



## An Introduction to the Knowledge Base application

The Knowledge base application is where how-to or informative guides are created and can be viewed.

Users can be permitted to view all guides or just certain categories.

The index below offers more information on how to use the application. If you run into any issues or have a product functionality question, please [submit a support ticket](#) so our team can assist.

### Knowledge Base application literature index

These guides are intended for [sysadmins & application administrators](#) - those who will advise end-users on how to use the application as well as manage the whole directory.

It is recommended to start at the top and read through in order.

#### Fundamentals:

[What is a Knowledge Base?](#)

[Admin overview](#)

[Front-end overview](#)

#### Creating articles:

[Creating a new KB article](#)

[Set up an approval process](#)

#### Content creation tips & tricks:

[Embed video](#)

[Add Images](#)

[Anchors](#)

#### Extras:

[Questions](#)

## Further Learning

We have an e-Learning course available [here](#) on Discover that covers the People application in detail and would suit new administrators or those looking for a refresher.

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