



Cognizance Admin Manual



California
DEPARTMENT OF TECHNOLOGY

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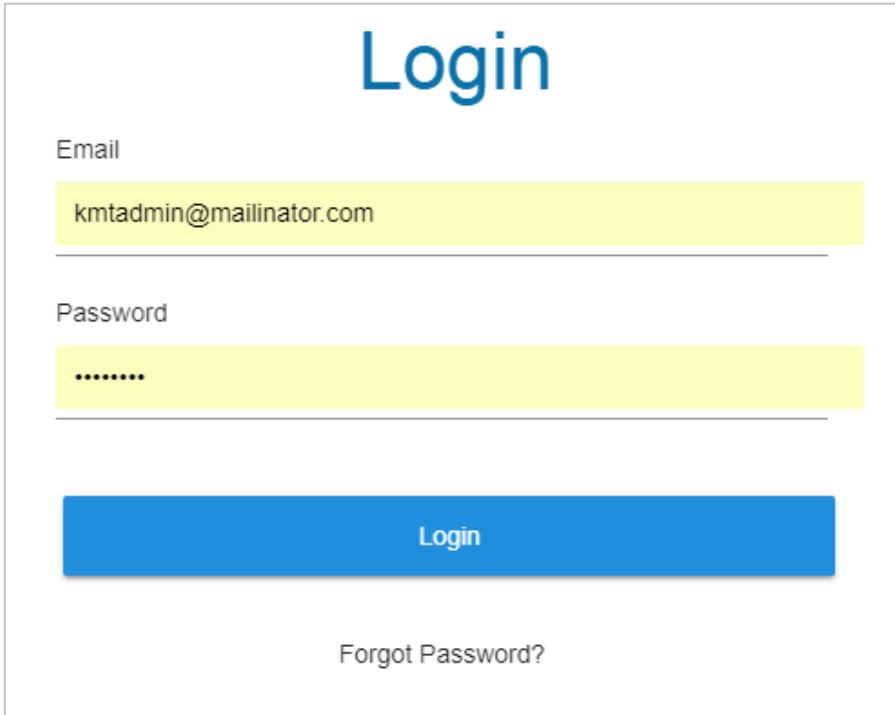
1. Introduction

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 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 the application's login page. 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 "kmtadmin@mailinator.com". The second is labeled "Password" and contains seven dots. Below these fields 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

kmtadmin@mailinator.com

Password

.....

Login

Forgot Password?

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.

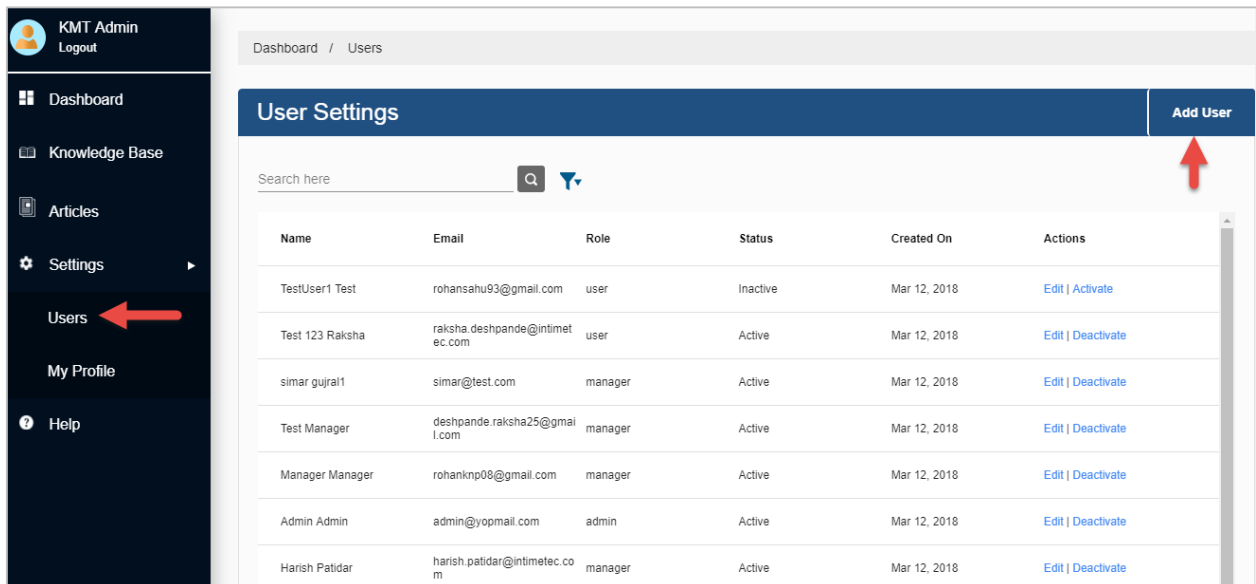
IMPORTANT – If the e-mail notifications do not reach the appropriate inbox folder, it's recommended to check the Junk E-mail folder of the mailbox to confirm the receipt of e-mail notifications and also make appropriate changes to receive the mails.

