

Along with editing content for KnowBe4's other web and mobile platforms, I also edited all of the UX writing for the new KnowBe4 Community. This community was developed to give customers a place to connect, ask questions, and share ideas.

As the lead editor for this project, I created a style guide for the community and edited all of the UX writing in the platform. I collaborated with the writer to create a variety of UX content for the community, including login pages, post creation pages, account settings pages, and more.

Together, we brainstormed over questions like:

- What voice do we want to establish for the KnowBe4 Community? How should that voice be similar to our other products, and how should it be different?
- How can we make the UX writing for this project fun and engaging while keeping localization in mind for future expansion?
- How can we ensure that our messaging is consistent throughout the platform?
- How can we ensure that writing is concise yet welcoming at the same time?

Note: Some of the information in the screenshots below has been redacted for privacy.

Login Error Message




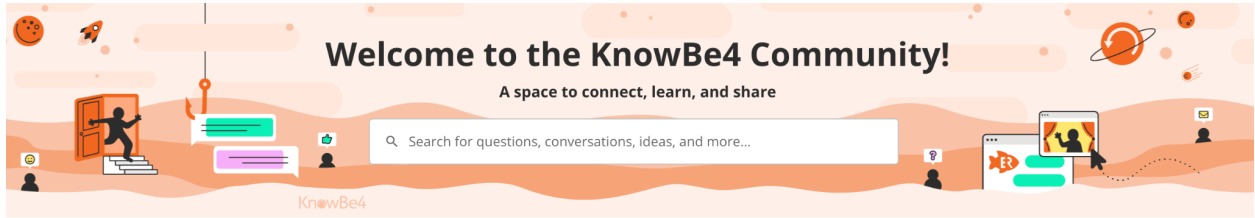
Oops, you're lost in space!

Please make sure you're logged in to your KnowBe4 product and try again.


If this error persists, please contact community@knowbe4.com.

For login instructions, see our [Knowledge Base](#) article.


Home Page




Explore
Join conversations, ask for help, or share experiences with the community.



Ideas
Propose new ideas and see updates on submissions from other community members.



News
Stay up to date with the latest news and engage with our team.



Events
Discover featured events and reserve your spot.

Welcome

Learn how to use the community and introduce yourself to other community members.

Getting Started

7 posts · 1 Reply

Lounge

46 posts · 333 Replies

Ask the Community

Ask the community for help, tips, and advice.

Product Questions

198 posts · 666 Replies

Strategy Questions

59 posts · 372 Replies

Learn and Share

Share success stories, discuss best practices, and chat about security news.


Show and Tell

23 posts · 175 Replies


Security News

34 posts · 46 Replies


Need More Help?



Contact Support
Our support team is here to help! Click here to open a support ticket.




Visit Our Knowledge Base
Browse our knowledge base for articles, videos, and more.



Visit KnowBe4.com
Check out our products, resources, blog, and more!

Account Settings

[Home](#) > [Profile](#)



abbyb
Knowster

[Edit Settings](#)

Posts 0 Replies 0 Resolved 0 Followers 0 Following 2

Badges

abbyb hasn't earned any badges yet.

About

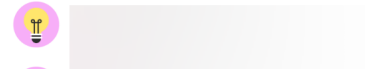
Member Since

Job Title


Most Helpful Members This Week



Community Badge Activity



Your picture must be at least 90 x 90 px. The maximum file size is 5 MB.



[Upload](#) [Delete](#)

Organization (Private)

Job Title (Public)

About Me (Public)

City (Public)

Country (Public)

Post Signature (Public)

Post Creation Page

Create Post

Ask a question, start a conversation, or share an idea.

What kind of post are you creating? ⓘ

Question Conversation Idea

Title

Enter a title for your post...

Details

Styles | **B** *I* U | |

Category

Select a category for your post...

Tags Optional

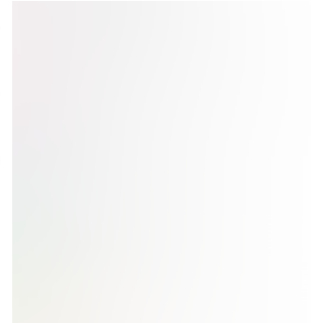
Select one or more tags...

Create

Most Helpful Members This Week



Community Badge Activity



[View All Badge Activity >](#)

Popular Tags

- feature
- Training
- request
- phishing
- reporting

Page Headers

Getting Started

First time here? Check out the posts below to learn more about the KnowBe4 Community.

🔍 Search for questions, conversations, ideas, and more...

Show and Tell

Discuss best practices, success stories, and more with other community members.

🔍 Search for questions, conversations, ideas, and more...

23 Posts 175 Replies

Product Questions

Ask questions about our products and get support from community members.

🔍 Search for questions, conversations, ideas, and more...