



Creating a Knowledge Base article

Introduction

Check out our step-by-step guide on how to create a knowledge base article via the Knowledge Base Application.

Adding a Knowledge Base Article

From the landing page, the '+' button will take you to a new page where you can fill in the article details.

A screenshot of the Knowledge Base application interface. The top navigation bar includes a red arrow pointing to a green '+' button, which is used to add new articles. Below the navigation bar, there is a sidebar with categories like 'Demo Processes', 'General', 'Human Resource', 'Infocapture', 'Intranet Advice', and 'Professional Services'. The main content area displays a list of articles, including '3 ways to use your intranet as a remote onboarding tool', 'How to use Discuss to boost collaboration in your teams', and 'How to do remote performance reviews using your intranet'. On the right side, there is a search bar and a section for 'Recent questions'.

Please note: Articles can only be created from the front end of the application.

Complete the details 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.
- **Enable Commenting:** Tick the checkbox to enable commenting on the article.
- **Status:** Select the status of the article: Draft, Publish, or Archive

Please note: Users who have 'Create an Article' rights on a category but not 'Publish' rights will not see the Status option.

Instead, the following message will be displayed:

Knowledge Base / Add Article

Language English [options](#)

Article Title *

Category Demo Processes x

You don't have permission to publish to this category: Once you update this article the status will change to DRAFT

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

Author Abigail Clark Browse

Users with 'Publish' rights on the category will then be able to review the article and publish it accordingly.

Once all details have been completed, click **Add Article**.

Differences in permissions when saving:

- If a user can publish, the article will immediately be available to users with view permissions.
- If the user has publish rights and chose to make a draft instead, that user alone can return to update their content later.
- If a user can only create articles (and not publish) their creations will appear as submissions for users with publish rights to first read over before making it live:

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2 • 3 November 2014

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Draft Articles

Test article 23
22 February 2022

z vdzvx dsv
8 February 2022

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