# The *Tip Jar*

*Best web practices to help you improve your online content*

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## Issue 5:
# Accordions

## What is an accordion?

An accordion is a panel in the body text that can be opened or closed to show or hide content. See an example of an accordion. These are not available on POD, but we're working on getting them there soon.

## Why use an accordion

Use accordions to make your page shorter. This reduces the amount of scrolling your visitor has to do. It helps them scan the page and choose what they want to read.

Consider the impact on your page visitor. Does your use of accordions make it easier for the user to scan and quickly get to the content they need? Is the extra click to open the accordion worth the effort for the visitor?

Some examples of content that work in accordions are:
- information that breaks into many different sections, for example, a consistent set of sub-topics related to one subject or frequently asked questions
- questions and answers (could be used for quizzes)
- terms and definitions (such as a glossary)

## Best practice

### *Content guidelines*
- use short amounts of information, no more than a few paragraphs
- use headings (H3 or H4) to organize information within the accordions
- use sentence case in panel titles
- do not use photos, videos, block quotes, buttons or tables inside an accordion
- do not use an accordion for only one or two sentences of text
- do not put all your page content into accordions

### *Layout or placement guidelines*
- limit panel titles to 45 characters if possible

- avoid a block of accordions. Group them by subject, if possible, and break them up visually with headings
- do not put an accordion within an accordion
- do not put an accordion in the sidebar on the right
- close the accordion before saving your page (otherwise it will stay open)

## Troubleshooting

Review the accordion how-to page on the Web Editor hub for a short demo and instruction file.

If your accordions break, try fixing them by putting your cursor on the panel and clicking the Fix Accordions button in the Editing Ribbon. If this doesn't work, contact Webhelp.