



Knowledge Base: Admin overview

[Application administrators](#) of the Knowledge Base application can follow this guide to set up the admin side ready for content to be added on the [front end](#).

Head to Applications > Admin > Knowledge Base

Categories tab

- Current categories

These are listed in the main area of the screen.

An overview of how many articles (and [Questions](#) if in use) exist in each is given.

The screenshot shows the 'Admin' interface for the Knowledge Base application. The breadcrumb trail is 'Admin > Knowledge Base > Categories'. A sidebar on the left contains 'Categories', 'Articles', and 'Questions'. A green button '+ Add a Category' is in the top right. The main content area displays a table with the following data:

Category Name	Articles	Questions	
Demo Processes	21	1	🗑️
General	4	1	🗑️
Human Resource	3	-	🗑️
InfoCapture	8	2	🗑️
Intranet Advice	8	-	🗑️
Professional Services	2	1	🗑️
Uncategorised	-	-	

The 'uncategorised' is a hardcoded category that cannot be deleted.

Anyone can save an article without a category to update later.

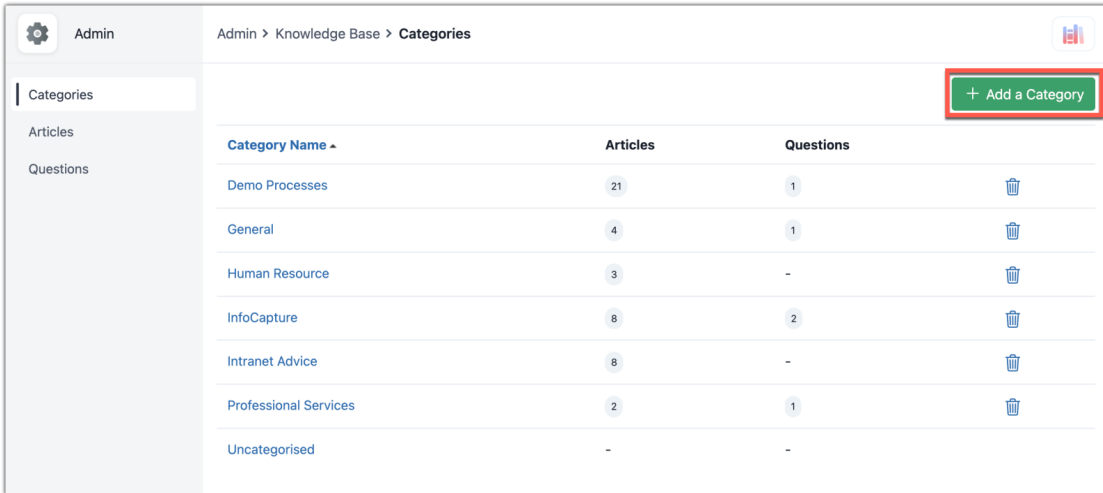
For this reason, ensure all categories you want to use are created as new; do not rename 'uncategorised' as it will still behave the same way.

- Create new category

Create categories that KB guides can be saved under.

Permissions are applied per category to determine who can see them on the front end and manage articles.

Subcategories can be created as needed.

