



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 

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

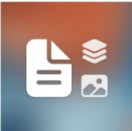
Author Abigail Clark  [Browse](#)

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:

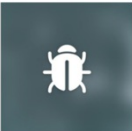
- If a user can publish, the article will immediately be available to users with view permissions.
- If the user has publish rights and chose to make a draft instead, that user alone can return to update their content later.
- If a user can only create articles (and not publish) their creations will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



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2 • 3 November 2014

Vanessa Wright asked...

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1 • 3 November 2014

Draft Articles



Test article 23

22 February 2022



z vdzdv dsv

8 February 2022

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