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**.



The screenshot shows the KMT Admin interface. On the left, the 'Settings' menu is expanded, and 'Users' is selected. The main area displays the 'User Settings' page with a table of existing users. The 'Add User' button is located in the top right corner of the 'User Settings' header.

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
Harish Patidar	harish.patidar@intimetec.com	manager	Active	Mar 12, 2018	Edit Deactivate

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.

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
Harish Patidar	harish.patidar@intimetec.com	manager	Active	Mar 12, 2018	Edit Deactivate

2.3 Viewing Profile

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

My Profile

First Name*

KMT

Last Name*

Admin

Role*

Admin

Email*

kmtadmin@mailinator.com

Password*



Confirm Password*

Cancel

Save

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.


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	
Harish Patidar	harish.patidar@intimetec.com	manager	Active	Mar 12, 2018	Edit Deactivate	

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.

 KMT Admin
Logout

- Dashboard
- Knowledge Base
- Articles
- Settings
- Users**
- My Profile
- Help

Dashboard / Users

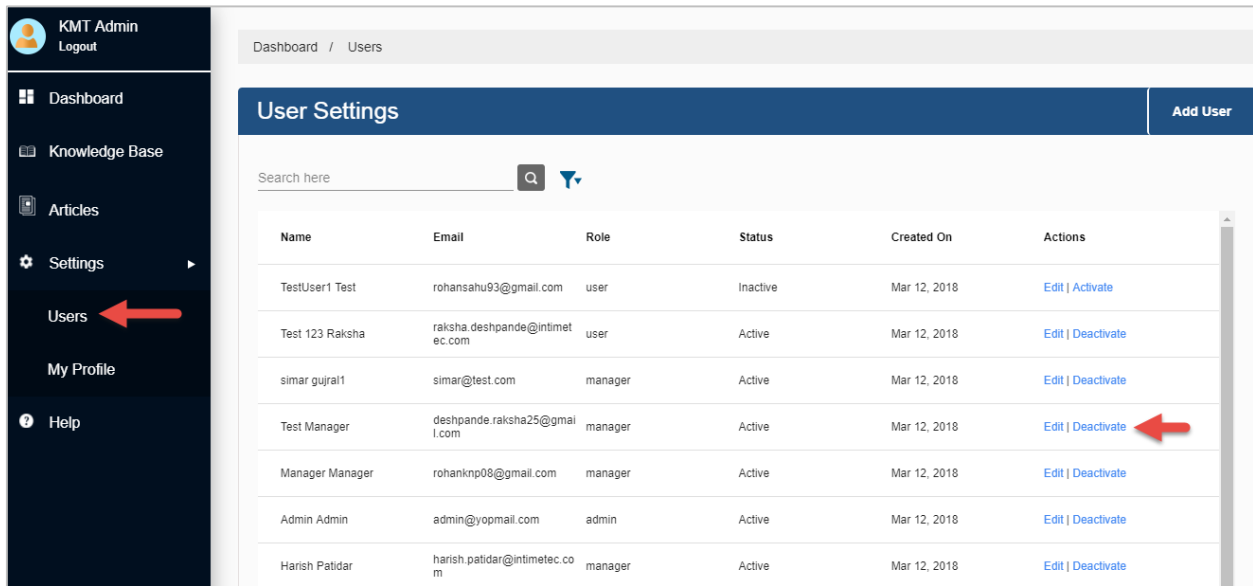
User Settings						Add User
Search here  						
Name	Email	Role	Status	Created On	Actions	
TestUser1 Test	rohansahu93@gmail.com	user	Inactive	Mar 12, 2018	Edit Activate	
Test 123 Raksha	raksha.deshpande@intimetec.com	user	Active	Mar 12, 2018	Edit Deactivate	
simar gujral1	simar@test.com	manager	Active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

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.



