it.

4. You should now be in the edit screen for your FAQ.

In the visual editor, just type in:

[faq ask **name**]

Note: **name** is the name of the group you created earlier.



5. Click on the **Save** button on the page and let's see the results!
6. Your page should now have an "Ask Box" added just beneath the list of questions (see above).

The **Question** box is where the user types in their question.

Type in a question (as we'll be looking at how to answer visitor questions soon).

7. Add an address to the **Email** field (this is optional).





8. Click on the Ask Question button to add the question to FAQ-Tastic.

2. **HOW DO I ADD A QUESTION TO FAQ-TASTIC?** Rating: +0

You simply use the Question and Answer fields under the "Questions & Groups" tab for FAQ-Tastic.

Question: Can users ask questions?

Email: user@icanaskquestion.com

Ask question

1 - optional, used to notify you when the question has been answered
POSTED BY ADMIN AT 8:49 PM [EDIT]

SEARCH:

ARCHIVES:

Users Can Ask Their Questions!

Site Admin
Log out
RSS
Comments RSS
Valid XHTML
XFN
WP

9. You should now see a Thank You message like the one below:

Thank You Message!

Thanks for submitting a question!

Your question has been added to a list of other submitted questions to be reviewed and answered at a later date.

META:

Site Admin



Answering Visitor Questions

Now that we've seen how easy it is for users to ask their questions, let's run through how you can answer (or reject) them.

Pending Screen



Note: image torn to fit in this manual.

1. Log into your WordPress administration area and click on the **Manage** link on the main menu.
2. Click on the **FAQ-Tastic** sub-menu link.

You should automatically be on the **Pending** screen.

Kitten Protection (a.k.a. Cat-Tastic)

Kitten Protection (a.k.a. CAT-Tastic)

Please don't let FAQ-Tastic Kitten Developers go hungry. At night they are silently weeping. An eerie dark mewling as they lament. They may lose faith in hoomin kindness.

Through floods of tears they sob a chorus of "Teh hoomuns do bad!" "Hate tehm ebel, mean, hoomins". I be telling them: "There, the hoomins be bad! well. Have faith little kitteh... not all teh hoomins be bad!".

At this point you may have encountered Kitten Protection (a.k.a. Cat-Tastic) and be thinking WTF?

So, what is Kitten Protection? It's simply a request for **Donations** to help pay for the development cost of the plugin.

FAQ-Tastic is a *commissioned* plugin – we hired someone to build it – and it's kept free by the kind donations made by users of our plugin. As you

can see by this User Manual, we produce high quality work – and this takes time, effort and real cash to do. Please consider making a donation.

Alternatively, consider buying FAQ-Tastic Pro – an upgraded version of this Lite version.

Can Kitten Protection be switched off? Yes. Most definitely. :P





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Answering The Question

Pending Questions

You can directly add questions from the questions

• simple

☐ Can users ask questions? (#3) 3

[select all](#) | [delete selected](#)

1. On the Pending screen, scroll down past the **Kitten Protection** section.
2. The Pending Questions section will list all the visitor submitted questions.

Pending Questions all have a pink background.

The checkboxes on the side can be used to delete any unnecessary (or already answered questions) – however, we'd recommend rejecting the user question (see below).

• simple

Editing Question

Question: Can users ask questions? 1

Answer: Yes they can. It's very simple and t 2

Message: Thank you for your question about on my website - go check it out! 3
Text to add to approval or rejection email

Author email: user@icanaskquestion.com

4 Approve Reject Decide later

3. Click on the question that you want to view and approve/reject.
4. Use the **Question** textarea to edit the visitor submitted question. This is useful if you need to shorten the question.
5. Add your answer in the **Answer** textarea.
6. The **Message** textarea is used if the visitor provides their email address. A message is sent together with the default message (configured under the Options screen).
7. If the visitor has left their email address, then it will be visible in the **Author email** field.
8. Click the **Approve** button to save changes made to the questions and answers.

Alternatively you can Reject the question. Again, the **Message** will be sent to the visitor if they have provided their email address.

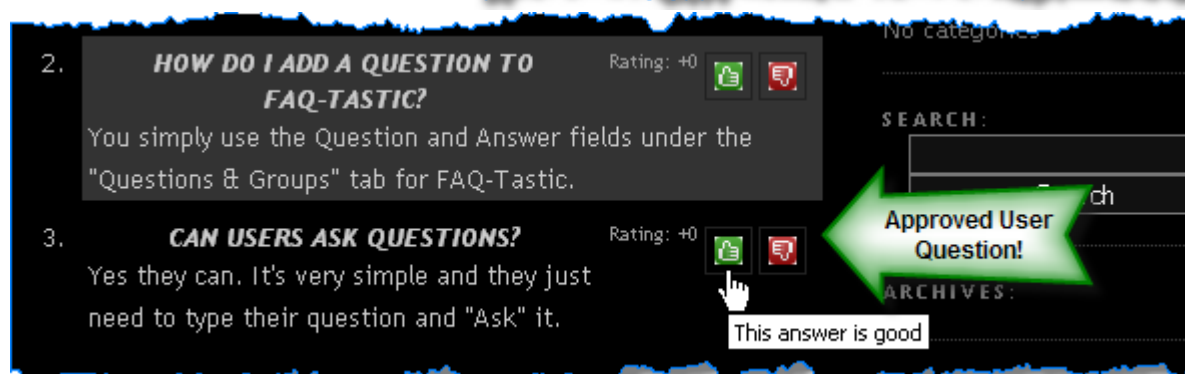


9. The approved answer will now appear with a green background.

10. Checking on your site you should now see that approving the visitor question makes it *immediately* visible as soon as you save your changes.

• simple

☐ Can users ask questions? (#3)

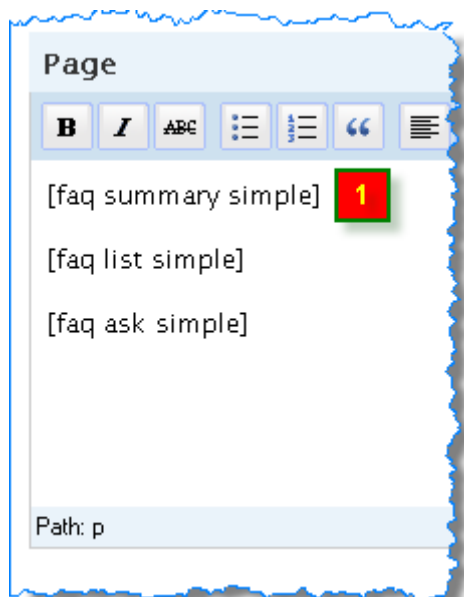


Summarised Lists

Summarised list work differently depending on whether you have chosen to use **Simple** or **Paged** Question Groups.

In **Simple** mode, the summarised list of questions act as anchor links that will help users to jump down quickly to the question and answer on the page.

In **Paged** mode, the summarised list of questions act as links to separate pages with the answers on them. **Note:** in this mode the [faq list name] code works in the same way as the [faq summary name] code.



Here's how you create them.

1. Log into your WordPress administration area.
2. Click on the Manage link on the main menu at the top of the screen.
3. Click on the Pages sub-menu link.
4. Find the page you created for your FAQ and click on the link.
5. In the WordPress Visual Editor, add the following code above the *list* shortcode:

[faq summary **name**]

