IN TIME TEC

Inc. 5000
AMERICA'S FASTEST-GROWING PRIVATE COMPANIES

Cognizance Admin Manual

California
DEPARTMENT OF TECHNOLOGY
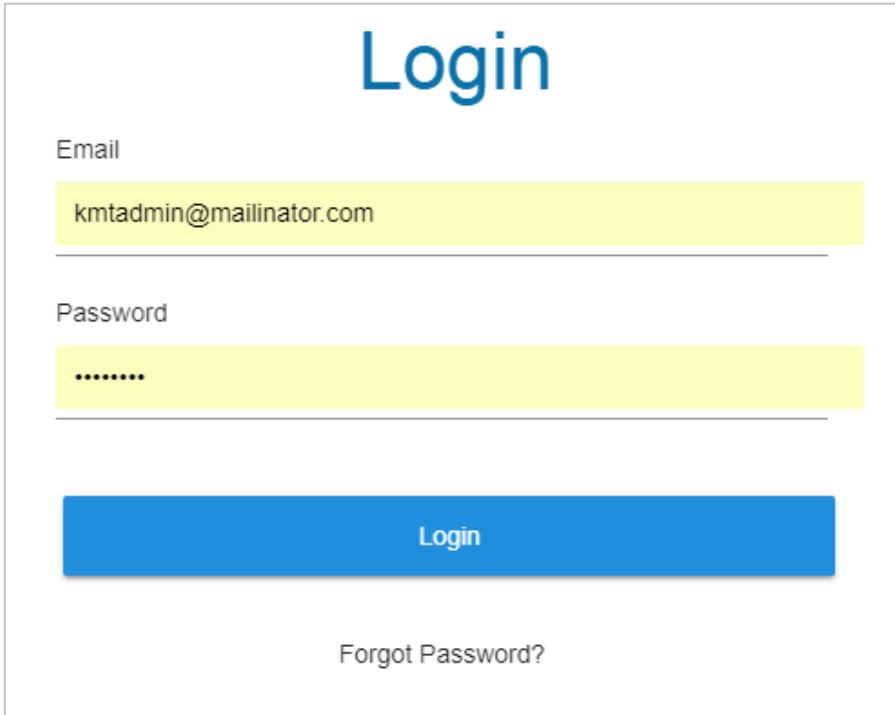
Table of Contents

1. Introduction

Cognizance is a comprehensive, collaborative knowledge management tool. This tool 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.

NOTE: Click Forgot Password and enter the email address to receive a new password.

2. User Management

Admin can create users with multiple roles. This section details how new users are created, edited, and deactivated.
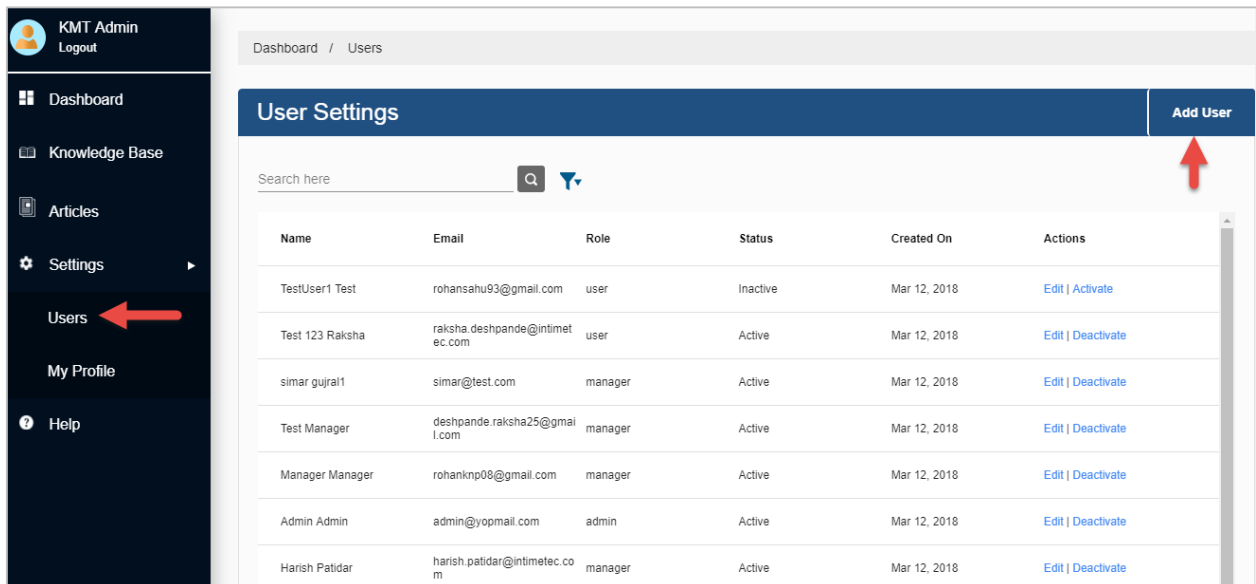
IMPORTANT – If the e-mail notifications do not reach the appropriate inbox folder, it's recommended to check the Junk E-mail folder of the mailbox to confirm the receipt of e-mail notifications and also make appropriate changes to receive the mails.

