



Cognizance User Manual



California
DEPARTMENT OF TECHNOLOGY

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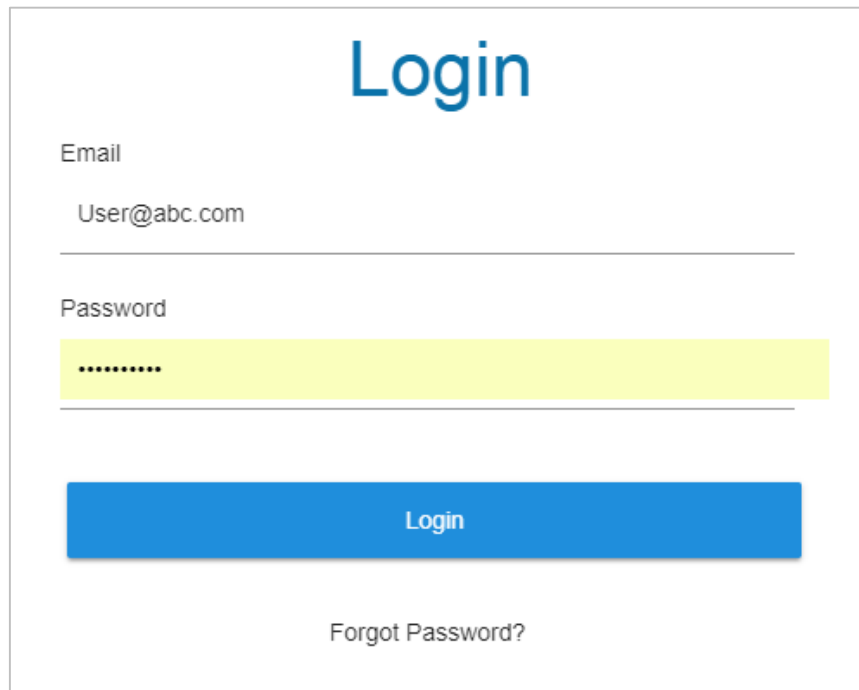
1. Introduction

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 a General User or Manager's perspective.

1.1 Logging into the Application

General users and Managers can log into the application using valid credentials to display the landing/home page. The landing page displays the Dashboard view.

A screenshot of a login form. At the top, the word "Login" is displayed in a large, blue, sans-serif font. Below it, there are two input fields. The first is labeled "Email" and contains the text "User@abc.com". The second is labeled "Password" and contains a series of dots, indicating a masked password. Below the password field is a blue rectangular button with the word "Login" in white text. At the bottom of the form, there is a link that says "Forgot Password?".

Login

Email

User@abc.com

Password

.....

Login


Forgot Password?

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

2. Content Management

The landing page displays a Dashboard view and a left panel with navigational menu. Both Users and Managers 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.

 Logout

- Dashboard
- Knowledge Base
- Articles
- Settings
- Help

Dashboard

Pending Approvals (created by me)

Title	Type	Created By	Date
test article	Troubleshooting	Manish Tripathi	03/15/2018
article creation check	How To	jack smith	03/15/2018
creation check	Documents	Test 123 Raksha	03/15/2018
new article	How To	Test 123 Raksha	03/15/2018
test admin approval	Troubleshooting	Test 123 Raksha	03/15/2018

[View All](#)

Recently Edited

Title	Type	Status
test article	Troubleshooting	Unpublished
Test KA	Troubleshooting	Published
test admin approval	Troubleshooting	Unpublished
article creation check	How To	Unpublished
creation check	Documents	Unpublished

