

# End User Interface at a glance

Gurjeet Kaur

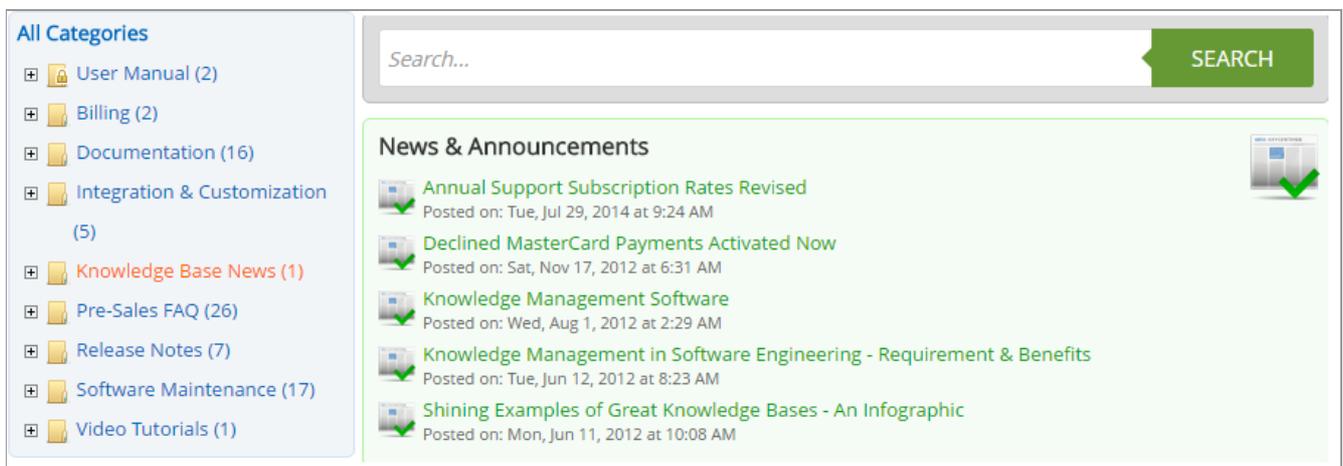
4.66K 0

PHPKB knowledge base software provides very interactive and **user-friendly interface** for KB users to view articles, news/announcements on the home page. The PHPKB knowledge base software has been designed and organized in such a manner to provide maximum ease of use to visitors without any learning. Superusers can have control on the display (On/Off) of almost every possible feature of the knowledge base.

The header section is available which contain links to KB Home, Advanced Search, News, Glossary, Ask a Question, My Favorites, My Profile, Admin Dashboard features through which users can navigate. These links are explained below:



- **KB Home** - This page is displayed when a user logs in to the knowledge base. Category tree, news and announcements, search tab and articles are displayed on the Home page. News and Announcements will be displayed if you have marked "**Enable News Page**" to be enabled. You can click on news headlines to expand the news. You can set the number of news to be displayed in KB home page in "**Manage Settings**" section under **Tools**.

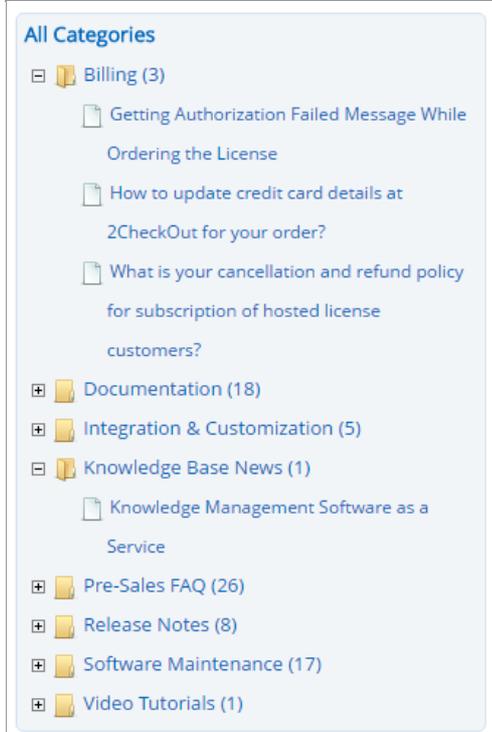


- PHPKB 7 offers a tree-view display of categories and articles on the end user interface to display them in a hierarchical manner for better presentation. When you click the category title, a list of article titles will be displayed (see figure below). You can click on article title to view its content on the page.