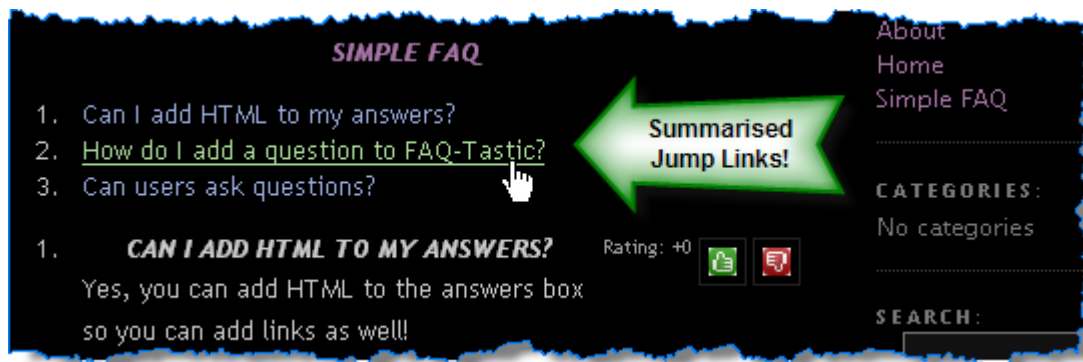
Where **name** is the name of the Question Group you created earlier.



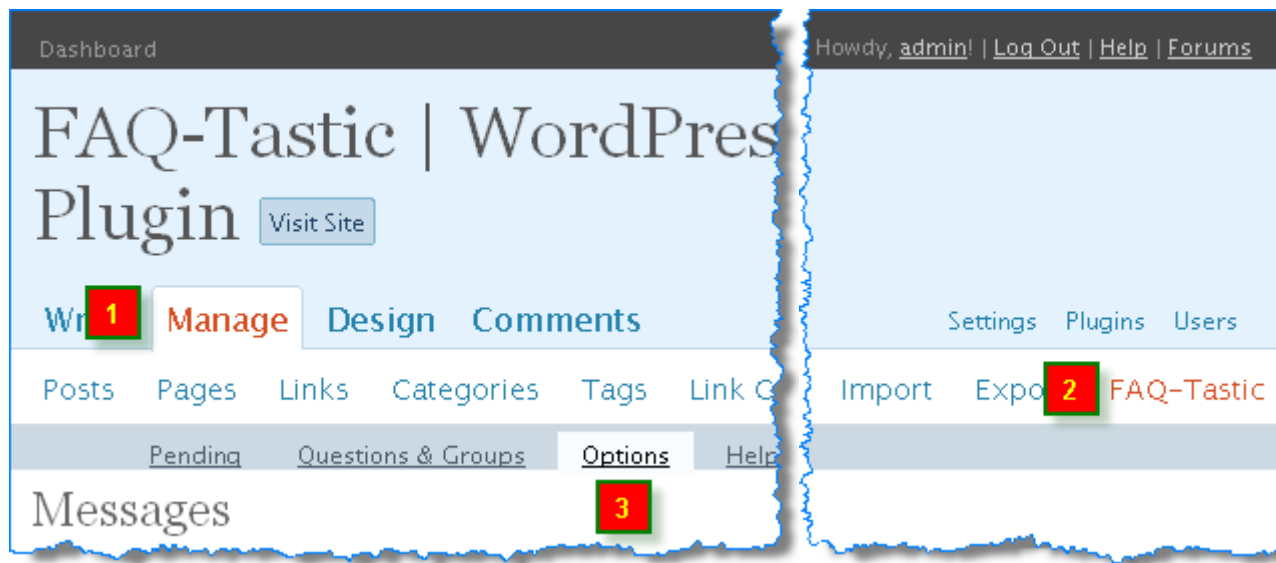
- Click on the Save button.

Note: Your changes are immediately viewable on the site as soon as your page is saved.

- Your page should now look a little bit like this with the questions entered neatly summarised at the top of your FAQ page.



Options



Note: screenshot torn to fit in this manual

- Log into your WordPress administration panel and click on the **Manage** link on the main menu.
- Click on the **FAQ-Tastic** link in the sub-menu.
- Click on the **Options** link in the FAQ-Tastic sub-menu.





Messages

Thank-you message:

Displayed when a question is correctly submitted

1

```
<div id="faq" class="thanks"
#73B16B; color: green; padding: 5px">
<p>Thanks for submitting your question.
<p>Your question has been reviewed and answered at a later date.
</div>
```

Failed message:

Displayed when a question is incorrectly submitted

2

```
<div id="faq" class="thanks"
color: red; padding: 5px">
<p>Thanks for submitting your question.
<p>Unfortunately your question does not contain
enough information. Please try again.
</div>
```

Rating message:

Displayed when a question is rated

Thanks for your vote!