Name	Email	Role	Status	Created On	Actions
TestUser1 Test	rohansahu93@gmail.com	user	Inactive	Mar 12, 2018	Edit Activate
Test 123 Raksha	raksha.deshpande@intimetc.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
Harish Patidar	harish.patidar@intimetc.com	manager	Active	Mar 12, 2018	Edit Deactivate

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.

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@intimtec.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
Harish Patidar	harish.patidar@intimtec.com	manager	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

Articles

Settings

Help

Dashboard

Pending Approvals (assigned to 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

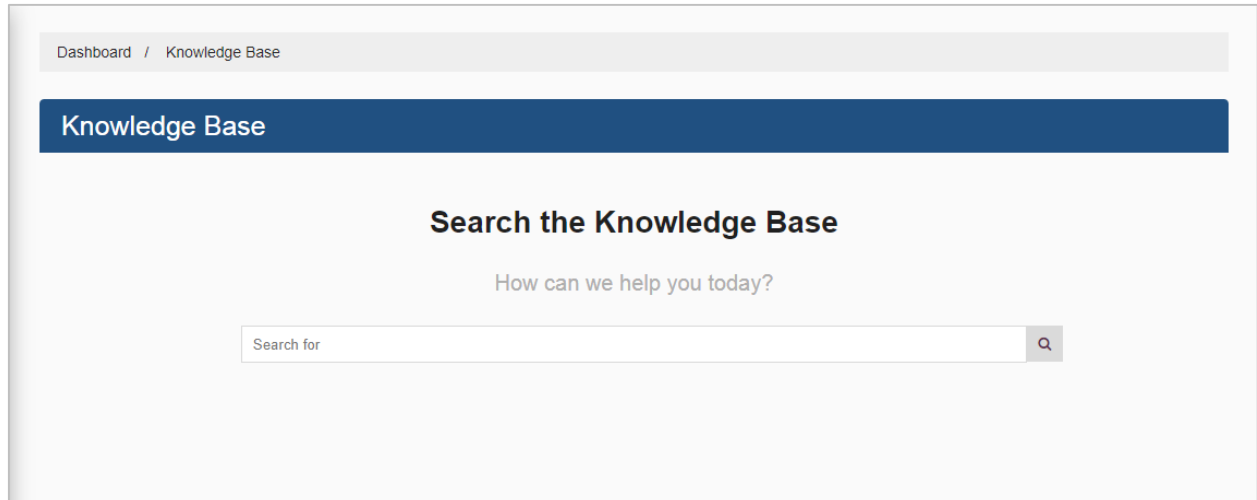
Title	Type	Status
test article	Troubleshooting	Unpublished
Test KA	Troubleshooting	Published
test admin approval	Troubleshooting	Unpublished
article creation check	How To	Unpublished
creation check	Documents	Unpublished

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

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.

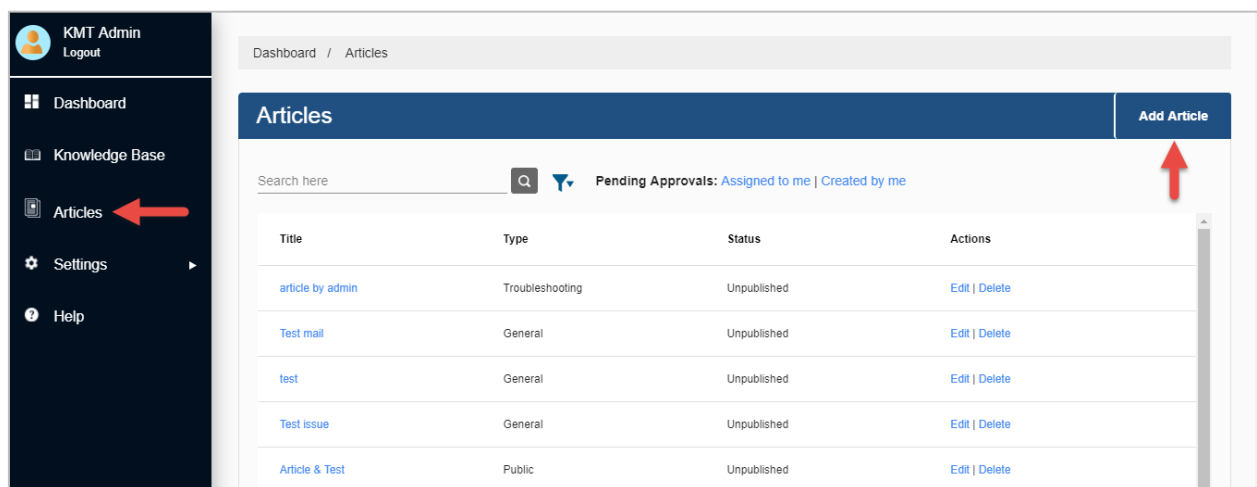


3.2 Adding New Articles

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:

