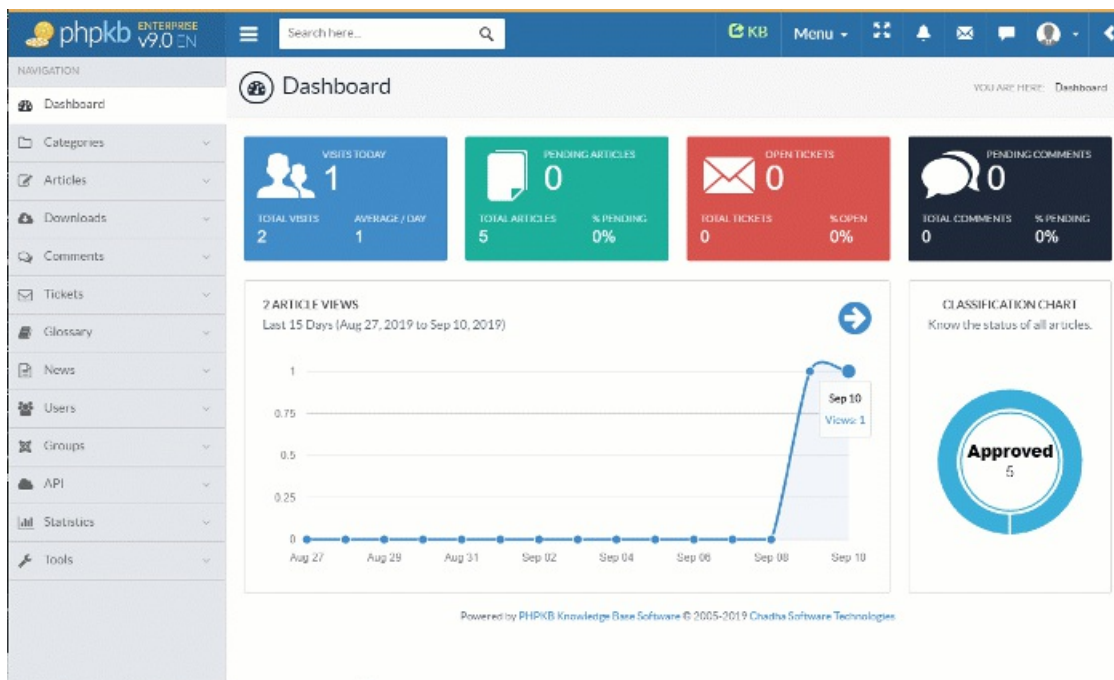


How to Author an Article in the Knowledge Base?

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8.75K 0

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 Knowledge Base. The form is titled 'Add Article' and includes a navigation sidebar on the left. The main content area is divided into two sections:

- CATEGORY SELECTION:** This section allows users to choose a category for the article. It includes a 'Type' dropdown with options for 'Public' (selected) and 'Private'. Below this, there is a 'Categories' section with checkboxes for 'All Company', 'Departments', and 'Test'.
- ARTICLE DETAILS:** This section is for specifying the article's title, content, keywords (tags), and summary (excerpt). It includes a 'Title' field with a placeholder 'Enter article title...' and a 'Content' field with a rich text editor toolbar (Edit, Insert, View, Format, Table, Tools, Add-ons).

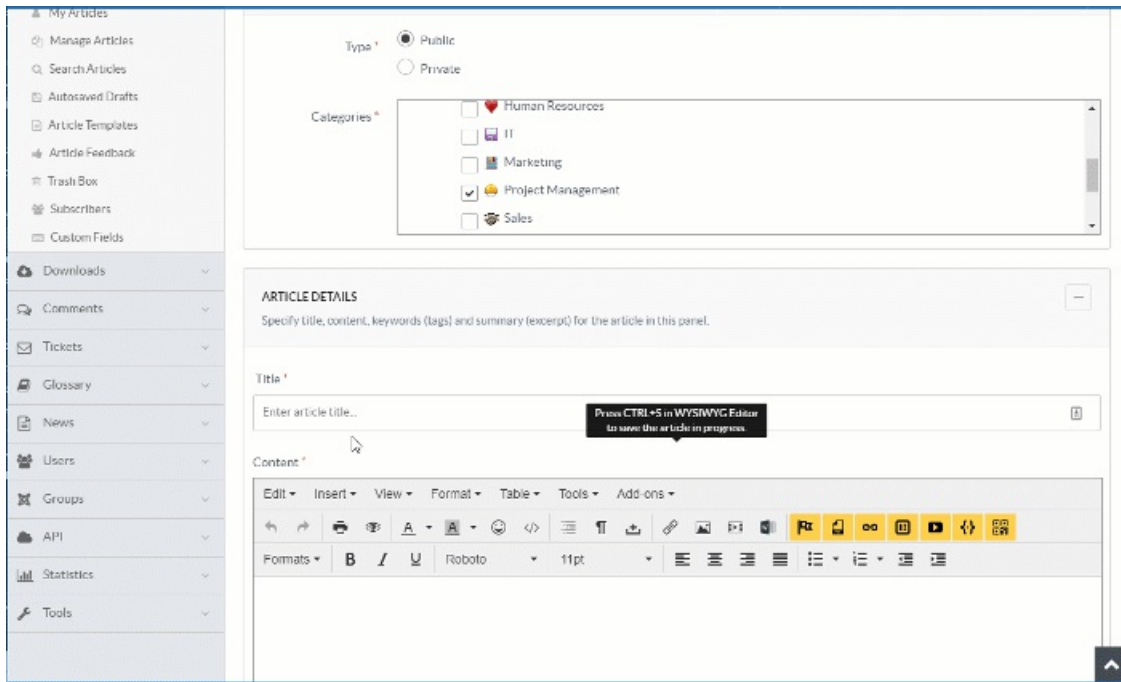
3. Enter the Article Title and Article Content