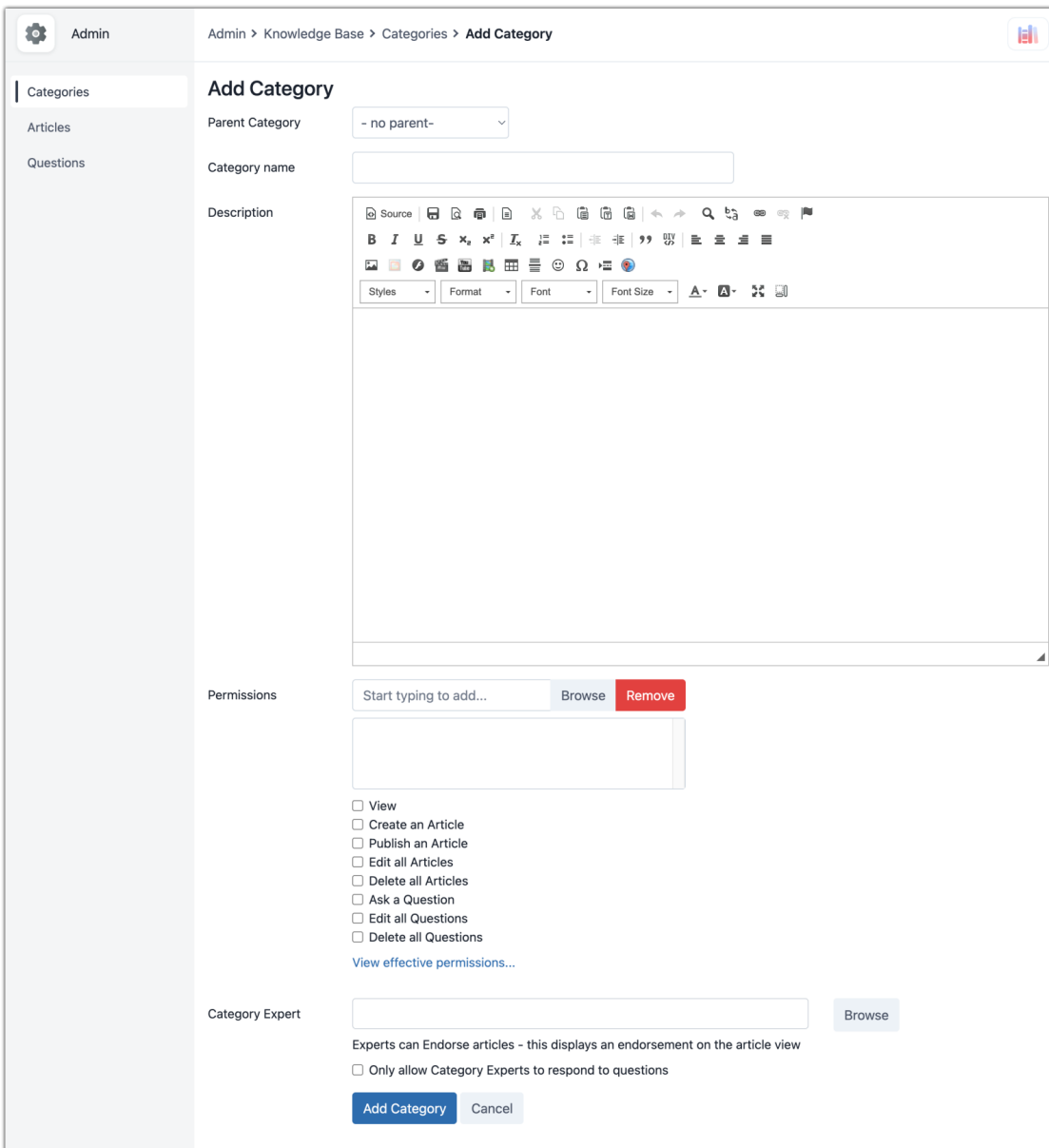


Admin > Knowledge Base > Categories

Category Name	Articles	Questions	
Demo Processes	21	1	
General	4	1	
Human Resource	3	-	
InfoCapture	8	2	
Intranet Advice	8	-	
Professional Services	2	1	
Uncategorised	-	-	

Fill out the details when creating a new category.

Once done, click 'Add category' to save it, and it will appear on the [front end](#) for use.



Admin > Knowledge Base > Categories > Add Category

Add Category

Parent Category: - no parent-

Category name:

Description:

StylesFormatFontFont Size

Permissions:

- View
- Create an Article
- Publish an Article
- Edit all Articles
- Delete all Articles
- Ask a Question
- Edit all Questions
- Delete all Questions

[View effective permissions...](#)

Category Expert:

Experts can Endorse articles - this displays an endorsement on the article view

Only allow Category Experts to respond to questions

- **Parent Category:** Choose a parent if the category you are creating should be a subcategory (otherwise leave blank)
- **Category name:** The title of the category
- **Description (Optional):** This allows a category template to be created, which will appear ahead of article results when filtering by category label, e.g. a certain image
- **Permissions:** Users/roles/groups can be defined here to give rights to see or interact with content

- **View:** Can view articles in this category
- **Create an article:** Will see the 'add article' button and be able to create one in this category
- **Publish an article:** Will be able to make their articles live (and not just a draft)
- **Edit all articles:** Will see the edit button for articles in this category and be able to make changes
- **Delete all articles:** Will see the bin icon for articles in this category and be able to remove them
- If **Questions** are enabled
 - **Ask a question:** Can create a new question
 - **Edit all questions:** Can edit any question across users
 - **Delete all questions:** Can remove any question across users
- **Category expert:** Within this category, the users defined in this field can answer questions and [endorse articles](#).
- **Only allow...:** When enabled, this option means only category experts can answer questions submitted in this category (rather than anyone with permission to do so).

