

ADPQ Knowledge Base User Manual



California
DEPARTMENT OF TECHNOLOGY

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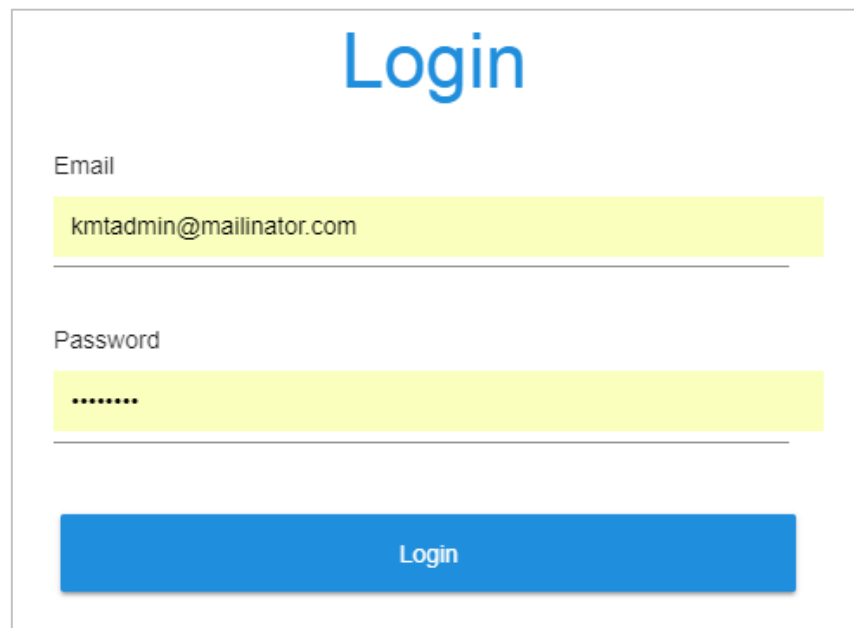
1. Introduction

Knowledge Management Tool is a comprehensive collaborative tool that helps to seamlessly share knowledge across cross-functional teams and organizations. Using this tool, employees can share, contribute, organize, and discover information making collaboration easier and more effective. This tool also supports responsive UI (Mobile and Tablet view).

This manual explains how to use the application from an Admin's perspective.

1.1 Logging into the Application

Admin can log into the application using valid credentials to see the landing/home page. The landing page displays the Dashboard view.

A screenshot of a web application's login page. The page has a light gray background. At the top center, the word "Login" is displayed in a large, blue, sans-serif font. Below this, there are two input fields. The first is labeled "Email" in a small, gray font, and it contains the text "kmtadmin@mailinator.com". The second is labeled "Password" in a small, gray font, and it contains seven dots. Both input fields have a light yellow background. Below the password field, there is a blue rectangular button with the word "Login" in white, centered text.

2. User Management

Admin can create users with multiple roles. This section details how new users are created, edited, and deactivated.

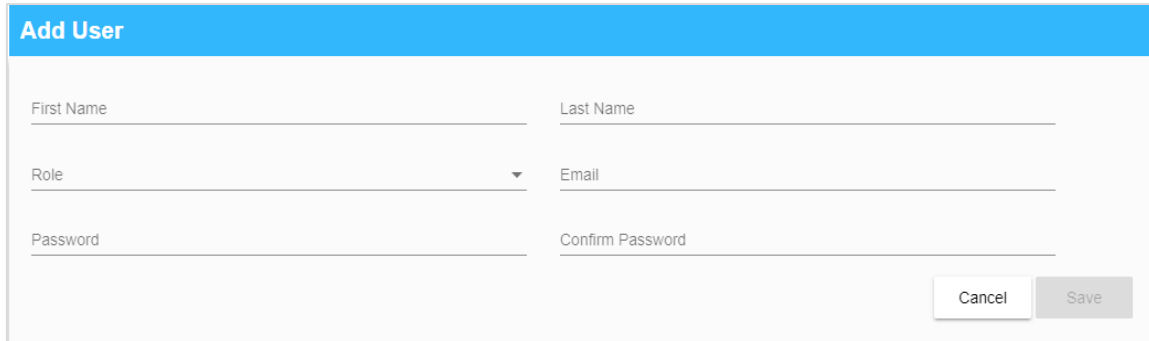
IMPORTANT – If the e-mail notifications do not reach the appropriate inbox folder, it's recommended to check the Junk E-mail folder of the mailbox to confirm the receipt of e-mail notifications and also make appropriate changes to receive the mails.