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 I U S H₁ H₂ [List Icons] [Link Icon] Normal Normal A [Image Icon] Sans Serif [List Icons] 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

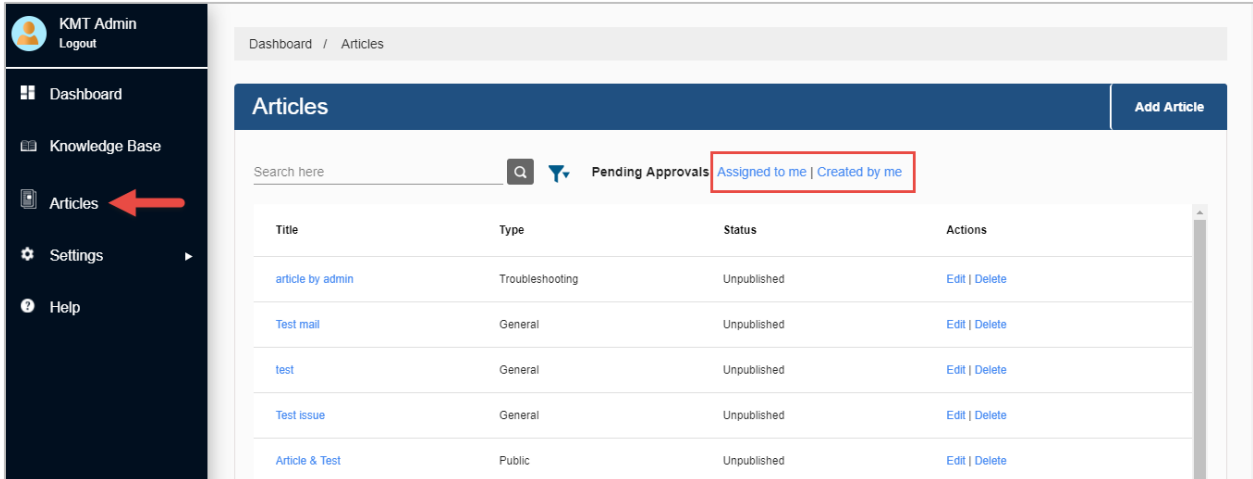
4. From the **Assign to Review** drop-down list, select a reviewer.
5. Click **Submit for Review** to send the article to the reviewer.

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.



Dashboard / Articles

Articles [Add Article](#)

Search here   Pending Approvals: [Assigned to me](#) | [Created by me](#)

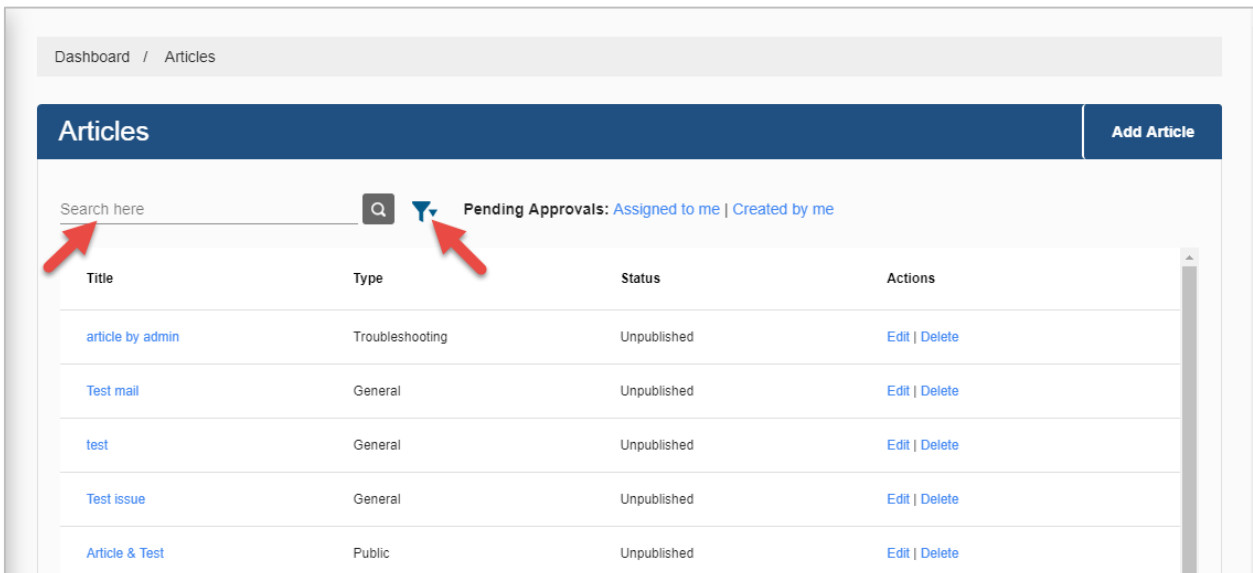
Title	Type	Status	Actions
article by admin	Troubleshooting	Unpublished	Edit Delete
Test mail	General	Unpublished	Edit Delete
test	General	Unpublished	Edit Delete
Test issue	General	Unpublished	Edit Delete
Article & Test	Public	Unpublished	Edit Delete

