This article is for LITS Knowledge Base content editors and describes the steps for adding an article to Knowledge Owl.

Before you start, you will need access to the following:

- a device with an internet connection and web browser
- a LITS Knowledge Owl account

Add an article from a template

To add an article from a template, follow the steps below:

1. Log into Knowledge Owl
2. Under Knowledge Base, select Articles
3. Select a category and any relevant subcategories
4. Within the category/subcategory menu, click + Add Article
5. Enter a Full Article Title
6. Select Create from template. Do not create a new article from scratch.
7. Choose a Template Article
8. Click Add and Edit

Choosing a template. When selecting a template, you can choose from two options, as compared below:

- How-to. This template is best for step-by-step instructions on how to perform a task or closely related set of tasks.
- Informational. This template is best for describing how a service or set of tools works at Bryn Mawr. Informational articles can be used to gather various resources, including other Knowledge Base articles, and explain how they all work together.

Configure title and tags

Steps for editing an article in the LITS Knowledge Base. Note: some options will not be available to all users.

1. Follow the instructions within the template to enter and format article content.
2. Delete style notes and unnecessary snippets/sections.
3. Short Title should only be used when the Full Article Title exceeds X characters. Add Internal Note and Add Internal Title can be ignored.
4. Start typing in the title for a desired Tag and select an option that autofills. If a Tag does not autofill, try different phrasing or capitalization. Do not press 'enter' or 'tab' as this will create a new tag. New tag requests should be directed to a Knowledge Base Admin.
5. Search Phrases should only be used if the contents of the article are not summarized by the title. Search phrases should be 1-3 words and you should not have more than 10 search phrases.
Configure article settings

Steps for configuring an article in the LITS Knowledge Base. Note: some options will not be available to all users.

All of the following settings can be configured in the right sidebar of the article editor.

1. Select the appropriate **Publishing Status**:
   - While transitioning and templating: **draft**
   - When templating is finished: **needs review**
   - When clean-up is finished: **published**
2. Select **Internal Flags** as needed:
   - Leave **Template** un-checked
   - Only check **Topic** if the article itself is going to be embedded into other documents; in most cases this is not the case.
3. Leave **URL Redirect** unchecked
4. For **Restrict to Groups**, leave **None** checked.
5. For **Article Call Outs** and **Status Expiration**:
   - Select **NEW** for newly published docs
   - Select **updated** for docs that have a new major version published
6. For **Restrictions**, leave all options unchecked
7. For **Versions**:
   - All new articles, or newly migrated articles, will be listed as **version 1.00** by default.
   - Minor changes to articles such as corrections, minor additions to content, etc. should be created as a **new minor version** by clicking **Create new version**.
   - Major changes such as fitting the document to our templates or completely reformatting/rewriting the doc should be created as a **new major version**.
   - Once the version has been created, click its **hyperlink** under **All versions** to view it in the editor.
   - When ready to publish, scroll up, check the box for **Activate this version**, and click **Save**.
8. If there are specific articles that explicitly relate to the current doc, such as those that are linked to one another, click **Add Related Article**, enter the name of said article, and click **Add**.
9. **Recommend on Pages** can be ignored.
10. Click **Save**
11. Click **View Article** to check your work