2.1 Adding New Users

Only Admin can add new users to the system. When an Admin adds a User, an email notifications is sent to the user with credentials.

To add new users to the knowledge base:

1. Hover on the **Settings** option on the left menu panel.
2. Click **User** from the drop-down.
3. From the **User Settings** screen, click **Add User**.



The 'Add User' form is a light gray rectangular box with a blue header bar containing the text 'Add User'. Inside the form, there are six input fields arranged in two columns. The left column contains 'First Name', 'Role' (a dropdown menu with a downward arrow), and 'Password'. The right column contains 'Last Name', 'Email', and 'Confirm Password'. At the bottom right of the form, there are two buttons: 'Cancel' and 'Save'.

4. Fill in the required fields.
5. Click **Save**.



2.2 Viewing Users

Admin can view any user information.

To view the user's list:



1. Hover on the **Settings** option on the left menu panel.
2. Click **User** from the drop-down to open the **User Settings** screen.

Any user information can be edited or users can be deactivated from this page.

User Settings					
Search here					
Name	Email	Role	Status	Created On	Actions
TestUser1 Test	rohansahu93@gmail.com	user	Inactive	Mar 12, 2018	Edit Activate
Test 123 Raksha	raksha.deshpande@intimetec.com	user	Active	Mar 12, 2018	Edit Deactivate
simar gujral	simar@test.com	manager	Active	Mar 12, 2018	Edit Deactivate
Test Manager	deshpande.raksha25@gmail.com	manager	Active	Mar 12, 2018	Edit Deactivate
Manager Manager	rohanknp08@gmail.com	manager	Active	Mar 12, 2018	Edit Deactivate
Admin Admin	admin@yopmail.com	admin	Active	Mar 12, 2018	Edit Deactivate

2.3 Searching Users

A search can be done on the **User Settings** page using the **Email** and **Role** columns. Advanced filtering can also be done using the **Status** and **Role** columns.

User Settings					
Search here					
Name	Email	Role	Status	Created On	Actions
TestUser1 Test	rohansahu93@gmail.com	user	Inactive	Mar 12, 2018	Edit Activate
Test 123 Raksha	raksha.deshpande@intimetec.com	user	Active	Mar 12, 2018	Edit Deactivate
simar gujral1	simar@test.com	manager	Active	Mar 12, 2018	Edit Deactivate

2.4 Editing Users

Admin can edit any user information. When an Admin edits/resets User's password, an email is sent with password to the user.

To edit users:

1. Navigate to the **User Settings** page.
2. Click the **Edit** link associated with the user.

KMT Admin
Logout

Dashboard

Knowledge Base

Articles

Settings

Users

My Profile

Help

Dashboard / Users

User Settings

Add User

Search here

Name	Email	Role	Status	Created On	Actions
TestUser1 Test	rohansahu93@gmail.com	user	Inactive	Mar 12, 2018	Edit Activate
Test 123 Raksha	raksha.deshpande@intimetec.com	user	Active	Mar 12, 2018	Edit Deactivate
simar gujral1	simar@test.com	manager	Active	Mar 12, 2018	Edit Deactivate
Test Manager	deshpande.raksha25@gmail.com	manager	Active	Mar 12, 2018	Edit Deactivate
Manager Manager	rohanknp08@gmail.com	manager	Active	Mar 12, 2018	Edit Deactivate
Admin Admin	admin@yopmail.com	admin	Active	Mar 12, 2018	Edit Deactivate

2.5 Deactivating Users

Admin can deactivate all users. When an Admin deactivates a user account, an email is sent to the user.