2.1   Adding New Users

Only Admin can add new users to the system. When an Admin adds a User, an email notification 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**.

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 activated/deactivated from this page.

2.3 Viewing Profile

Admins can view their profile and make changes to it using the **My Profile** option under **Settings**.

2.4 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.

2.5   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.

2.6 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.

2.7 Activating Users

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

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.

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.

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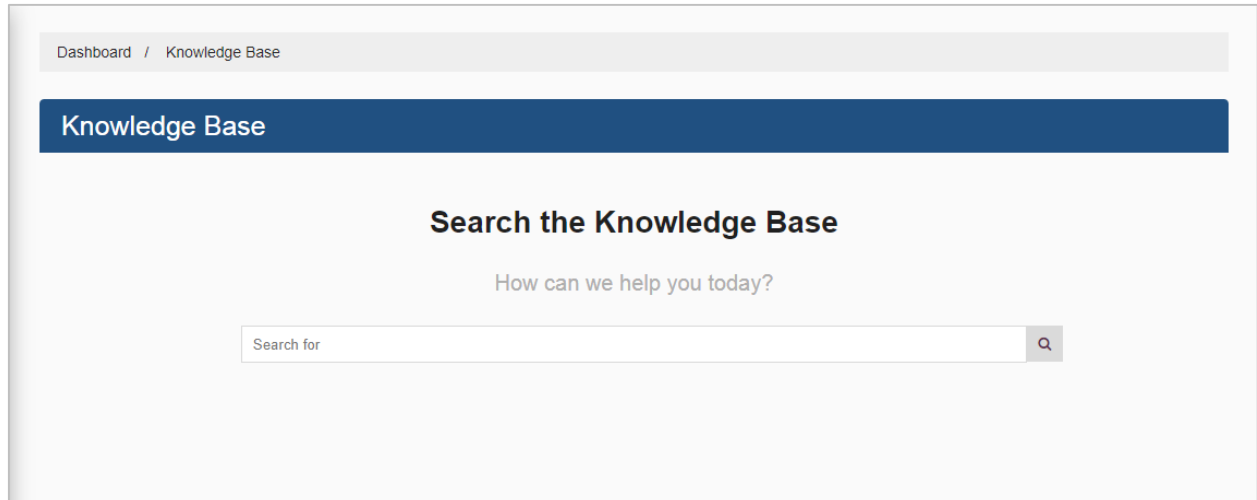
3.2 Adding New Articles

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:

1. Select the **Articles** option from the left menu panel.

2. Click **Add Article**.
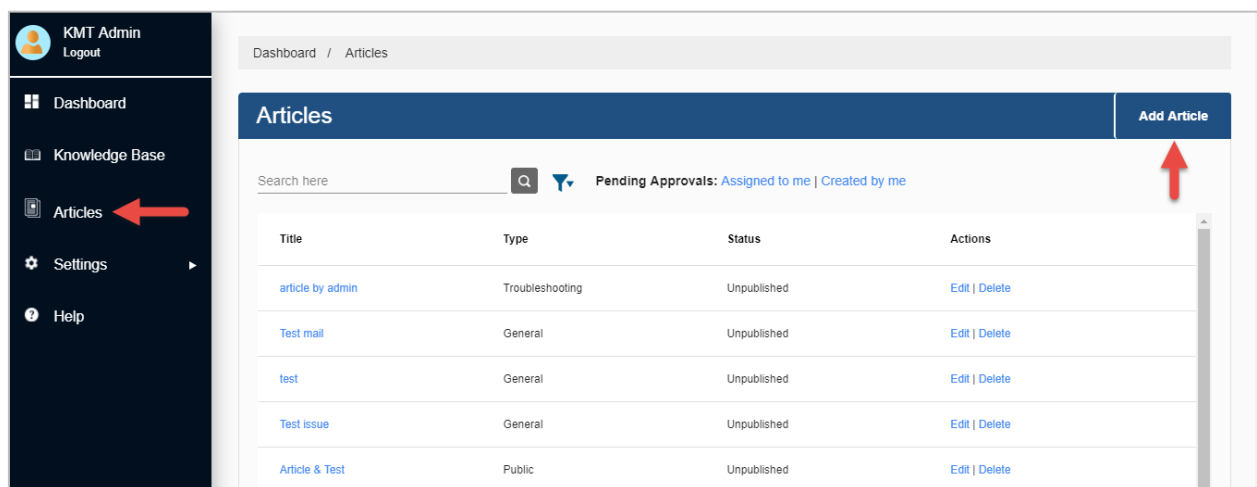
3. In the **Add Articles** page, enter the **Title**, **Description** and select the **Type.**
    Files can be uploaded using the **Add File** button. The supported file formats are (pdf, png, jpg, jpeg, gif, doc, ppt, xls, xlsx, txt). The **Restricted article** checkbox is used for restricting the 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.

