Manage Knowledge Articles
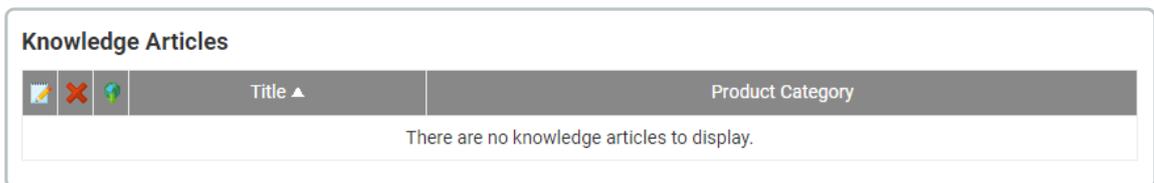
Permissions

You will require an Access Role with the following permissions:

- Help & Support Management

1. Navigate from the **Home** page to **Administrative Settings** | **Help & Support Management** | **Knowledge Articles**. This will display any existing articles in your system.
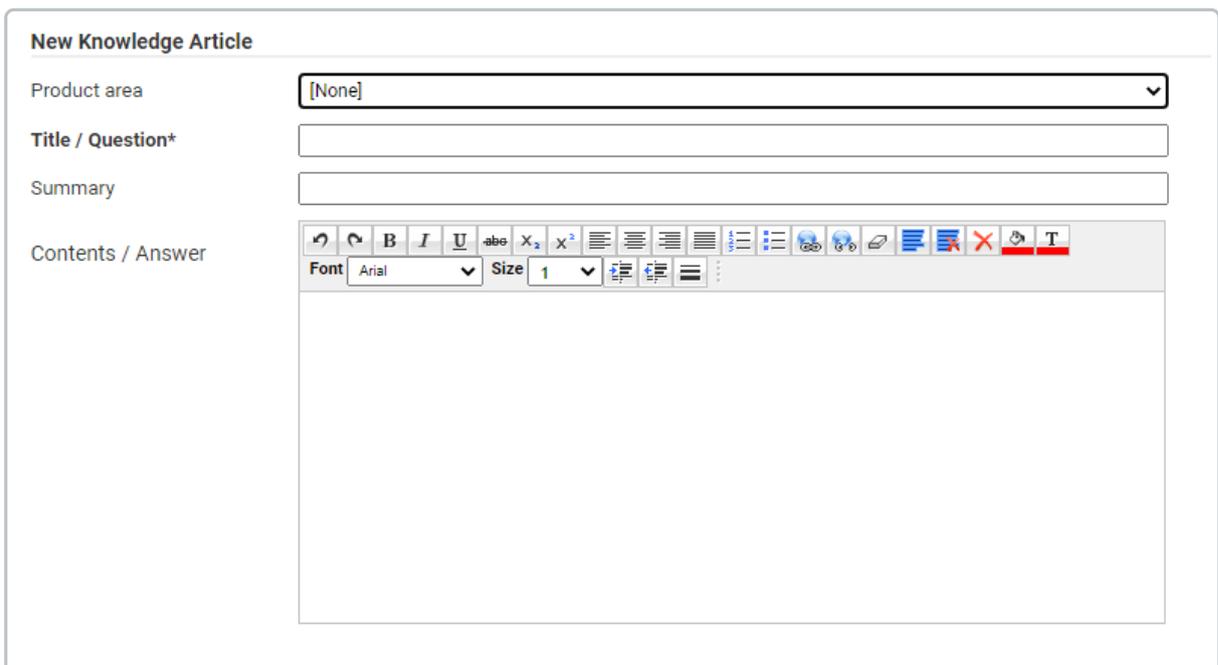
   - To unpublish an article, click 🌳 next to an article.

2. Click **New Knowledge Article** from the Page Options menu.

3. Complete the following:

Field	Description
Product Area	Select the area of the product that your article relates to. This will help narrow search results based on the employee's search criteria.
Title/Question*	Enter the title/question of the article/FAQ.
Summary	Provide a summary explaining the article.
Contents/Answer	Use the text box to enter the content of your article. You can use the formatting options to help structure the article and make it easier to follow.

4. Click **Save**.

5. The article that you have just created will default to **Not Published**'. To publish the article, click
    🎈 .