Knowledge Base Page Templates

When contributing to the Knowledge Base, there are four options to choose from: How-to article, Troubleshooting article, Default Parent Page, and Reference article. Blank page templates are not permitted in the Knowledge Base. This page discusses when to use each template and their relative differences in format and style.

How-to article

A how-to article provides step-by-step guidance for completing a task. This template should be used any time you are describing a procedure. The default structure includes:

- Title
- Introductory paragraph explaining the context for the guide
- Step-by-step guide: must be in the form of a numbered list which can be broken apart into subsections related to the content
- Related articles: do not adjust
- Pre-formatted footer: do not adjust

None of the sections noted above should be omitted or re-arranged, and the default heading levels should not be manipulated. For questions regarding writing style and content, please refer to our Style Guide.

Troubleshooting article

A troubleshooting article provides solutions for commonly encountered problems. In structure it is quite similar to a how-to article because it describes a situation and then typically follows up with a solution in the form of a step-by-step guide.

The default structure includes:

- Title
- Problem: introductory paragraph explaining the context of the problem.
- Solution: provide steps that the user can take to solve the problem.
- Related articles: do not adjust
- Pre-formatted footer: do not adjust

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Default Parent Page

When creating a child page attached to another Knowledge Base article, this template will inherit the style of the parent page. The default structure includes:

- Title
- Table of Contents
- Content area
- Pre-formatted footer: do not adjust

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Reference article

A reference article provides general information about a topic.

The default structure includes:

- Title
- Introductory paragraph summarizing the topic
- Table of Contents
- Heading: use headings and subheadings as necessary for your content. Omit content headings at your discretion if it doesn't lend itself to sections.
- Related articles: do not adjust
- Pre-formatted footer: do not adjust

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