

# BadgerSoft FAQ List — User Manual

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## Table of Contents

- [Introduction](#)
- [Getting Started](#)
- [Adding the Web Part](#)
- [Adding the Web Part in Microsoft Teams](#)
- [Configuration](#)
- [Step 1: Select a List](#)
- [Step 2: Choose Columns](#)
- [Step 3: Pick a Display Style](#)
- [Display Styles](#)
- [List](#)
- [Grouped](#)
- [Tabbed](#)
- [Search](#)
- [Advanced Settings](#)
- [Collapse / Expand Mode](#)
- [Use a View](#)
- [Styling Options](#)
- [Hover Effect](#)
- [Bold Headers](#)
- [Spacing](#)
- [Border](#)
- [Pagination \(Show in Batches\)](#)
- [Item Count](#)
- [Web Part Title](#)
- [Rich Text Support](#)
- [Licensing](#)
- [Supported Languages](#)
- [FAQ](#)

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## Introduction

The **BadgerSoft FAQ List** web part transforms any SharePoint list into a professional, interactive FAQ. It is designed for IT departments, HR teams, support desks, and knowledge managers who need a no-code way to publish and maintain FAQ content.

**Key features:**

- Three display layouts: List, Grouped, and Tabbed
- Built-in full-text search with result highlighting
- Rich text (HTML) support for answers
- Pagination with "Load more" button
- Extensive styling options
- Works in SharePoint Online and Microsoft Teams
- Available in 5 languages

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## Getting Started

### Preparing your SharePoint List

Before adding the web part, create a SharePoint list with at least two columns:

Column	Type	Purpose
Question	Single line of text	The FAQ question
Answer	Multiple lines of text (rich text recommended)	The FAQ answer
Category <i>(optional)</i>	Choice	Used for grouping or tabs



**Tip:** Enable rich text on the Answer column to use formatting, links, and images in your answers.

### Adding the Web Part

1. Navigate to the SharePoint page where you want the FAQ.
2. Click **Edit** in the top-right corner.
3. Click the **+** button to add a new web part.
4. Search for **"FAQ List"** in the web part gallery.
5. Click it to add it to your page.
6. The web part shows a placeholder prompting you to configure it. Click the **Configure** button (or the pencil icon) to open the settings panel.

### Adding the Web Part in Microsoft Teams

1. Add a new tab to your Teams channel.
2. Select **SharePoint** and choose the page containing the FAQ web part — or add the web part directly to a Teams tab.
3. To configure the web part in Teams, click the **tab name** at the top and select **Settings** from the dropdown.

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## Configuration

Open the property pane by editing the page and clicking the pencil icon on the web part.

### Step 1: Select a List

Choose a SharePoint list from the **List** dropdown. Only standard (non-hidden) lists in the current site are shown.

Once you select a list, the web part automatically tries to fill in the Question, Answer, and Group by columns based on the column types it finds.

### Step 2: Choose Columns

- **Question column** — Select the single-line text column that contains your questions.
- **Answer column** — Select the column that contains your answers. Supports both single-line text and multiple-lines-of-text (rich text) columns.
- **Group by column** (*optional*) — Select a Choice column to group or tab your FAQ items by category. Only required when using the Grouped or Tabbed display style.

### Step 3: Pick a Display Style

Choose how to present your FAQ items:

Style	Description
<b>List</b>	A simple accordion list with all items
<b>Grouped</b>	Items grouped by category in collapsible sections
<b>Tabbed</b>	Items organized in horizontal tabs by category



**Note:** The Grouped and Tabbed styles require a **Group by column** to be selected.

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## Display Styles

## List

All FAQ items are displayed in a single accordion. Click a question to expand it and reveal the answer. This is the simplest layout, ideal for short FAQ lists.

## Grouped

FAQ items are organized into collapsible groups based on the selected category column. Each group can be expanded or collapsed independently, and within each group, individual questions work as accordions.

Items without a category value are grouped under "**Other**".

## Tabbed

FAQ items are organized into horizontal tabs, one per category. Click a tab to see the questions belonging to that category. Within each tab, questions are displayed as accordions.

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## Search

Enable the search box from the property pane under **Search > Show search box**.

When enabled, a search bar appears above the FAQ items. It works as follows:

- Type at least **2 characters** to start searching.
  - Search is **case-insensitive** and looks in both the question and answer columns.
  - Matching text is **highlighted in yellow** in the results.
  - A "No results found" message is shown when there are no matches.
  - Search works within the active display style (list, group, or tab).
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## Advanced Settings

Open the second page of the property pane to access advanced settings.