3

Save

4

Messages

1. The **Thank-you message** textarea box is used for providing the message when a visitor asks their question on your site.
2. The **Failed message** textarea is something that I still can't work out. No really, we built that and I've got to ask John why it's there :)
3. If you have Ratings enabled on your Question Group, you can change the **Rating message**.
4. Click on the **Save** button when you are happy with the changes.

Email Options

Approved simple question:

Sent to the user when a simple question is answered

1

Thank you for your question.
The answer is: \$answer\$

Approved paged question:

Sent to the user when a paged question is answered

2

Thank you for your question.
This has been answered: \$answer\$

Rejected question:

Sent to the user when a question is rejected

3

Thank you for your question.
\$message\$.

Email Options

FAQ-Tastic can send out emails to your site visitors if they have provided a valid email address. The options for your email response can be changed under the Email Options section.

1. For Simple Question Groups, once a visitor question has been approved a message will be sent to the user with the **Approved simple question** text in the email.
2. For Paged Question Groups, the **Approved paged question** message is sent to the user.
3. If you feel that the visitor question should be rejected, an email will be sent to the user with the **Rejected question** text in the email.

All emails use the "**Message**" field when approving visitor questions. This is so that you can add a specific message to further explain things to your site visitor. (see the Answering The Question section).



General Options



General Options

1 Admin role: Administrator | User role ▼

2 Ignore sad kittens: ☐ I hereby swear that I am a good person, not a leech, freeloader, tight in the wallet or otherwise.


3 Question order: By position ▼

4 Save

1. The **Admin role** is used to select the User role required to use FAQ-Tastic. Some companies only provide Editor access for some users so, this feature provides the functionality to restrict the answering of questions to Editors and above.
2. Did you make a Donation? If so, use this checkbox to switch off Kitten Protection (a.k.a. CAT-Tastic)

3. You can control how FAQ-Tastic displays your questions. By default, questions are displayed **By position** or how they appear in the Question Group list. You can change this to order **By rating** so that they will appear depending on the popularity of the questions.

Remove FAQ-Tastic



Remove FAQ-Tastic

This option will completely remove FAQ-Tastic, including all data and settings.

Remove 1

Unlike other WordPress plugins, we believe that if you really want to get rid of a plugin, *you really want to get rid of it!* You don't have to worry about redundant information in your database which sits there for years - FAQ-Tastic cleans up after itself and will clear the database of **ALL** data and settings if you use this option.

1. To clear your database of FAQ-Tastic **completely** just use the **Remove** button!

Special Tags

When formatting your email messages, you can use the following special tags to help customize the outgoing response:

- \$question\$ - The question
- \$answer\$ - The answer
- \$message\$ - Approval or rejection message
- \$page\$ - The URL of the answer (only for paged questions)

FAQ-Tastic Help (Quick Reference)

As previously mentioned, upon activating FAQ-Tastic, you will immediately be taken to the Help screen to get you started immediately with the plugin.

If you need a quick reference on the codes used for the plugin, then this Help tab is particularly useful. You can access it just by clicking on the **Help** link in the FAQ-Tastic sub-menu.





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Supporting FAQ-Tastic Lite

FAQ-Tastic was originally built to handle multiple FAQs for a particular site. We hired John Godley – a simply amazing WordPress Developer (see About the Creators) - to build us the required FAQ plugin and the resulting plugin that John produced was simply too good to keep to ourselves. At the end of the project, the decision was made to release FAQ-Tastic to the WordPress community.

And it was extremely well received. The number of reviews and inbound links from WordPress users has been phenomenal. As have been the number of suggestions as to how to make the plugin even better!

Unfortunately, maintaining and constantly updating FAQ-Tastic to keep up to date with changes in WordPress as well as building in new features all come at a cost. A real, physical, cold-hard-cash cost. It also comes with a cost of time – for example, this exceptional User Manual took more than 5 days to produce in terms of getting every screenshot and detailing every single step required. We do this to provide YOU with the best experience possible and to make things as simple as possible. In short, we've saved a great number of people time and effort simply by providing this plugin.

At [Knowledge Constructs](http://KnowledgeConstructs.com), we would like to continue to maintain our exceptionally high standard and keep on enabling everyone who uses WordPress the ability to create simple (and fantastic) FAQs for their site. But to do this, we really need your help.

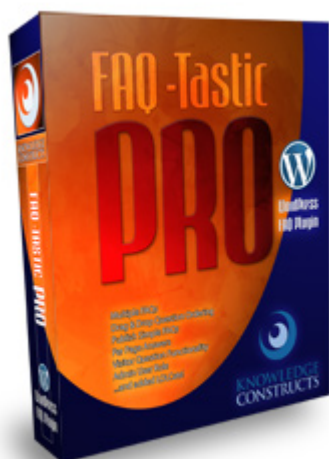
There are 5 things you can do help keep FAQ-Tastic free for everyone:

Donations

By far, the best thing you can do is to make a donation. Every dollar/pound/euro (pick your currency) counts. A small donation – whatever you can afford – has an impact and helps out by helping us to build YOU a better plugin. We've already got some other features we'd like to build in but can't – help us to make this a reality.

Click on this link and [make a donation to FAQ-Tastic Lite now](#).

Upgrade To FAQ-Tastic Pro



Let's face it, FAQ-Tastic is excellent. It probably does a lot more than most people would want it to do or need it for. So why would we create another version of this plugin?

Quite simply, FAQ-Tastic Pro is aimed at Internet Marketers and Search Engine Optimization (SEO) experts that see the value in creating content easily and have a desire to build authority sites.

FAQ-Tastic Pro, takes the original idea of FAQs to another level and blows it out of the water. The new version has been designed to help aspiring Internet Marketers create their own eBooks, to helping professional bloggers monetize their blogs through to helping with building laser-focused, keyword-targeted pages.

Visit the website if you would like to [learn more about FAQ-Tastic Pro](#).

Help Support FAQ-Tastic Lite:

[Make A Donation](#) | [Tell A Friend](#) | [Upgrade To FAQ-Tastic Pro](#)
[Promote FAQ-Tastic](#) | Join Project [FAQ World](#)





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Tell A Friend

A simple thing you can do is to just tell other people about FAQ-Tastic and FAQ-Tastic Pro. Either email your friends or [use our handy FAQ-Tastic Tell-A-Friend webform](#) to tell your friends about what you've discovered!

Link To Us

Writing a review on FAQ-Tastic and just telling all of your readers also helps. Feel free to upload this User Manual to your own website to let them know what they're missing! (It's got a link to the download page at the beginning, so even if they just grab this guide, they can get to know more about it even before they install it!).

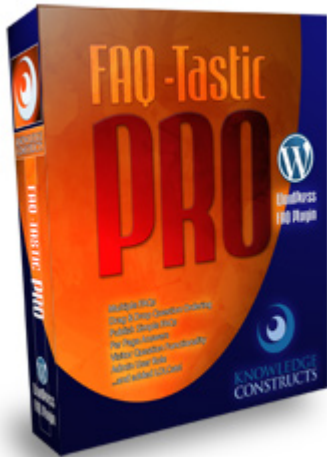
Join "Project FAQ World"

We're currently in the process of setting up an ultimate FAQ resource called "[FAQ World](#)". Why not join us and send us the location of **Your** FAQ. We'll happily list it on the FAQ-Tastic website because we're aiming to have a biggest collection of FAQs available on the internet.

For you Search Engine experts and Internet Marketers out there – think of it this way: adding your FAQ to this resource will make it stronger and have excellent Page Rank value. At FAQ-Tastic.com, we're simply giving you the opportunity to get listed and have some link love go back to Your FAQ!

Click this link to visit the [FAQ World project](#).

FAQ-Tastic Pro



Did you ever think that an FAQ plugin could help **make you money?** No? Would you believe us if we said it could?

