

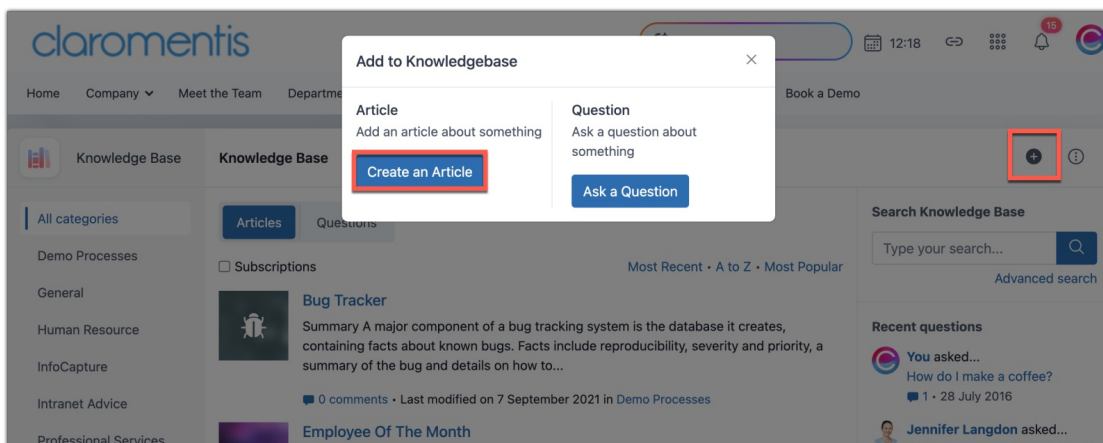


## Creating a Knowledge Base article

This guide will detail how users with permission to at least one category can create a Knowledge Base article.

### Steps

1. Head to Applications > Knowledge Base
2. Click the '+' button (This will only appear to users with create article permissions to at least one category as set by administrators on the admin side)
3. Select 'Create an article' from the pop-up:



4. Complete the details of your article as required:

Knowledge Base > Add Article

Language:  options

Article Title\*

Category:  x v

Tags:    
 popular tags: intranet, claromentis, microsoft, excel, social

Author:  Browse

Created date:

Article Cover/Thumbnail:

Embed Video (optional):

Description: 

Source |

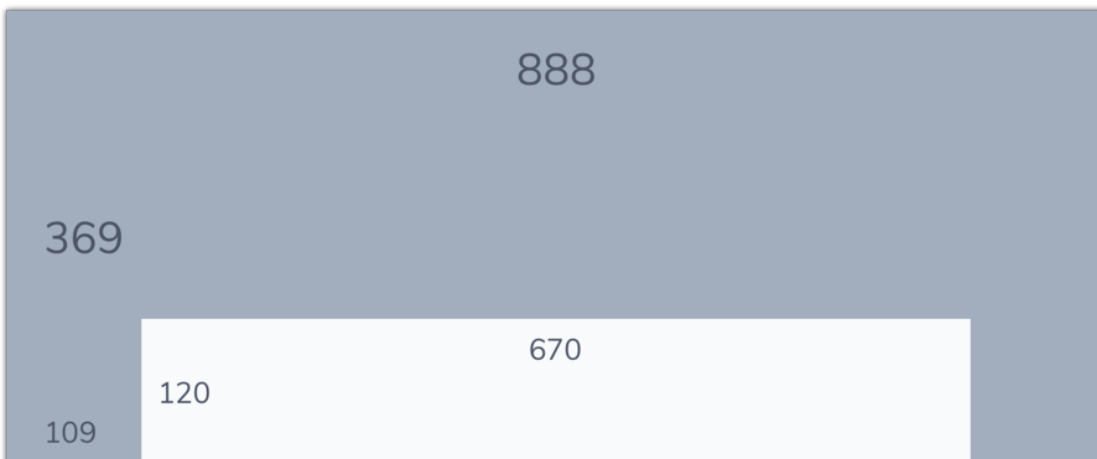
**B** *I* U ~~S~~ <sup>x²</sup> <sub>x²</sub> *I<sub>x</sub>* |

Styles - Format - Font - Font Size -

Enable Commenting

Status:  Draft  Publish  Archive

- **Language:** Set which language the article will be written in. (Multiple language versions of articles can be created, but they require a native speaker to manually rewrite them)
- **Article Title:** Enter the article title
- **Category:** Choose which category the article will be saved in (Only those a person has permission to add to will appear listed)
- **Tags:** Enter any [tag terms](#) to aid searching for this article
- **Author:** By default, the author of the article is the person creating it, but this can be changed.
- **Created Date:** The current date is set by default but can be changed at any time (the database will still recognise the original date)
- **Article Cover/Thumbnail:** Upload an appropriate image for the article. The image will be displayed to the left of the article in the list of articles, and at the top of the article when viewing it. Dimensions of the cover image area: This will be shown in a 150 x 150 container on the landing page.



- **Embed Video (optional):** Insert iframe code. The video will be displayed at the top of the article. If a cover image is also uploaded, the video will take precedence. More details in our guide [here](#).
- **Description:** This is the main body of the article. Use the tool available in CK Editor to create custom content. Learn how to add images or video.
- **Enable Commenting:** Tick the checkbox to enable comments on the article. The box for this will appear at the end of the article to users with view rights.

5. Choose the status and save the article to create it.

- **Draft:** The article is saved as a personal draft only the user can access OR if an [approval process](#) has been set up, users who cannot publish will submit drafts for approval
- **Publish:** The article is made live, and those with permissions can view it
- **Archive:** The article is no longer active and will be removed later

The screenshot shows a Knowledge Base article page. At the top, the breadcrumb navigation reads 'Knowledge Base > Human Resource > How to Request a Leave of Absence'. The main content area features a large illustration of a woman with brown hair sitting at a desk with a laptop, with a checkmark icon and a 'z' symbol indicating sleep. Below the illustration is the article title 'How to Request a Leave of Absence' and a 'Follow' button. To the right of the title are 'Edit' and 'Print' icons. The article text begins with 'To request a leave of absence, please complete the following steps:' followed by a bulleted list:
 

- Go to the HR website and log in to your account.
- Click on the "Leave of Absence" link.
- Select the type of leave you are requesting.
- Complete the online form.

 Below the list is a blue 'Submit the form' button. The text continues: 'Your request will be reviewed by your supervisor and the HR department. Once your request is approved, you will receive a notification from the HR department.' This is followed by a section titled 'Here are some additional things to keep in mind when requesting a leave of absence:' with another bulleted list:
 

- You must provide at least two weeks' notice for a leave of absence.
- You may be required to provide documentation from your doctor or other healthcare providers.
- Your leave of absence may be unpaid.
- You may be eligible for short-term or long-term disability benefits while on leave.

 The article concludes with 'If you have any questions about requesting a leave of absence, please contact the HR department.' At the bottom of the article, it shows 'Last modified on 4 June 2026 by Claromentis Administrator' and 'Created on 3 October 2023 by Alison Kelly'. There are '3 Views', 'Like', and '0 Likes' indicators, along with a 'Share' button. A 'Comments' section is visible at the bottom with a text input field and a 'Send' button. On the right side of the page, there is a 'Search Knowledge Base' box with a search input and 'Advanced search' link, and a 'Recent Articles' list containing two items: 'Wellbeing and Wellness in the Workplace' and 'How to Request a Leave of Absence'.

6. View, edit and manage the article over time.

Users with [category permissions](#) to edit will see the pencil icon and be able to make changes.

Update the content as needed over time and change the article status or properties if required.