For the creation of the FAQ section of the project we started out by researching into current help pages of similar systems, some examples being question and answer pages like Stack Overflow, and existing chat rooms like world of chat. These existing systems, when put together, become quite similar to what we were heading to achieve for the overall project which made them useful tools for writing the help section.

After researching the different systems, we sat down and decided on the most suitable questions from our research, and adapted them to fit our system. This turned out to be a useful way of only using the best questions, as before this we could only come up with simple questions like “how do I create an account?”. We decided these types of questions were too broad and unspecific. Along with these questions we decided it would be a good idea to explain to the user what everything in a debate room does by using a screenshot. Apart from being useful to show the user on a picture what we are talking about, it also makes the page more colourful, interesting, and stops to page looking like a big block of text that makes the page less interesting to read.

We chose the question “Do I need to create an account” because it is a basic question that will stop people being confused, but on the other hand it’s not an obvious question like “how do I create an account” which we felt is self explanatory when you are at the registration page and the information on the screen.

Another question we thought was useful to include is “What does the 'Join' and 'Lock' mean next to each room on the debate page”, we decided this was a definite question to include n the FAQ section as it’s not obvious what they mean and will easily confuse people when they cant enter a debate. We thought it was best to explain in detail what exactly they mean so the user will know exactly what they are saying and stop any further confusion.

The next couple of questions we thought to include were “what kind of debates can I start/not start”, we thought this questions very useful as they give a general idea of what kind of debates to start and what will not be accepted.

A further question we thought to add was “what does everything on the debate page mean” we thought this good as it explains what is going on when on a debate page and stops people being overwhelmed when the page suddenly changes when the timer stops.

The final question we thought to add was “can I change my vote once my vote has been cast”, this we felt was a good question to finish off because it explains how you cant change your vote but you can change your vote at the next casting session, this stops people from worrying because they pressed the wrong button.

We included a FAQ section in the system as it is an important tool to allow users to understand the system and gives them a place to go to when they are confused or stuck while using the website and its features. We spent a lot of time on this as we thought it was crucial to make this as helpful and well written as possible.