To deactivate users:

1. Navigate to the **User Settings** page.
2. Click the **Deactivate** link associated with the user.

KMT Admin
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User Settings

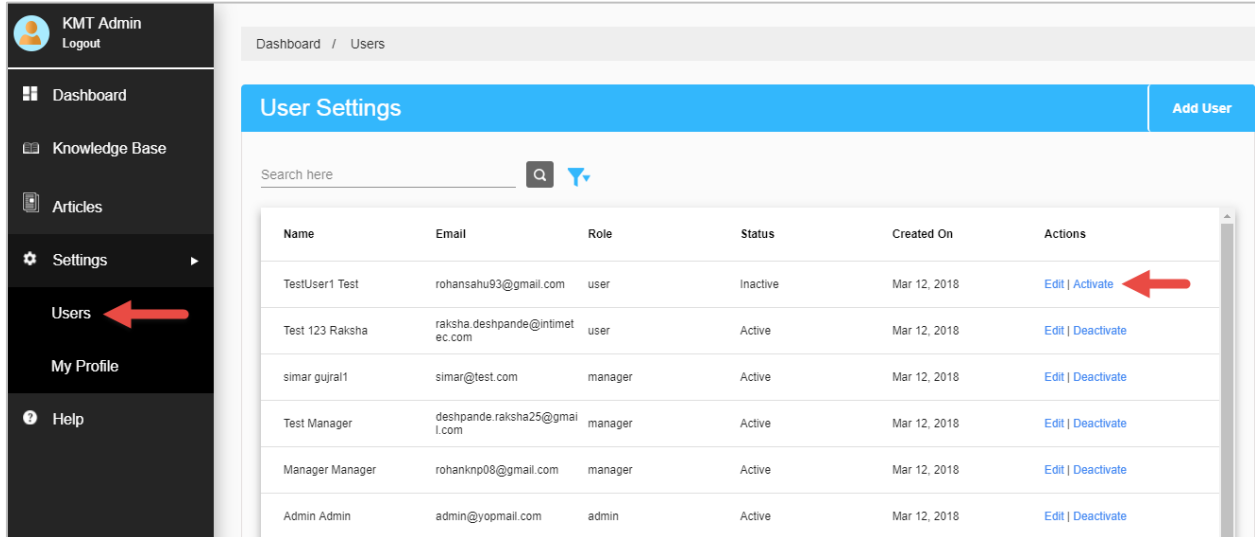
Add User

Search here

Name	Email	Role	Status	Created On	Actions
TestUser1 Test	rohansahu93@gmail.com	user	Inactive	Mar 12, 2018	Edit Activate
Test 123 Raksha	raksha.deshpande@intimetec.com	user	Active	Mar 12, 2018	Edit Deactivate
simar gujral1	simar@test.com	manager	Active	Mar 12, 2018	Edit Deactivate
Test Manager	deshpande.raksha25@gmail.com	manager	Active	Mar 12, 2018	Edit Deactivate
Manager Manager	rohanknp08@gmail.com	manager	Active	Mar 12, 2018	Edit Deactivate
Admin Admin	admin@yopmail.com	admin	Active	Mar 12, 2018	Edit Deactivate



2.6 Activating Users

Admin can also activate the deactivated users. When an Admin activates a user account, an email is sent to the user.



Dashboard / Users

User Settings [Add User](#)


Search here  

Name	Email	Role	Status	Created On	Actions
TestUser1 Test	rohansahu93@gmail.com	user	Inactive	Mar 12, 2018	Edit Activate
Test 123 Raksha	raksha.deshpande@intimetec.com	user	Active	Mar 12, 2018	Edit Deactivate
simar gujral1	simar@test.com	manager	Active	Mar 12, 2018	Edit Deactivate
Test Manager	deshpande.raksha25@gmail.com	manager	Active	Mar 12, 2018	Edit Deactivate
Manager Manager	rohanknp08@gmail.com	manager	Active	Mar 12, 2018	Edit Deactivate
Admin Admin	admin@yopmail.com	admin	Active	Mar 12, 2018	Edit Deactivate

3. Content Management

The landing page displays a Dashboard view and a left panel with navigational menu. Admin can view the Dashboard.