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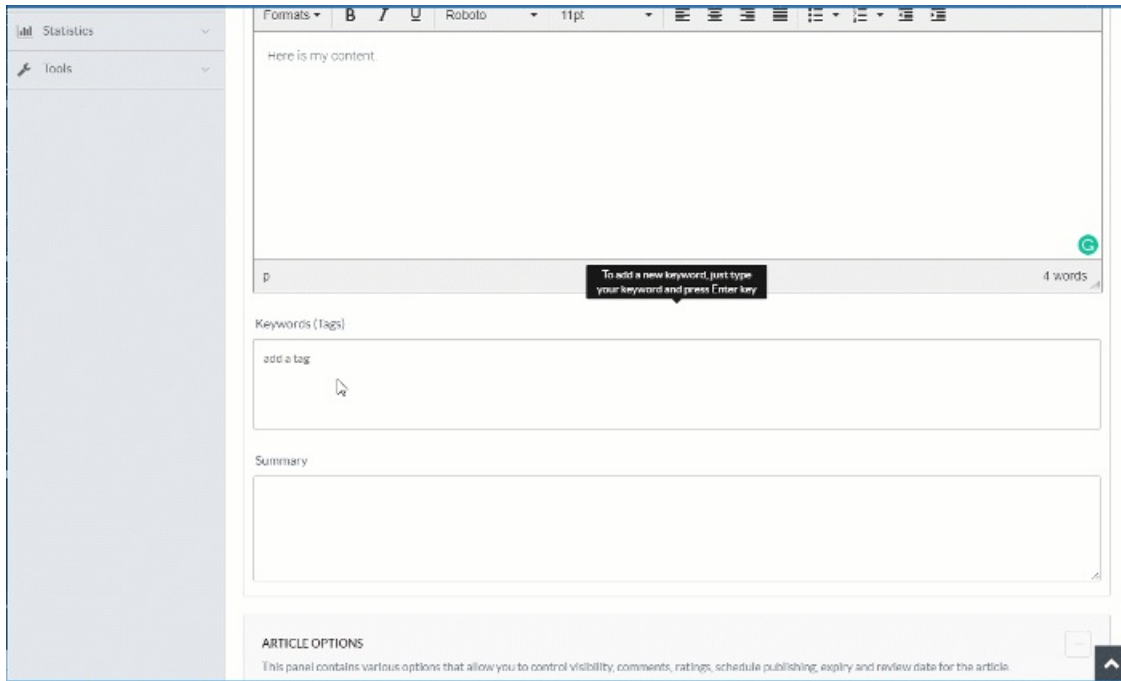
Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.

- 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. At the top, there's a toolbar with various icons and a font size of 11pt. Below the toolbar is a large text area containing the text "Here is my content." To the right of this text area is a green circular icon with a plus sign. Below the text area is a "Keywords (Tags)" section with three tags: "Project Management", "Oracle", and "Costco". Below the tags is a text input field with the placeholder "add a tag" and a button labeled "Enter article summary". Below that is a "Summary" section with a text input field containing the letter "I". At the bottom of the editor is an "ARTICLE OPTIONS" section 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**.

The screenshot shows the bottom portion of the article editor. At the top is a "Summary" section with a text input field containing the text "This is a brief summary". Below that is the "ARTICLE OPTIONS" section, which contains 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 the "ATTACH FILES" section, which has a description: "You can attach documents and files to the article here in this panel." Below the description is a "Choose File" button, a text input field for "Enter caption (Optional)", and an "Add Another" button. At the bottom of the editor 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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