Tips n' Tricks and Becoming a Knowledge Base Black Belt

Tips n' Tricks and Becoming a Knowledge Base Black Belt

> ⚠ 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

On this page:

Troubleshooting
Spaces Overview
Spaces you may not know about
Knowledge Base Style Guide
Frequently & Infrequently Asked Questions

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.