



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 '+', a chat icon, a document icon, a refresh icon, a list icon, and a close icon. A red arrow points to the '+' button. Below the navigation bar, there are tabs for 'Articles', 'Questions', and 'Subscriptions'. The main content area displays three article cards with titles and brief descriptions. On the right side, there is a search bar and a 'Recent questions' section with user avatars and question titles.

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

Complete the details 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 |

Styles - Format - Font - Font Size -

Enable Commenting

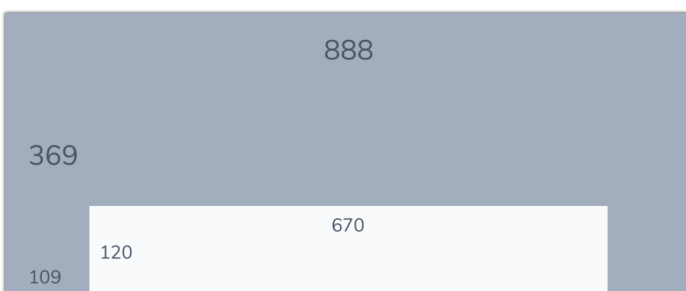
Status: Draft Publish Archive

- **Language:** You can select the main/default language for this article. For more information on adding/editing language options click [here](#)
- **Article Title:** Insert the title of the article.
- **Category:** Select the appropriate category from the list. Users will only see categories they have 'Create an Article' rights for.

(If you click Create an Article from the category page, that category will be pre-selected)

- **Tags:** Enter the tag names required, separated by a comma. Popular tags are displayed under the tag field. For more information on tags, please see the [Tags Guide](#)
- **Author:** By default, the author of the article is the person creating it. It is possible to specify an alternative author.
- **Created Date:** Fills the current date by default. The date can be edited following the article's first save.
- **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.
- **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: options

Article Title:

Category: *

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: 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:

