

ADPQ Knowledge Base User Manual



California
DEPARTMENT OF TECHNOLOGY

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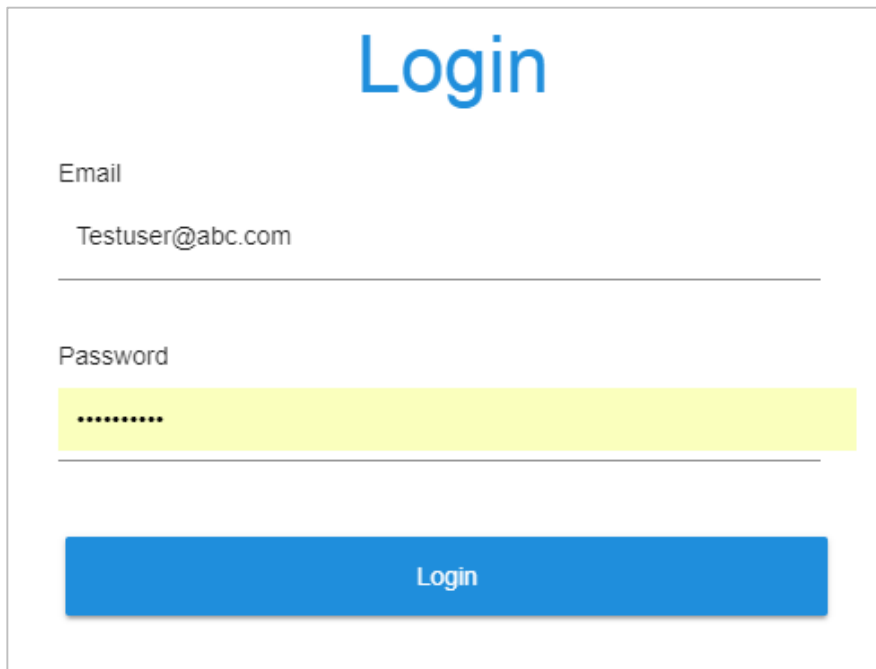
1. Introduction

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 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 "Testuser@abc.com". The second is labeled "Password" and contains a series of dots, indicating a masked password. Below these fields is a blue rectangular button with the word "Login" in white text.

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.



Lisina Vinodh

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	kmladmin	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review test	How To	Unpublished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

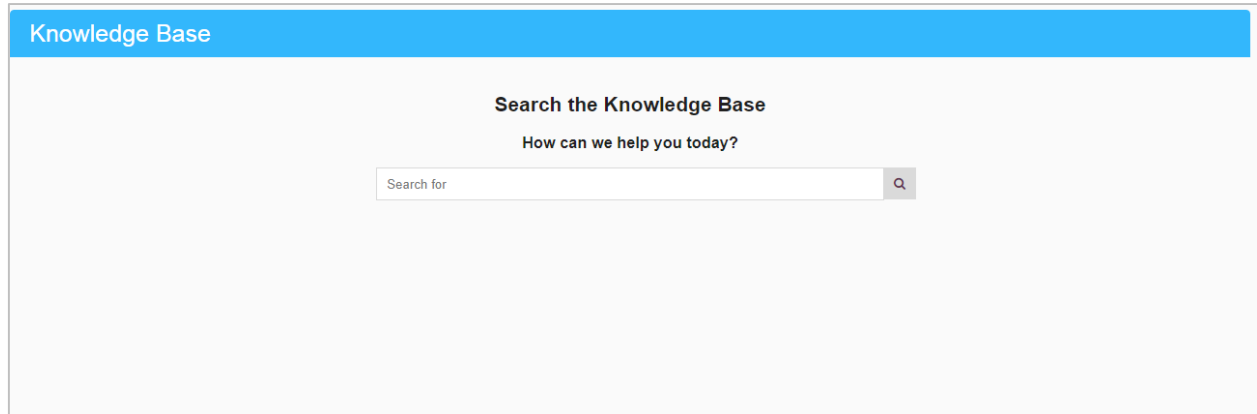
Recently Added

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

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.

