# Tips n' Tricks and Becoming a Knowledge Base Black Belt

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These are notes from a student help desk training meeting. If you're looking for Knowledge Base documentation and getting started information, see: The Knowledge Base Handbook

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### **Troubleshooting**

- Always check to see if you're logged in.
- Never copy from the web or word docs. Did you? Then revert and put it in a plain text editor first.
- Revert. Revert. Revert.
- · Ask for help.

## **Spaces Overview**

- · What are spaces?
- · Groups, spaces, Moira lists and permissions in the KB
- Why would I want to and How do I move a Knowledge Base article to a different space?

# Spaces you may not know about

#### **Category Space**

- What are they and how do I get there?
- Adding an article to a category is as easy as adding a label.
- What are categories and how do I add an article to a category?
  - How can I find a category without digging through the category tree?

#### Glossary of IT terms

- How do I get to the Glossary?
- How does the Glossary of IT Terms work?

#### The Knowledge Base Handbook

Check here for documentation and info about using The Knowledge Base.

# **Knowledge Base Style Guide**

#### Accessibility

- How do I add alt text to images?
- Header order matters.
  - Keep it sequential.
  - Only one h1 tag per page.
- Tables

- · Avoid tables for formatting.
- When data tables are needed, be sure to use table headers.

#### **Knowledge Base Best Practices**

- Titles
- Titles should go in the title box above where you enter the main body.
- Most templates have h1. {title} as the first line of the article. Leave it there. It is the macro that displays the title on the page. Just entering the title in the title box will not. Why is the word title in curly brackets when I create an article?
- Labels
  - When to add labels? Any time you can think of one.
  - Add labels with multiple spellings or phrasings to increase search odds. For an installing known issues document include: install, installing, issue, issues, problem, problems, troubleshooting, error and any other relevant words you know. Knowledge Base search isn't always smart enough to find an article that has the word install when you search on installing.
  - How do I add labels to an article?
- Insert a Table of Contents {kbtoc}
- What if I find a bad article?
  - If it's totally useless, archive it.
  - Fix it yourself!
  - If you can't or aren't comfortable doing that, comment directly on the article saying what's wrong. Maintainers review comments and it lets users see the correction right away.
  - Click on the feedback buttons. Inaccurate and Obsolete give you space to comment. This creates an RT ticket. Maintainers will
    review the feedback.

## **Frequently & Infrequently Asked Questions**

- Is there a Wiki Markup Guide? Yes, you can find a link to the Confluence Notation Guide (Wiki Markup Help) on the edit page at the top
  of the right-hand column.
- How do I make those boxes I see in articles?
  - How do I add tip, note, info, and warning boxes to articles?
  - How do I add code and noformat boxes to articles?
- How do I create a page that lists all articles with a certain label?
  - Useful when you're trying to collect up a bunch of similar articles for reference.
  - You can create your own new label or use an existing one.
- Creating and linking to anchors in the KB
- How do I create sortable tables?
- · How can I include content from one article into another one? How to use the excerpt macro in Confluence wiki pages (Updates TBA)
- Where are Some fun icons and emoticons for articles?
- How do I delete an article? Please don't. Archive it instead! There is a way to archive completely out of view of any non-admins. Just
  use the feedback buttons to request it.
- What's Watching Articles? Find out when somebody else updated an article, possibly with an answer you need.
- What do I do if I'm having trouble with an article or get stumped on how to get the formatting to work? Contact kb-help@mit.edu.