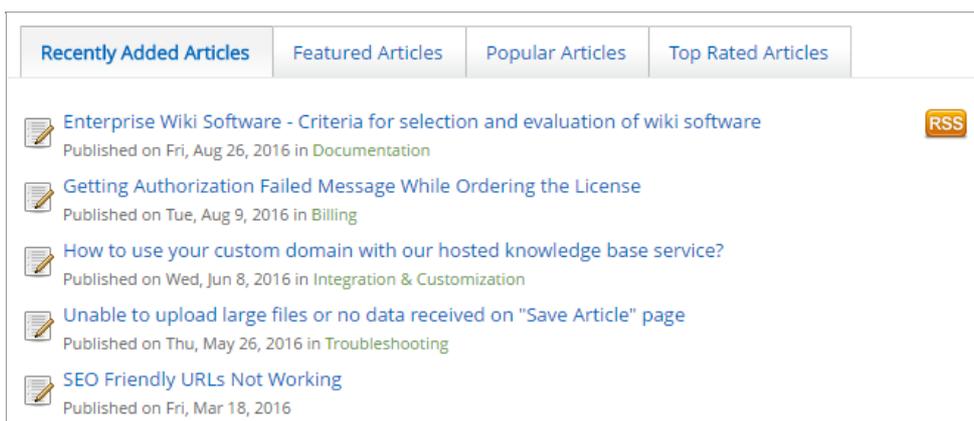
## 16 Forbidden

You don't have permission to access this resource.

Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.



- A list of articles is displayed in KB home page which contains recently added, featured, popular and top rated articles. By default, recently added articles are displayed. You can navigate through different article links to expand respective articles. Article contents can be viewed if you click the article titles.



- **Advanced Search** - Knowledge base has advanced search option where KB users can click this link and refine the search using various search options.

## 216 Forbidden

You don't have permission to access this resource.

Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.

The screenshot shows a search form with the following sections:

- Search for:** A dropdown menu currently showing "Articles".
- By ID:** A text input field with the placeholder "Search by ID".
- That contains:** A text input field with the placeholder "Your keywords here".
- But not:** An empty text input field.
- Search In:** A dropdown menu currently showing "All".

- Search For:** You can select in between Articles/News/Categories from the drop-down list.
- By ID:** If you know the ID of article/news/category you are searching for, type in the ID number.
- That Contains:** Type-in the keywords in this field if you know the keywords.
- But Not:** Type-in the word(s) that does not belong to your search.
- Search In:** Select All/title/content/keywords from the list for articles or categories. If you select " **News** " in **Search For** field, it will display both title/content in the drop-down list.

The screenshot shows an advanced search form with the following sections:

- Search within Category:** A dropdown menu currently showing "All Categories".
- Search filter:** A dropdown menu currently showing "Any Word".
- Sort by:** A dropdown menu currently showing "Relevance".
- Also search in:** A checkbox labeled "Attached Files" which is currently unchecked.
- Advanced Search:** A green button labeled "Advanced Search".

- Search within category:** This field will be displayed if you have selected articles or categories in "**Select For**" field. Select a category under which you want to search category or article.
- Search Filter:** Select Any word/All words/Exact match from the drop-down list.
- Sort By:** You can sort your search on the basis of Relevant/Popularity/Rating.
- Also Search In:** You can also search in attached files.
- Click on the "**Advanced Search**" button and your search results will be displayed on right side of the page.

- **News** - Click on News link to view news and announcements in the knowledge base. Refer figure shown below:

## 316 Forbidden

You don't have permission to access this resource.

Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.

## News & Announcements

### Annual Support Subscription Rates Revised

Published on: Tue, Jul 29, 2014 at 9:24 AM | Viewed: 6259 times.

We have recently revised the support subscription rates. Now, the Basic Support Plan costs \$75/year (an increase of \$10) but does not include the ability to download free updates. Upgrades to new releases are available only in the Premium Support Plan which is priced at \$135/year (an increase of \$30) now. Moreover, custom..... [Read Full News](#)

### Declined MasterCard Payments Activated Now

Published on: Sat, Nov 17, 2012 at 6:31 AM | Viewed: 3265 times.