Well, at Knowledge Constructs we took the idea of FAQs to another level and have created a version called **FAQ-Tastic Pro**. This upgraded version could:

- Help to create eBooks.
- Build Search Engine Optimized sections & pages for your website.
- Help you with good organic search results.
- Insert AdSense code into each FAQ page.
- Make links to related question.
- Control PR juice by providing "nofollow" attributes to related question links.

...and do a lot more than FAQ-Tastic Lite!

Visit our website to [find out more about FAQ-Tastic Pro!](#)

Help Support FAQ-Tastic Lite:
[Make A Donation](#) | [Tell A Friend](#) | [Upgrade To FAQ-Tastic Pro](#)
[Promote FAQ-Tastic](#) | Join Project [FAQ World](#)





Acknowledgements

The following people have contributed and helped in the development of FAQ-Tastic Lite and FAQ-Tastic Pro (both directly and indirectly!):

I'd like to thank my two wonderful and beautiful children, Emily and Sam - thank you for the love and passion you bring to my life! To my late father (peace be upon him), to whom I am forever thankful for playing the devil's advocate and enabling me to realise the power of well reasoned questions.

Terry Elston - NLP World, Managing Director (Business Coach, Mentor and a very good friend). Terry's excellent [NLP Practitioner Training](#), [Master NLP Practitioner training](#) and help as a business coach provided the necessary positive approach to complete FAQ-Tastic and this user manual. Without his faith in my abilities to produce excellent, high-quality work I very much doubt you'd be reading this!

Dave Taylor - StomperNet faculty member who's website [AskDaveTaylor.com](#) provided the original inspiration for FAQ-Tastic (although he probably doesn't realise it). Dave's authority site on Tech Support enabled me to realise the real power behind simply answering questions. I would also like to thank him for his site being on TypePad mainly because if he'd been on WordPress, I may not have pursued FAQ-Tastic as "the idea had been done before". So Thanks Dave – I still owe you a beer!

Michael Fortin – considered by many to be the [#1 Internet Marketing Copywriter](#) today – for his review of FAQ-Tastic "[Create Optimized Blog FAQs On The Fly](#)" (16th April 2007). Michel's kind words helped to spread the word of the plugin to a very large audience and made me realise how good the plugin really was. Again, without this initial endorsement, FAQ-Tastic could've been a project gathering dust instead of the popular plugin that the WordPress community enjoys today.

Andy Jenkins & Brad Fallon - for creating [StomperNet](#). Key SEO concepts added to FAQ-Tastic and FAQ-Tastic Pro were all as a result of the practical internet marketing and search engine optimization techniques that StomperNet provided.. (A special thanks to Andy Jenkins for being a really genuine, honest and open person. It's extremely refreshing to meet someone who really believes in helping people and in building products with of the highest quality!).

Sherman Hu – [WordPress tutorial](#) expert & faculty member of StomperNet – for his introduction to WordPress and all of his blogging tips and tricks and their application to Internet Marketing.

Dan Thies - SEO Expert & faculty member of StomperNet (and much, much more!) – for his [free SEO Fast Start eBook](#). A few of Dan's ideas presented in his book made it into FAQ-Tastic Pro.

Frank Kern – I'm just going to quote what John Reese had to say about Frank Kern's Flycatcher pages: *"someone else that should get an "out of nowhere" mention since we're talking about innovation is FRANK KERN. Frank has created some KILLER concepts and ideas that many use today to make tons of money. His "flycatcher" page concept was truly revolutionary for infoproduct research and creation. He's done tons of other stuff too -- many that IM folks aren't exposed to."* (John Reese's [Warrior Forum comment](#)). Frank, the "flycatcher" page was such a killer concept we made it easy to do in FAQ-Tastic Pro!

Beta Testers: **Zax Dow** ([3D Title & Logo Specialists](#)); **Andre DeLano** ([Pet Stain Removal Specialist](#)); Scott Hendison ([Internet Consulting & Search Engine Expert](#)); Florian Paulus (Major Thanks for helping to identify cyrillic character issues!);

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