4. From the **Assign to Review** drop-down list, select a reviewer.

5. Click **Submit for Review** to send the article to the reviewer.
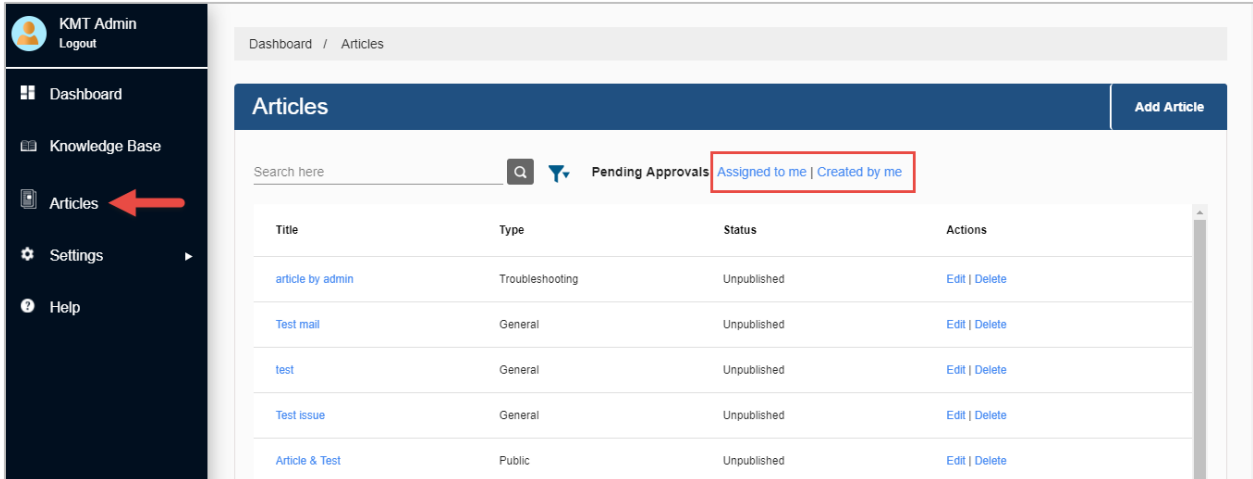
3.3 Viewing Articles

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:

1. Select the **Articles** option from the left menu panel.

2. Click **Created by me** link.

3. 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.
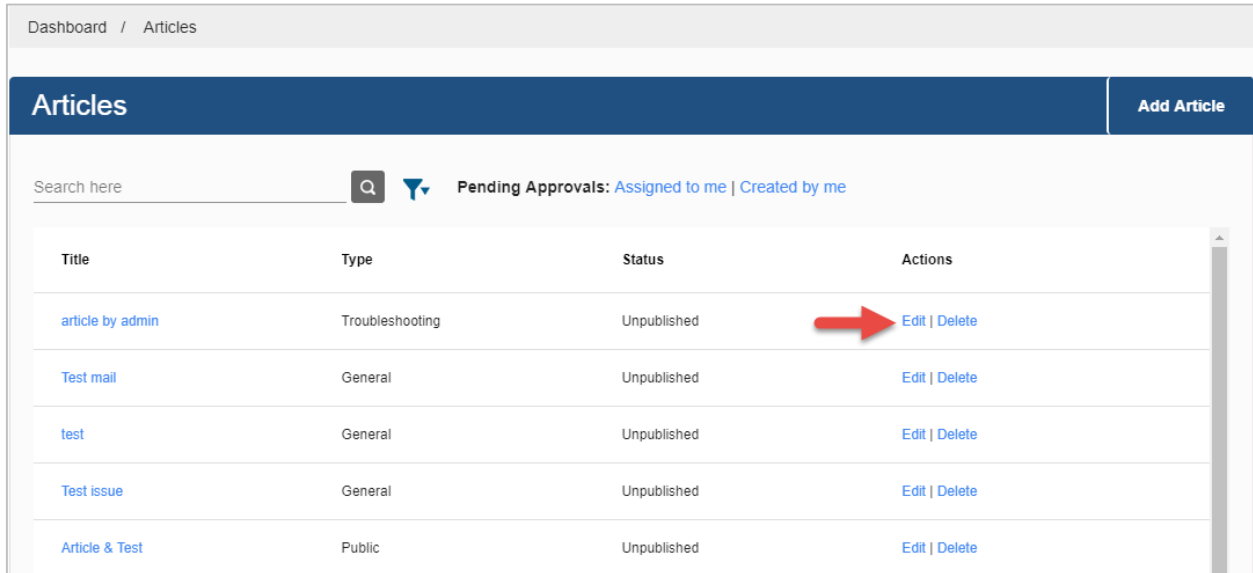
3.5   Editing Articles

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

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.

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**.

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 and the creator of the article receives a notification mail.

3.8 Help

The Help option on the left menu panel allows any user to access the help guides.