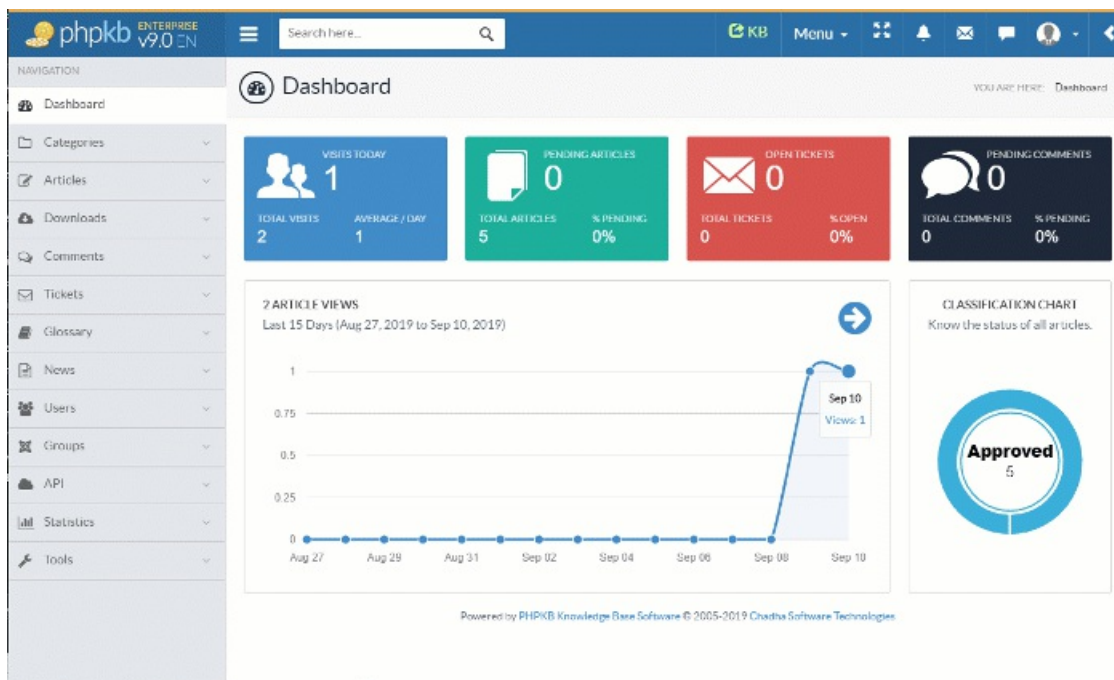


How to Author an Article in the Knowledge Base?


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1. After logging into the system, click on **Article -> Add New**



2. Determine the type (Public or Private) and category (categories). The categories step is critical so your article can be found by the intended audience.

 **Tip:** You can assign an article to more than one spot in the category tree. So if there's an article that applies equally to several departments, please select all that apply.

The screenshot shows the "Add Article" form in the PHPKB system. The left sidebar is the same as the dashboard. The main form area is titled "Add Article" and includes the following sections:

- Category Selection:** A section where you can choose a category for the article. It includes a "Type" dropdown (Public or Private) and a "Categories" list with checkboxes for "All Company", "Departments", and "Test".
- Article Details:** A section where you can specify the title, content, keywords (tags), and summary (excerpt) for the article. It includes a "Title" field and a "Content" field with a rich text editor (Edit, Insert, View, Format, Table, Tools, Add-ons).

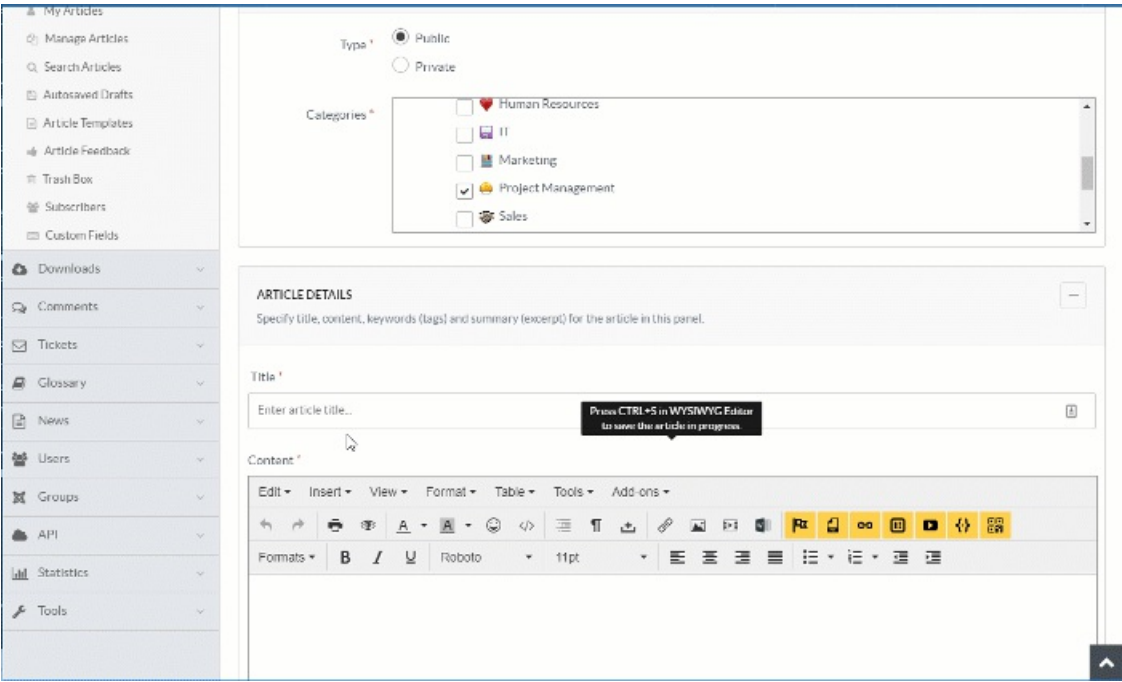
3. Enter the Article Title and Article Content