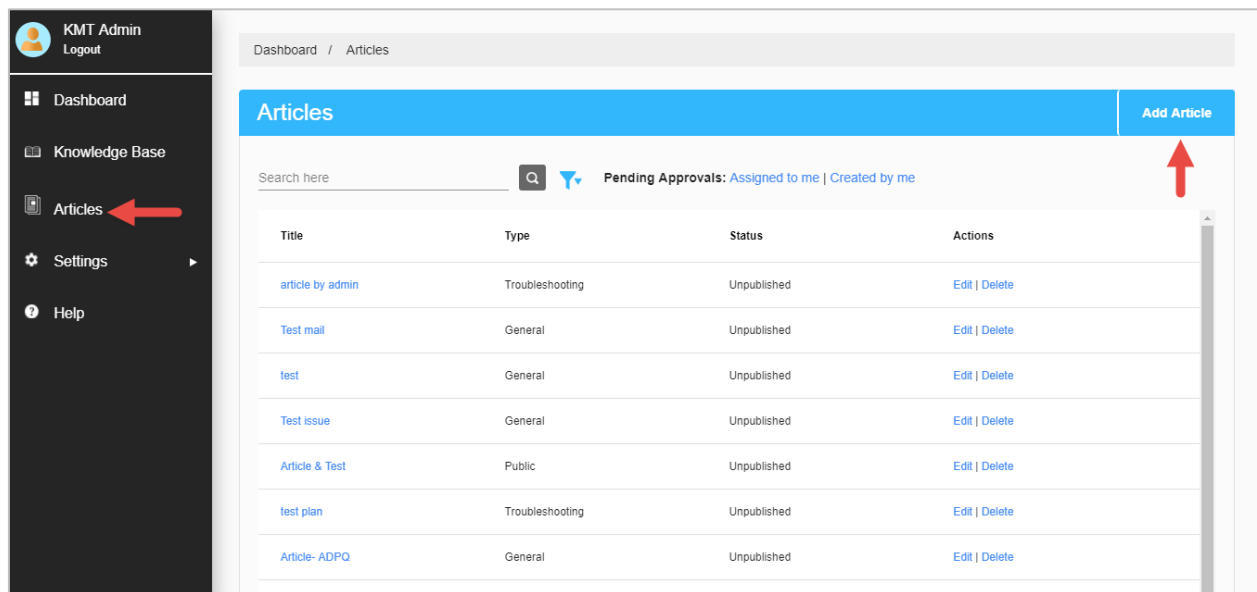


2.2 Adding New Articles

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.

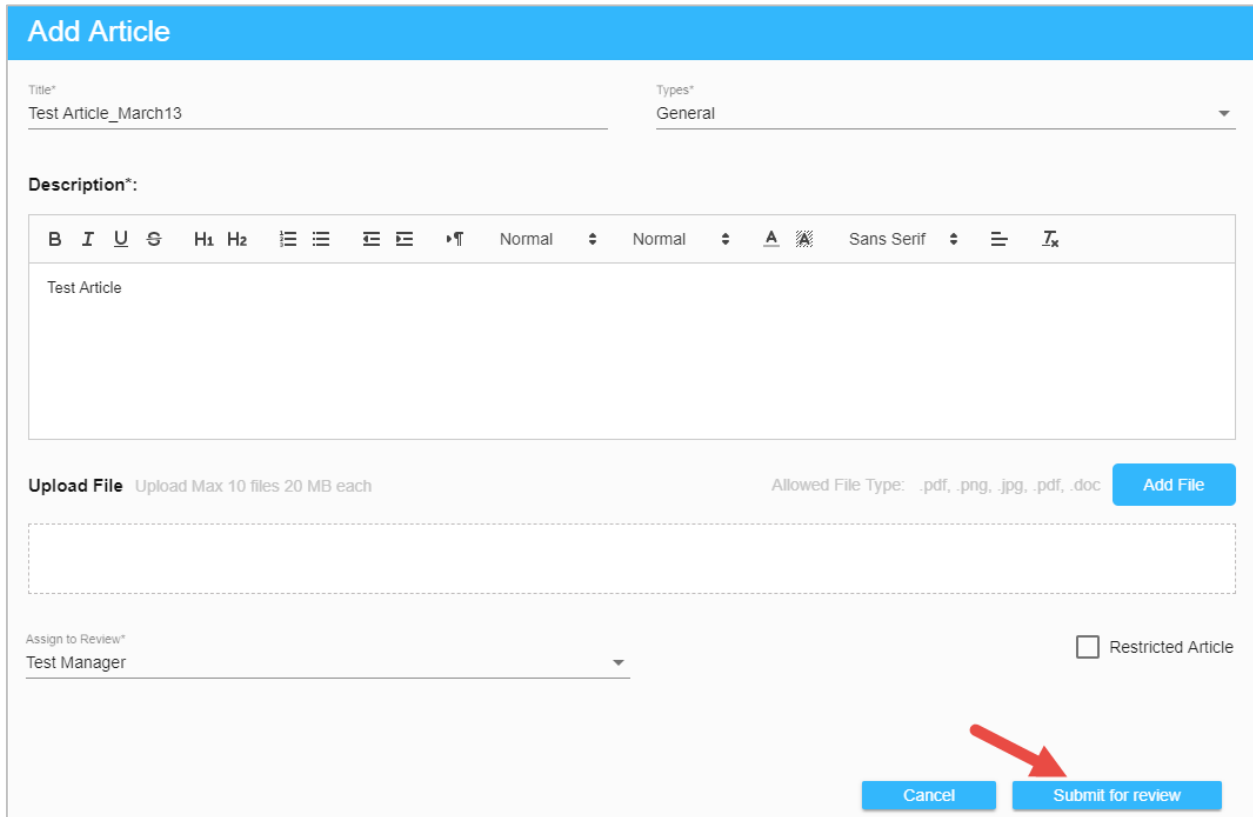
To add a new article:

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 **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.

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.