The dashboard contains a list of articles added to the knowledge base and gives the overall information about pending content approvals, along with recently edited and recently added contents. All articles can be viewed from here and also the pending approvals can be approved or rejected from here.

 kmt admin
Logout

Dashboard

Knowledge Base

Article

Settings

Help

Dashboard

Pending Approvals

Title	Type	CreatedBy	Date
review test	How To	user review testuser review test	13/03/2018
Test Article 13	General	kmtadmin	13/03/2018
Article created by modified user	Report	RaunakJain	13/03/2018
iPhone 6s Troubleshooting	Troubleshooting	VijayaArucapalli-Putrevu	13/03/2018
test	How To	Royalenfield	12/03/2018

[View All](#)

Recently Edited

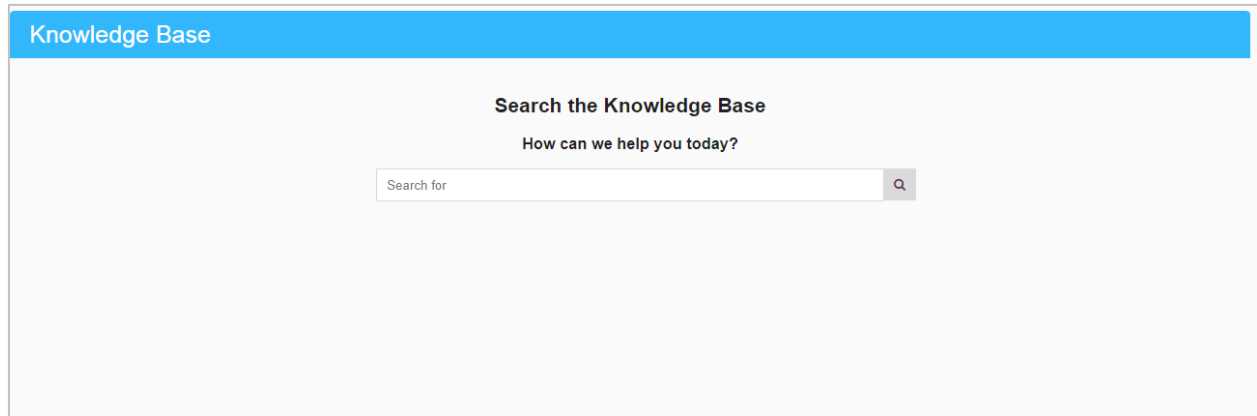
Title	Type	Status
Manager KA	General	Published
Admin approval issue	Troubleshooting	Published
review test	How To	Unpublished
iPhone 6s Troubleshooting	Troubleshooting	Unpublished
Test Article 13	General	Unpublished

Recently Added

Title	Type	Status
Admin approval issue	Troubleshooting	Published
review test	How To	Unpublished
Test Article 13	General	Unpublished
Manager KA	General	Published
Article created by modified user	Report	Unpublished

3.1 Knowledge Base

The Knowledge Base option on the left menu panel allows the Admin to search for a particular article. An Admin can search for any published article.

