

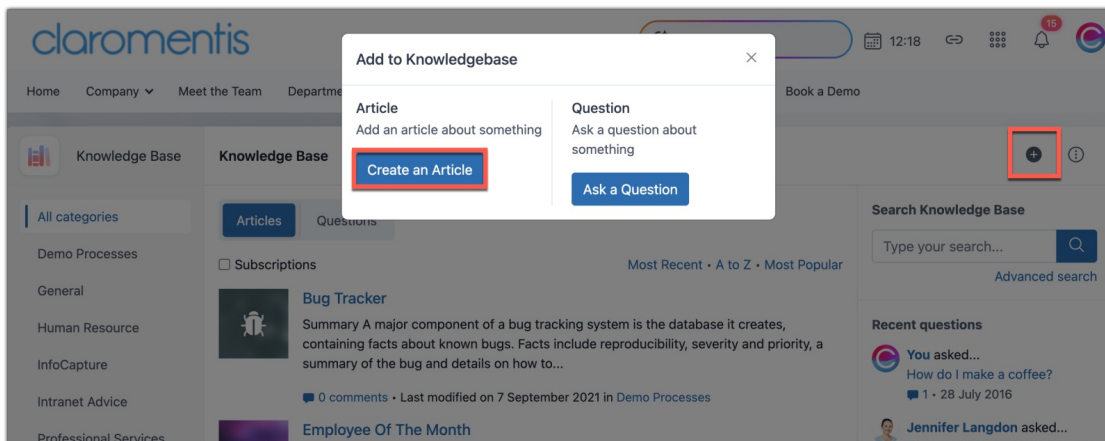


Creating a Knowledge Base article

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:

- **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.
- **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- **Archive:** The article is no longer active and will be removed later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, there is a breadcrumb trail: Knowledge Base > Human Resource > How to Request a Leave of Absence. Below this is a search bar for the Knowledge Base and a 'Recent Articles' section listing two articles: 'Wellbeing and Wellness in the Workplace' and 'How to Request a Leave of Absence'. The main article content includes an illustration of a woman at a desk, a 'Follow' button, and 'Edit' and 'Print' icons. The text instructs users to complete the following steps to request a leave of absence:

- 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.

 A 'Submit the form' button is provided. Below this, it states that the request will be reviewed by a supervisor and the HR department. It also lists additional things to keep in mind:

- 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 contact information for the HR department. At the bottom, it shows the article was last modified on 4 June 2026 by Claromentis Administrator and created on 3 October 2023 by Alison Kelly. It also displays 3 views, 0 likes, and a share button. A comments section is visible at the bottom with a text input field and a submit button.

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.