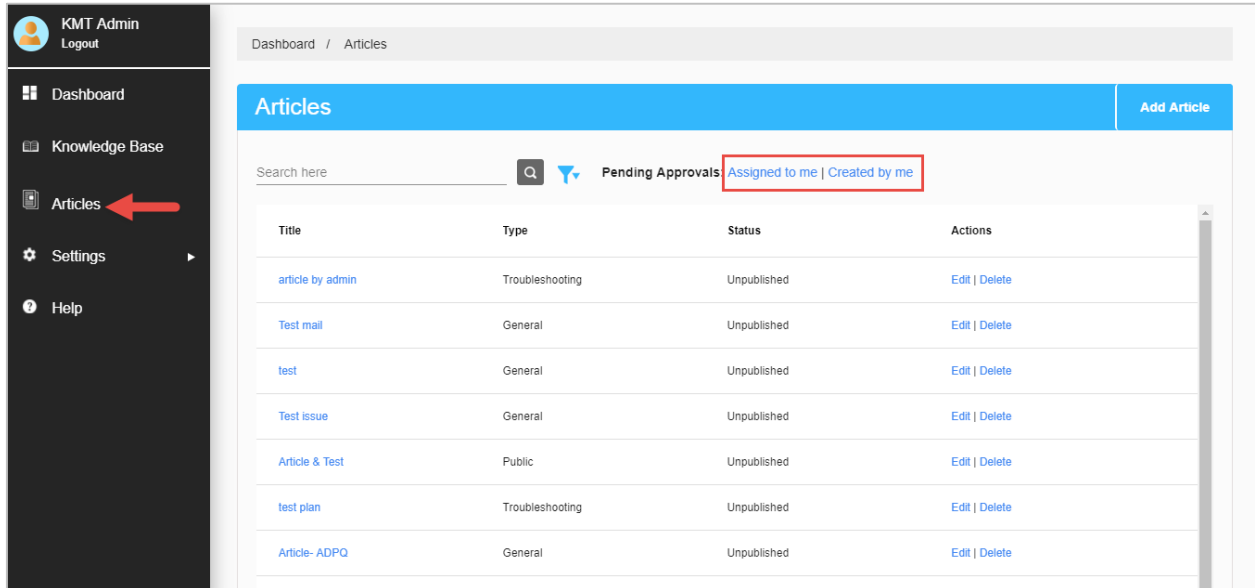
To view articles, select the **Articles** option from the left menu panel.

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.



The screenshot shows the KMT Admin interface. On the left, a dark sidebar contains a menu with 'Articles' highlighted by a red arrow. The main area is titled 'Articles' and features a search bar and filter links: 'Pending Approvals', 'Assigned to me', and 'Created by me'. Below these is a table of articles.

Title	Type	Status	Actions
article by admin	Troubleshooting	Unpublished	Edit Delete
Test mail	General	Unpublished	Edit Delete
test	General	Unpublished	Edit Delete
Test issue	General	Unpublished	Edit Delete
Article & Test	Public	Unpublished	Edit Delete
test plan	Troubleshooting	Unpublished	Edit Delete
Article- ADPQ	General	Unpublished	Edit Delete

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.

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

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

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

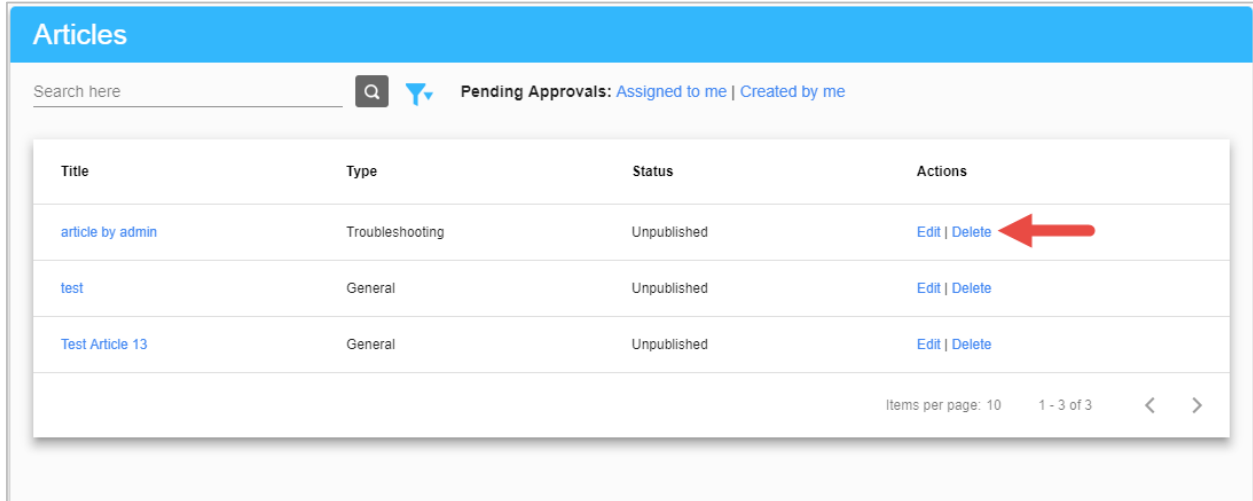
NOTE: Both published and unpublished articles can be edited.

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.



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 < >

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**.

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 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.