Update (February 19, 2013): We are happy to announce that MasterCard payments in USD have been reactivated for your purchases. We are actively working with our partners to enable MasterCard payments using the other currencies. In an effort to improve the buyer experience we have added a message in the checkout p..... [Read Full News](#)

### Knowledge Management Software

Published on: Wed, Aug 1, 2012 at 2:29 AM | Viewed: 3553 times.

Gone are the days when it was difficult for large firms to manage information with ease and provide satisfactory customer support at the same time. With the introduction of PHPKB Knowledge Base Software, things have become altogether easy. Now, businesses, whether big or small, can manage, store, share, transfer and access t..... [Read Full News](#)

- Click on the news title to expand the news content.
- **Glossary** - Glossary is usually defined as an alphabetical list of technical terms in some specialized field of knowledge. Click 'Glossary' link to view the terms. These terms are arranged alphabetically but you can quickly jump to a specific term by selecting its first letter from the index of the knowledge base glossary as shown below:

### Glossary of Terms

Glossary is usually defined as an alphabetical list of technical terms in some specialized field of knowledge. This knowledge base glossary provides a collection of knowledge base documents that define many technical terms. These terms are arranged alphabetically, but you can quickly jump to a specific term by selecting its first letter from the index of the knowledge base glossary below.

K ▾

**1 Glossary Terms Found**

 [Knowledge Base](#) [Related Articles](#)

It is a technology used to store complex structured and unstructured information used by Computer System.

When you select an alphabet letter, it will display all glossary terms which begin with the selected letter. You can click on Glossary title and can read related articles.

- **Ask a Question** - Ask a Question is a link to the contact page, which allows the reader to contact the knowledge base administrators. If a user could not find the information he was looking for, he can click 'Ask a Question' link to get the solution. These questions will be submitted in the form of tickets in admin control panel. For more details, refer [How to create a ticket?](#) article.
- **My Favorites** - Login users can add articles as favorite. When an article is marked as favorite, it will be displayed under 'My Favorites' list as shown below in figure:

## 403 Forbidden

You don't have permission to access this resource.

Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.

**My Favorites**

-  **100 words every school student should know**  
 Added to favorites on Fri, Aug 26th, 2016 at 11:41 AM  
 Adversary- someone who offers opposition Aplomb- great coolness and composure under strain Apprehensive- in fear or dread of possible evil or harm Aptitude- inherent ability Attentive- taking head Banish- send away from a place of residence, as...  
[Read More](#)
-  **How to do this and that?**  
 Added to favorites on Thu, Apr 28th, 2016 at 10:23 AM  
 Question: Complete the form below to contact us and ask a question. Please include your name and email address to get our reply. Fields marked with \* are required to be filled up. Complete the form below to contact us and ask a question. Please...  
[Read More](#)

You can click on the article title or 'Read More' link to view the article content.

- My Profile** - If you want to view or modify your account details, click 'My Profile' link. It will redirect you to 'My Profile' page where you can not modify the username and user level but you can change the email address, full name, and password.

**My Profile**

You can modify your account details on this page. Click on Update button to save changes.

**Username:** admin  
**User Level:** Superuser  
**Last Login:** 2017-03-01 10:49:49  
**Email Address:**  \*  
**Full Name:**  \*  
**Current Password:**   
**New Password:**   
**Re-type Password:**

Click on " **Update** " button to save changes you have made.

- Admin Dashboard** - Dashboard screen is displayed when you click 'Admin Dashboard' link in the header section of KB home Page. PHPKB dashboard presents and organizes your daily usage information in a way that is easy to read. It gives an overview of your knowledge base contents in the form of charts and graphs. To read more in detail, refer to [Admin Dashboard](#) article under Admin Control Panel category.
- Language Drop-down** - PHPKB Software allows you to select a language from language drop-down available in header section to view knowledge base in the selected language. This feature is only available in the multi-language edition of the software.

### Custom Fields

**Applicable To:** Standard Edition, Standard (Multi-Language) Edition, Enterprise Edition (MySQL), Enterprise Multi-Language Edition (MySQL), Enterprise Edition (SQL Server), Enterprise Multi-Language Edition (SQL Server)

## 503 Forbidden

You don't have permission to access this resource.

Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.

## **Forbidden**

You don't have permission to access this resource.

Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.