How to create and format an article in Publishing site

Who should use this article?

- Those looking to publish KB articles using the publishing platform.

What is this article about?

- It gives a high-level overview of how a KB article should be laid out and formatted when created and published within the publishing site.

For information regarding general KB formatting and layout, see here for internal and here for external.

How to create a generic article

To create a generic article in the tool, simply select **Generic article** from the Create Document drop-down on the tool homepage. This will take you the Support content authoring page and the content editor box. On the right is a real time preview of the article you are editing.

How to format a KB article in the tool

In the tool, an article should be broken down into three sections, as seen here.

A new Generic Article will default with one section, but more can be added by selecting Add Section under the main content editor, as seen below.

The sections are broken down below.

1. The introduction and summary of the article. This is a general overview of what the article contains and who its audience is, and should include the following:

   - Speak Up! Asset: ID 4049349.

   - Who the article is for and What it is about

   - Table of contents

2. This section includes the main body of content and should include:

   - Numbered section titles

   - Heading 3 for level 1 titles

   - Heading 4 for level 2 titles

   - All links should be marked as "open in new window" and not underlined

- Back to top links should be included between each title and link back to the contents

3. This section is for internal tracking within Content Triage and must:
   - Be marked as internal section, by selecting the applicable check box within the Meta data, which can be found by selecting the tab next to Content.
     - Redacted image
   - Include the tracking table, which can be found here.
   - Include the Content Tracking (CT) information, using the CT number, title and date, with the newest version being at the top of the table

Creating links

URL Link

To create a URL link to another page use these steps.

1. Select the link icon from the editing toolbar and a new window will pop up.
2. Enter the link text and then the URL/web address
   - **Note**: If you are linking to another KB page make sure to remove the en-us portion of the link and format the text as: KB number KB title, for example: 3203023 Goodwill Scenarios
3. Select **Create link** and make sure it is not underlined.

Same article link

To create a link to another part of the article, for example, from the table of contents to a specific section follow these steps

1. Choose where on the page you want the link to go too and then select the bookmark flag icon from the toolbar. A new window will pop up
2. Create a name for the bookmark, for example: If it is linking to section 3.2 name the bookmark 3.2
3. Select **OK** to save
4. Highlight the text you want to link from and select the link icon from the editing toolbar. A new window will pop up
5. Select **Same article link** tab and enter the bookmark ID, for example 3.2

6. Select **create link**, which will return you to the main page and create the link for you

How to publish the article

When it's time to publish an article follow these steps:

1. Navigating to the Metadata tab and select the **Is Internal Content** box under Other Metadata.
2. Select **save**, which will save your current progress but not publish it.
3. Select **publish** for it to go live and become searchable in Knowledge Desk.
   - **Note**: To see older saved versions of the article select Version History. You can also override the current saved version with an older version if need be.