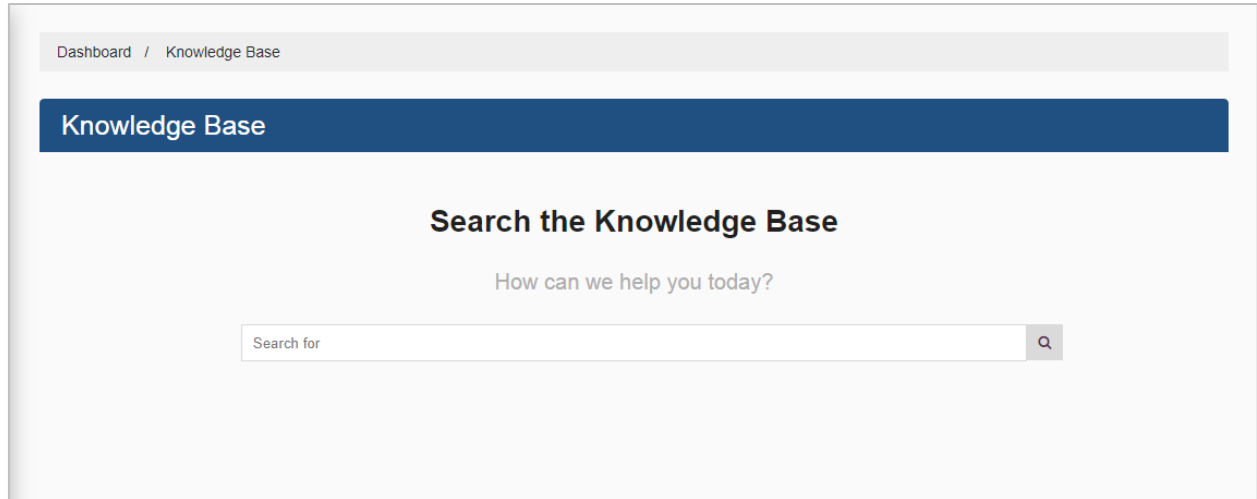
Recently Added

Title	Type	Status
test article	Troubleshooting	Unpublished
Test KA	Troubleshooting	Published
article creation check	How To	Unpublished
creation check	Documents	Unpublished
new article	How To	Unpublished

2.1 Knowledge Base

The Knowledge Base option on the left menu panel allows the Users/Managers to search for a particular article. Users/Managers can search for any published article based on the permission given.

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.

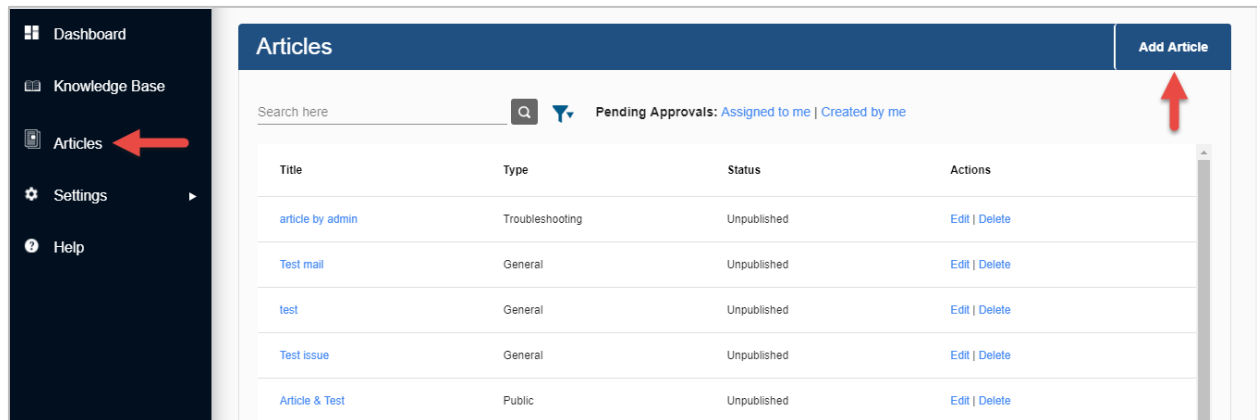


2.2 Adding New Articles

Article can be added by General Users or Managers. Articles can be added 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.

Add Article

Title*

Cloud Computing

Types*

Documents

Description*

B

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≡

≡

Normal

Normal

A

Sans Serif

≡

I_x

Cloud Computing

Upload File

Upload Max 10 files 20 MB each

Allowed File Type: pdf, png, jpg, gif, doc, ppt, xlsx, txt

Add File

Assign to Review*

Admin Admin

☐ Restricted Article

Cancel

Submit for review

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

2.3 Viewing Articles

General Users and Managers can view articles.

- Managers can view articles they have added or articles that have been sent to them for review or approval.
- General users can only view articles they have added with a published/unpublished status.

To view articles, select the **Articles** option from the left menu panel.

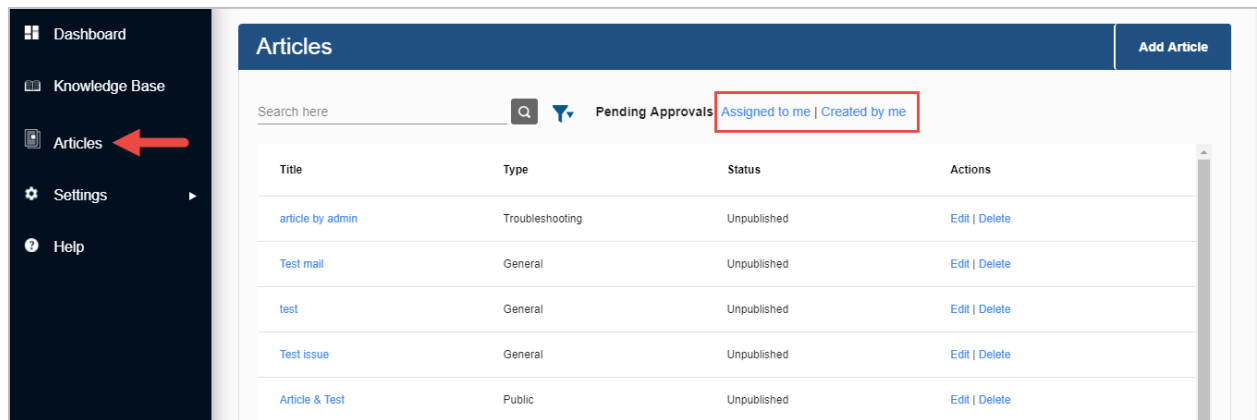
The **Articles** screen consists of four different columns: **Title**, **Type**, **Status**, and **Actions**. A maximum of 10 records can be seen at a time on the page.

