

# Adding a new article

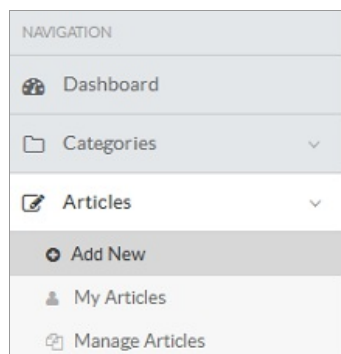
78 Atam Parkash March 7, 2024 Articles

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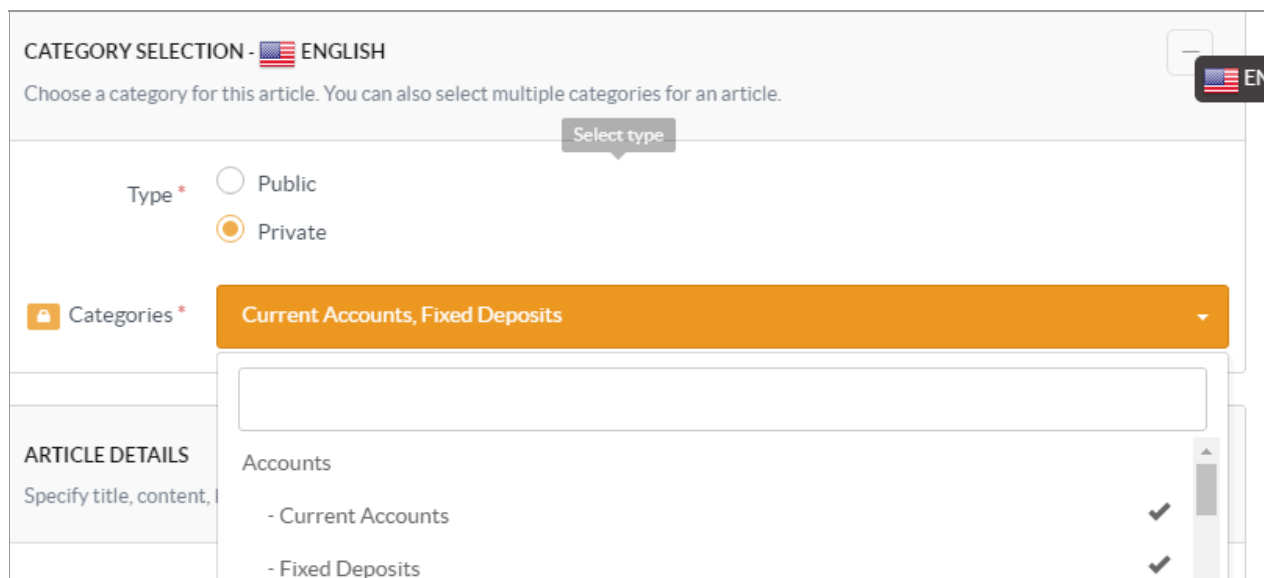
This article will provide detailed information (step-by-step instructions) on how to add/create a new article in the knowledge base using PHPKB software. There is a [video guide](#) at the bottom that demonstrates these steps to create a new article in the knowledge base.

Steps to add an article are as follows:

1. Expand the "**Articles**" section in the left navigation bar and click on the "**Add new**" link to open the "**Add Article**" page.



2. Select the "**Type**" of the category. With **Public** type, an article will be published under public categories and will be accessible by all end users. With the **Private** type, the article will be visible to logged-in users only.
3. In the multi-language edition, the **language name** in which the article is being created is mentioned with panel heading. As shown in the screenshot below, an article is being added to the English language, so, English is written with the panel heading 'Category Selection'. You can change the language from the **language drop-down** available on the right side, whereas, in non ML editions, the language menu is not available.
4. "**Choose Categories**" as per the requirement of the article. The article can be assigned to multiple categories, by selecting them from the categories drop-down.

A screenshot of the 'CATEGORY SELECTION' form for the English language. The form has a header 'CATEGORY SELECTION - ENGLISH' and a sub-header 'Choose a category for this article. You can also select multiple categories for an article.' Below the header is a 'Select type' button. The form is divided into two main sections: 'Type' and 'Categories'. The 'Type' section has two radio buttons: 'Public' and 'Private'. The 'Categories' section has a dropdown menu with 'Current Accounts, Fixed Deposits' selected. Below the dropdown is a list of categories: 'Accounts', 'Current Accounts', and 'Fixed Deposits'. The 'Current Accounts' and 'Fixed Deposits' categories are checked with a checkmark.

5. "**Title**" can be a question, a caption or a headline of your article. It is not allowed to add multiple articles with the same title under one category.
6. "**Content**" inscribes the body of the article. PHPKB provides a powerful WYSIWYG editor with various features for formatting your content just like MS-Word.

ARTICLE DETAILS

Specify title, content, keywords (tags) and summary (excerpt) for the article in this panel.

Enter article title

Title \*

Enter article title...

Content \*

Edit ▾ Insert ▾ View ▾ Format ▾ Table ▾ Tools ▾ Add-ons ▾

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7. "**Keywords**" are the important words that classify your article and are relevant for searching through the database.

8. **"Summary"** is a compact view of your article for the meta description attribute. Search engines may present this summary (if they think it's relevant to the search query) on the results page below the page title.
9. **"Article Options"** provide various options for authors to control visibility, comments, ratings, publishing, and expiry date of the article.

**Make it Featured:** Mark this as a featured article if you want the article to appear in the “Featured Articles” section of your knowledge base.

**Enable Comments:** Uncheck this if you do not want to allow users to post comments on this article.

**Set Publish Date:** Publish date is a date on which the article is planned to be published. Check this checkbox to set a publish date from the date calendar.

10. A user can "**Attach Files**" and documents related to the article.

ATTACH FILES

You can attach documents and files to the article here in this panel

Browse...
No file selected.

Add Another

- "**Custom Fields**" display the custom fields you have created for your knowledge base articles. Refer article [Adding a Custom Field](#) for more details.

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)

- Click the "**Preview Article**" button to preview the article (even unsaved) with the latest changes as it will be published to the front-end users. Authors are advised to preview the article once before publishing.
- Click the "**Save as Draft**" button to save changes as your personal draft. You can continue to edit this draft later on and can save it as an article or delete it.
- Click the "**Save Article**" button to store your changes and publish the article in the knowledge base.
- Click the "**Cancel**" button to return to the 'Manage articles' screen without saving the changes you have made in the

article.

Preview Article

Save as Draft

Save Article

Cancel

## Video Guide

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**Custom Fields**

**Applicable To:** Standard Edition

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Online URL: <https://www.phpkb.com/kb/article/adding-a-new-article-78.html>