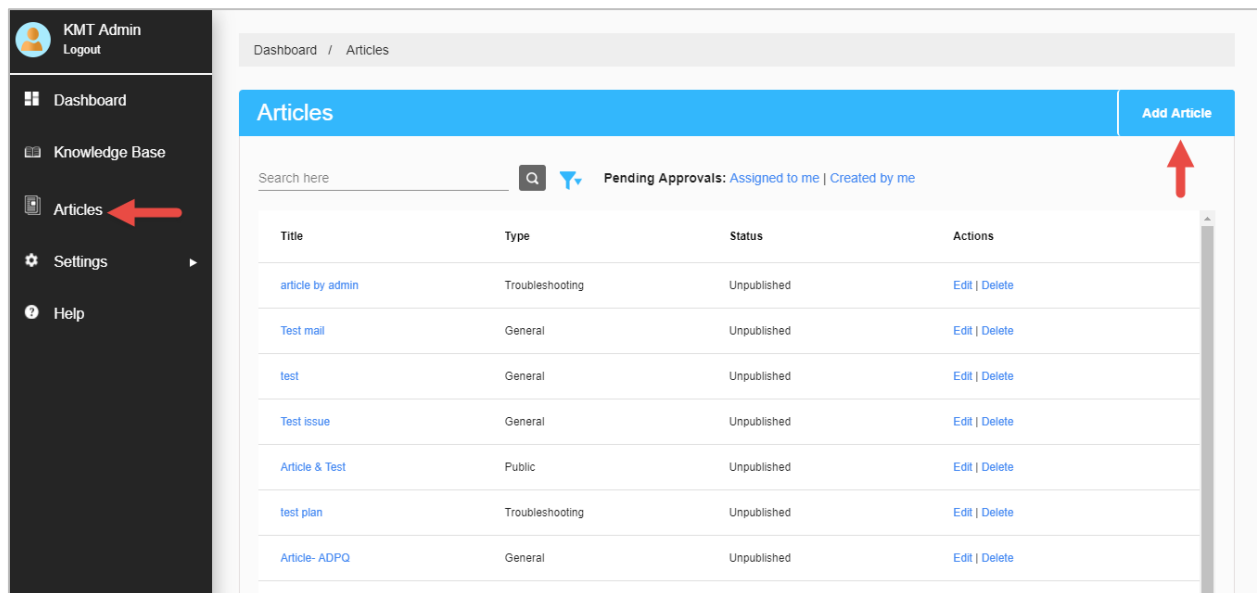


3.2 Adding New Articles

Admin can add articles to the knowledge base with the help of the **Articles** option available on the left menu panel.

To add a new article:

3. Select the **Articles** option from the left menu panel.
4. Click **Add Article**.



5. In the **Add Articles** page, enter the **Title**, **Description** and select the **Type**.
Files can be uploaded using the **Add File** button. The **Restricted article** checkbox is used for restricting the article to same level of user roles. For instance, if a manager is creating the article, only Admins and Managers should be able to see it.

Add Article

Title*

Test Article_March13

Types*

General

Description*

B I U S H1 H2

Normal

Normal

A

Sans Serif

Test Article

Upload File

Upload Max 10 files 20 MB each

Allowed File Type: .pdf, .png, .jpg, .pdf, .doc

Add File

Assign to Review*

Test Manager

☐ Restricted Article

Cancel

Submit for review

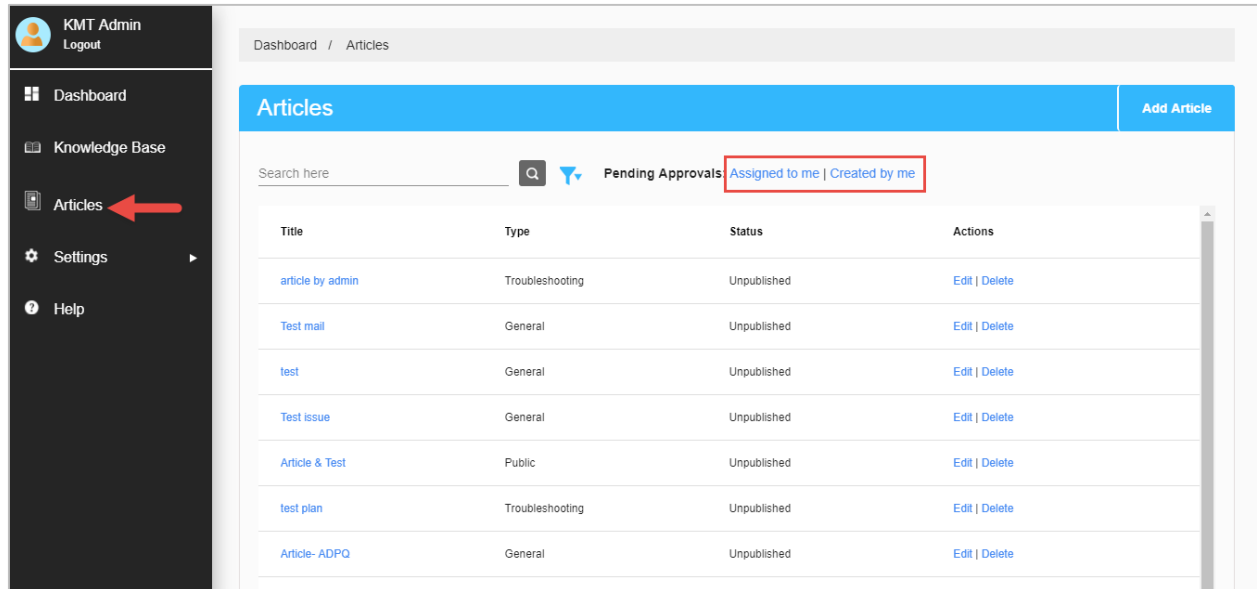
- From the **Assign to Review** drop-down list, select a reviewer.
- Click **Submit for Review** to send the article to the reviewer.