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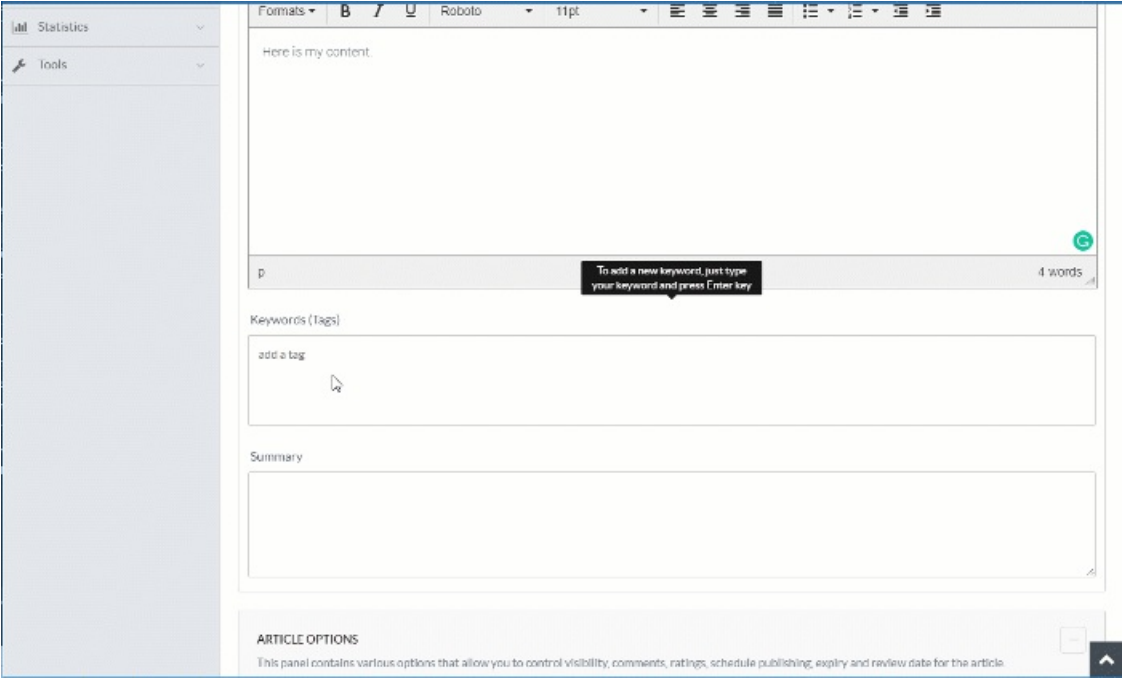
Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.

- For the Article Title, please consider the following guidelines:
 - Make the article title concise but descriptive
 - Use terms and language that will resonate with your audience (e.g. call it what they call it)
- For the Article Content - please refer to this supporting Article: [\[Writing Effective Help Desk Knowledge Base Articles\]](#).



4. Enter your keywords/tags.

Keywords/tags are the life-blood of making the search meaningful for end-users. Please take a few minutes to contemplate all the ways your user could think about this article and add appropriate keywords. *Consider: phase, department, system name, process step, error code, etc.*



5. Enter the summary of the article. You're limited to 250 characters - approximately two sentences. Be brief but descriptive and note who's executing this step and where it fits in the bigger picture. You may find you need to add this

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background/context content to the top of your main article if it helps the user understand the overall article.

The screenshot shows the top portion of an article editor. On the left is a sidebar with 'Statistics' and 'Tools' tabs. The main editor area has a 'Formats' toolbar at the top. Below it is a text area containing 'Here is my content.' with a word count of '4 words'. Underneath is a 'Keywords (Tags)' section with buttons for 'Project Management', 'Oracle', and 'Costco', and an 'add a tag' input. A 'Summary' field is below that, containing a single character 'I'. At the bottom of this section is an 'ARTICLE OPTIONS' panel with a description: 'This panel contains various options that allow you to control visibility, comments, ratings, schedule publishing, expiry and review date for the article.'

6. Attach any reference materials, select any attributes that apply and then click **Save Article**.

This screenshot shows the bottom portion of the article editor. The 'Summary' field now contains 'This is a brief summary'. Below it is the 'ARTICLE OPTIONS' panel, which lists several checkboxes: 'Make it featured' (unchecked), 'Make it visible' (checked), 'Enable comments' (checked), 'Enable ratings' (checked), 'Set publish date' (unchecked), 'Set expiry date' (unchecked), 'Set review date' (unchecked), and 'Make it protected' (unchecked). Below the options is an 'ATTACH FILES' section with a description: 'You can attach documents and files to the article here in this panel'. It includes a 'Choose File' button (showing 'No file chosen'), an 'Enter caption (Optional)' input, and an 'Add Another' button. At the very bottom are four buttons: 'Preview Article', 'Save as Draft', 'Save Article', and 'Cancel'.

Note: Generally, any article that's saved will need to be reviewed by a super admin. This checkpoint ensures that there's an opportunity for a second set of eyes to review the content for completeness, template execution and potential gaps. The reviewers receive a notification about your pending article.

Online URL: <https://www.phpkb.com/kb/article/how-to-author-an-article-in-the-knowledge-base-188.html>

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