Articles tab

This area lists all KB articles that exist so administrators can assist with their management as required.

This article information can be exported to a CSV for record keeping if necessary:

Admin > Knowledge Base > **Articles**

Keywords: Category:

Created by: Language:

Status:

CSV delimiter: Comma (,) Semicolon (;) Include content (HTML)

46 matching result(s) found

ID	Title	Category	Created By	Last Modified	Created Date	Status			
49	How to Request a Leave of Absence	Human Resource	Claromentis Administrator	16 October 2023	3 October 2023	Published			
48	Training and Promotion	Human Resource	Claromentis Administrator	3 November 2025	16 October 2023	Draft			
47	Wellbeing and Wellness in the Workplace	Human Resource	Claromentis Administrator	16 October 2023	16 October 2023	Published			
46	How to use Discuss to boost collaboration in your teams	Intranet Advice	Claromentis Administrator	7 September 2021	24 July 2020	Published			
45	How to do remote performance reviews using your intranet	Intranet Advice	Claromentis Administrator	7 September 2021	24 July 2020	Published			
44	3 ways to use your intranet as a remote	Intranet Advice	Claromentis Administrator	25 August 2021	24 July 2020	Published			

Use the icons to view, edit or delete articles directly from this area:

Admin > Knowledge Base > **Articles**

Categories: Articles (selected), Questions

Keywords: Enter your keyword search... Category: All Categories






Created by: Select user Browse Language: All languages

Status: All

Search Clear

CSV delimiter: Comma (,) Semicolon (;) Include content (HTML) Export to CSV

46 matching result(s) found

ID	Title	Category	Created By	Last Modified	Created Date	Status	
49	How to Request a Leave of Absence	Human Resource	Claromentis Administrator	16 October 2023	3 October 2023	Published	  
48	Training and Promotion	Human Resource	Claromentis Administrator	3 November 2025	16 October 2023	Draft	 

Use the filters to return different results:

Admin > Knowledge Base > **Articles**

Categories: Articles (selected), Questions

Keywords: Enter your keyword search... Category: Intranet Advice










Created by: Claromentis Administrator x Browse Language: All languages

Status: All

Search Clear

CSV delimiter: Comma (,) Semicolon (;) Include content (HTML) Export to CSV

3 matching result(s) found

ID	Title	Category	Created By	Last Modified	Created Date	Status	
46	How to use Discuss to boost collaboration in your teams	Intranet Advice	Claromentis Administrator	7 September 2021	24 July 2020	Published	  
45	How to do remote performance reviews using your intranet	Intranet Advice	Claromentis Administrator	7 September 2021	24 July 2020	Published	  
44	3 ways to use your intranet as a remote onboarding tool	Intranet Advice	Claromentis Administrator	25 August 2021	24 July 2020	Published	  

Questions tab

This is an optional feature. Our full guide is [here](#).

Enable or disable the Questions functionality using the button:

Admin
Admin > Knowledge Base > Questions

Categories

Articles

Questions

Keywords

Created by Select user Browse

Show archived

Search Clear

Category All Categories

CSV delimiter Comma (,) Semicolon (;) Include content (HTML) Export to CSV

5 matching result(s) found

ID	Title	Category	Created By	Created Date	Status	
18	How do I make a coffee?	Demo Processes	Claromentis Administrator	28 July 2016	Published	
12	Can you create E-forms for us?	Professional Services	Jennifer Langdon	18 November 2014	Published	
5	What are Infocapture plugins?	InfoCapture	Claire Bond	3 November 2014	Published	
4	What is innovate?	General	Jacob Black	3 November 2014	Published	
3	How does archiving work?	InfoCapture	Vanessa Wright	3 November 2014	Published	

Questions are currently enabled.

Disable questions

Otherwise, the Questions created by users with permissions can be managed by administrators on the admin side here over time.

They can view, edit, or delete them using the icons and use the filters to change the results.

If needed, all questions can be downloaded to a CSV.