3.3 Viewing Articles

Admin can view any articles, including the ones they have created. The **Articles** screen consists of four different columns that display the **Title, Type, Status** and **Actions**. A maximum of 10 records can be seen at a time on the page.

To view the articles created by Admin:

- Select the **Articles** option from the left menu panel.
- Click **Created by me** link.
- To open a specific Knowledge Article, click on any title.

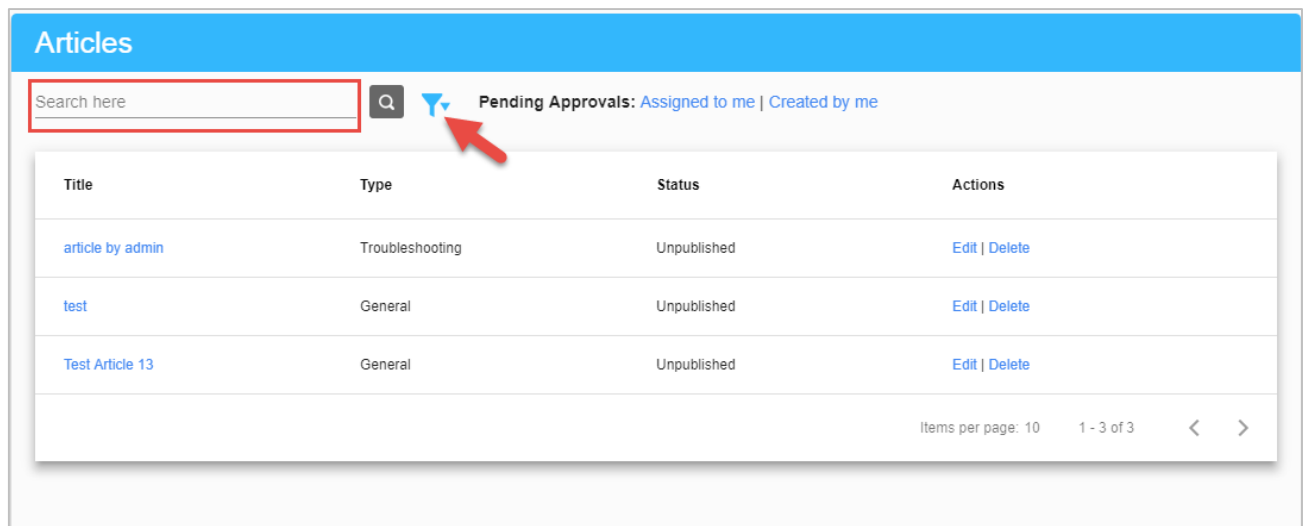


To view the articles assigned to the Admin:

1. Select the **Articles** option from the left menu panel.
2. Click **Assigned to me** link.
3. To open a specific Knowledge Article, click on any title.

3.4 Searching Articles

A search can be done on the Articles page as well as the Knowledge Base page using the **Title, Type or Status** columns. Advanced filtering can also be done using the **Status** and **Type** columns.