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.



Dashboard / Articles

Articles [Add Article](#)

Search here   Pending Approvals: [Assigned to me](#) | [Created by me](#)

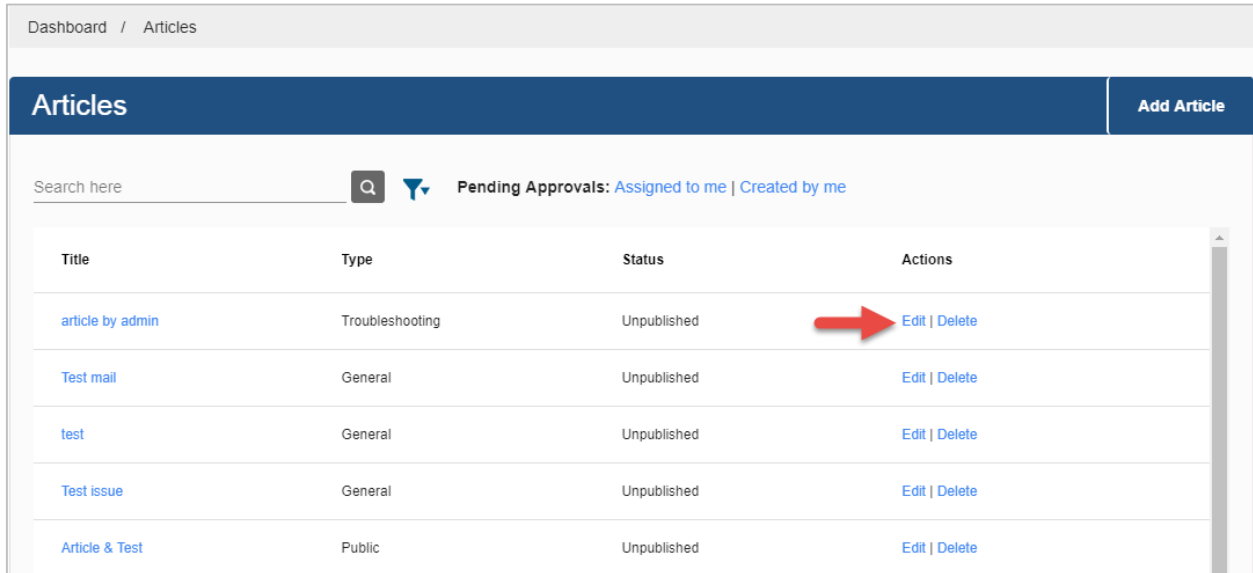
Title	Type	Status	Actions
article by admin	Troubleshooting	Unpublished	Edit Delete
Test mail	General	Unpublished	Edit Delete
test	General	Unpublished	Edit Delete
Test issue	General	Unpublished	Edit Delete
Article & Test	Public	Unpublished	Edit Delete

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.



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

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.

Dashboard / Articles

Articles				Add Article
Search here   Pending Approvals: Assigned to me Created by me				
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	

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**.

Cloud Computing

by Lisina Vinodh

Type

Documents

Reviewer Name

KMT Admin

Description

Cloud Computing

Uploaded File

Leave a comment

Comments

Review Comments

Post Comment

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 allows any user to access the help guides.