### Collapse / Expand Mode

Controls how FAQ items behave when opened:

Mode	Behavior
<b>Collapse by default</b>	All items start collapsed. Click to expand. Multiple items can be open at the same time.
<b>Expand by default</b>	All items start expanded. Click to collapse.
<b>Accordion</b>	Only one item can be open at a time. Opening a new item automatically closes the previous one.

## Use a View

Optionally select a SharePoint view to filter and sort your FAQ items. The web part applies the view's filter and sort settings to the data it displays.

This is useful when you want to show only a subset of your FAQ items (e.g., only items where Status = "Published") without creating a separate list.

Select **(None)** to show all items without view filtering.

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## Styling Options

### Hover Effect

**On/Off** — Adds a visual highlight when hovering over a FAQ item. Makes the FAQ feel more interactive.

### Bold Headers

**On/Off** — Makes the question text bold for improved readability.

### Spacing

Controls the padding and spacing between FAQ items:

Option	Description
<b>Compact</b>	Minimal spacing, fits more items on screen
<b>Normal</b>	Standard spacing (default)
<b>Spacious</b>	Extra spacing for a more open look

### Border

Controls the borders around FAQ items:

Option	Description
<b>None</b>	No borders (default)
<b>Full</b>	Full border around each item
<b>Bottom</b>	Border only on the bottom of each item

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## Pagination (Show in Batches)

Use the **Number of items** slider (10–100) to control how many FAQ items are shown at once. When there are more items than the configured batch size, a "**Load more**" button appears at the bottom.

Each click loads the next batch of items. In Grouped and Tabbed views, pagination works per group or per tab.

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## Item Count

Enable **Show item count** to display the number of FAQ items:

- **List view:** Shows the total item count.
  - **Grouped view:** Shows the count per group (e.g., "*General (5 questions)*").
  - **Tabbed view:** Shows the count per tab.
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## Web Part Title

Click the title text at the top of the web part (while in edit mode) to change it. The title is editable inline — no need to open the property pane.

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## Rich Text Support

The web part fully supports rich text (HTML) in the Answer column. This means your answers can include:

- **Bold**, *italic*, and ~~striktthrough~~ text
- Bulleted and numbered lists
- Hyperlinks
- Images
- Tables

All HTML content is sanitized for security before rendering.

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## Licensing

The BadgerSoft FAQ List requires a license for full configuration access. The license is checked when you open the property pane (settings panel) — **not** during normal page viewing. End-users viewing the FAQ are never affected by license status.

- Licensed: Full access to all configuration options.
- Unlicensed: A banner is shown in the property pane with information on how to obtain a license.

License status is visible on the **About** page in the property pane.

For licensing inquiries, visit [m365.badgersoft.nl](https://m365.badgersoft.nl).

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# Supported Languages

The web part interface is available in:

Language	Code
English	en-us
Dutch	nl-nl
French	fr-fr
German	de-de
Spanish	es-es

The language is automatically determined by the user's SharePoint language setting.

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## FAQ

**Q: What types of SharePoint lists can I use?** A: Any standard SharePoint list. The list must have at least a single-line text column (for questions) and a text or rich-text column (for answers). Hidden and system lists are not shown.

**Q: How many FAQ items can the web part handle?** A: The web part loads up to 5,000 items from a SharePoint list. Use pagination (Show in Batches) to keep the page performant.

**Q: Can I use this in Microsoft Teams?** A: Yes. The web part works as a SharePoint web part on a page, as a Teams tab, and as a full-page app. To configure it in Teams, click the tab name and select "Settings".

**Q: My answers contain images and links. Is that supported?** A: Yes. The web part supports full rich text including images, links, tables, and formatted text. Use a "Multiple lines of text" column with enhanced rich text enabled.

**Q: Can I show only certain FAQ items?** A: Yes. Use the **Use a View** option in advanced settings to apply a SharePoint view's filters and sorting to the displayed items.

**Q: The web part shows "FAQ not configured". What do I do?** A: Open the property pane and make sure you have selected a list, a question column, and an answer column.

**Q: Does the web part respect SharePoint permissions?** A: Yes. Users can only see FAQ items that they have access to based on standard SharePoint list permissions.

**Q: Does the web part support dark mode?** A: Yes. The web part respects the SharePoint theme, including dark themes and custom color schemes.