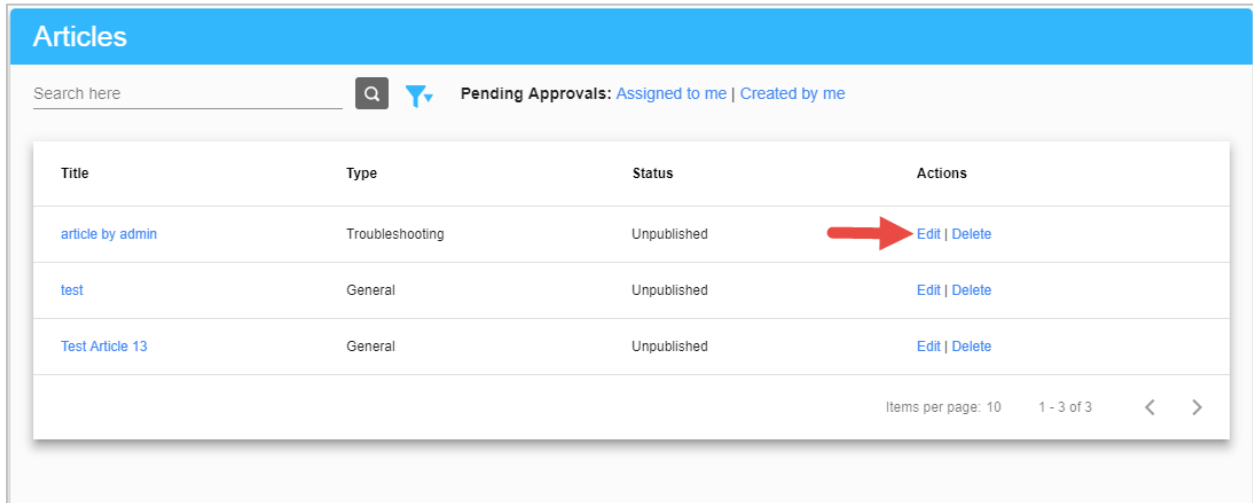


3.5 Editing Articles

Admin can edit any article. When an admin edits an article (created by others), a notification mail is sent to the creator of the article.

To edit an article:

1. Select the **Article** option from the left menu panel.
2. Click **Edit** from the Edit/Delete option associated with each article.



Title	Type	Status	Actions
article by admin	Troubleshooting	Unpublished	Edit Delete
test	General	Unpublished	Edit Delete
Test Article 13	General	Unpublished	Edit Delete

Items per page: 10 1 - 3 of 3 < >

3. Once the appropriate changes have been made, select a reviewer from the **Assign to Review** drop-down list.
4. Click **Send for Review**.

Admin can view the **Last Modified** date and the **Name** of the user who created the article.




NOTE: Both published and unpublished articles can be edited.

3.6 Deleting Articles

Admin can delete any article. When an admin deletes an article (created by others), a notification mail is sent to the creator of the article and the reviewer.

To delete an article,

1. Select the **Article** option from the left menu panel.
2. Click **Delete** from the Edit/Delete option associated with each article.

Articles			
Search here		 	Pending Approvals: Assigned to me Created by me
Title	Type	Status	Actions
article by admin	Troubleshooting	Unpublished	Edit Delete 
test	General	Unpublished	Edit Delete
Test Article 13	General	Unpublished	Edit Delete
Items per page: 10 1 - 3 of 3 < >			

3.7 Approving Articles

Admins can approve only the articles assigned to him.

When an article is sent for review, the Admin/Manager gets a notification to review the article. If the article is not reviewed within 5 days, a notification mail is sent on the 4th day to the reviewer of the article.

To approve an article,

1. Select the **Article** option from the left menu panel.
2. From the Pending Approvals section, click on the **Assigned to Me** link.
3. Select the article that needs to be approved.
4. Once the article has been reviewed, click **Approve**.

Test Article 13
by kmt admin

Type

General

Reviewed By

Grace Arpana

Description

Test Article 13

Uploaded File

Leave a comment

Test Comment

Post Comment

Approved

If an Admin/Manager clicks the **Post Comment** button, comments can be entered in the text box, and a notification mail is sent to the user who created the article. The status of the article changes to unpublished.

Once approved, the article is published.