To open a specific Knowledge Article, click on any title.

To view the articles created by User/Manager:

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.

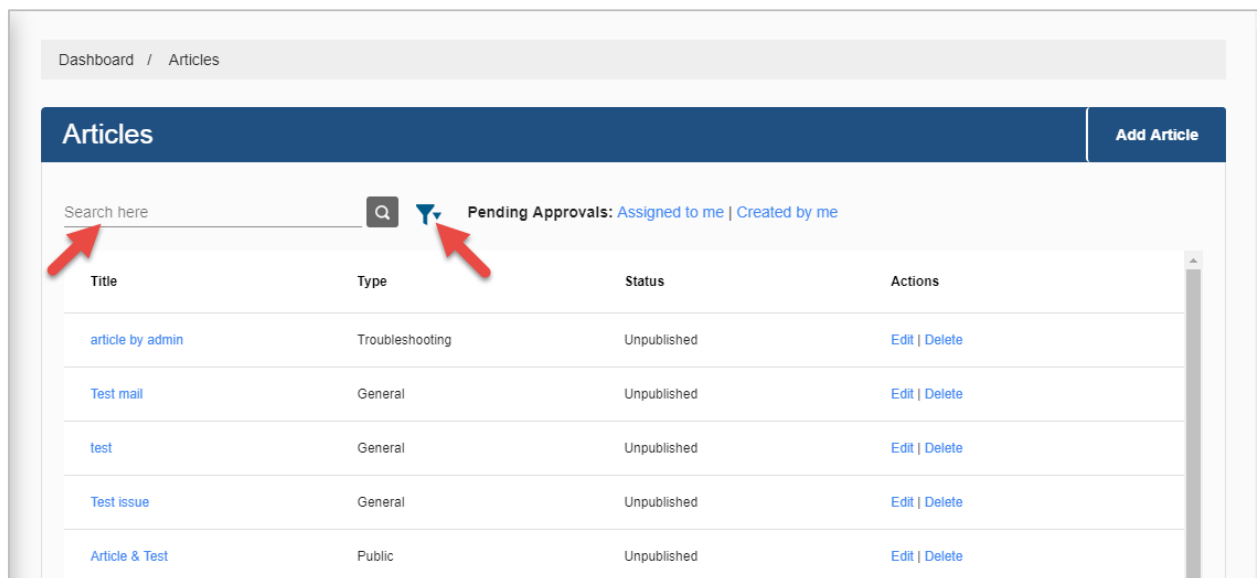


To view the articles assigned to the Manager:

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.

2.4 Searching Articles

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




2.5 Editing Articles

Manager and General Users can only edit the articles they have added.

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.

Articles				Add Article
Search here		Q	Pending Approvals: Assigned to me Created by me	
Title	Type	Status	Actions	
Test Article 14	General	Unpublished		
Test Article_14th March	General	Unpublished		
Admin Article_15th March	General	Unpublished		
User Article_15th March	General	Unpublished		
testarticleManager	General	Unpublished	 Edit Delete	

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




NOTE: Both published and unpublished articles can be edited.

2.6 Deleting Articles

Manager and General Users can only delete articles they have added. When articles are deleted, a notification mail is sent to 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			Add Article
Search here		  Pending Approvals: Assigned to me Created by me	
Title	Type	Status	Actions
Test Article 14	General	Unpublished	
Test Article_14th March	General	Unpublished	
Admin Article_15th March	General	Unpublished	
User Article_15th March	General	Unpublished	
testarticleManager	General	Unpublished	Edit Delete 

2.7 Approving Articles

Managers can approve only the articles assigned to them.

- Managers can approve only the articles assigned to them.
- General Users cannot approve articles.

When an article is sent for review, the 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**.

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by Lisina Vinodh

Type

Documents

Reviewer Name

KMT Admin

Description

Cloud Computing

Uploaded File

Leave a comment

Comments

Review Comments

Post Comment

Approve

If a 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.

2.8 Viewing Profile

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

My Profile

First Name*

General User

Last Name*

User

Role*

User

Email*

lisina.vinodh@intimetec.com

Password*

Confirm Password*

Cancel

Save

2.9 Help

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