Freshdesk knowledge base: information architecture

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# Notes:

* Most articles currently in this document are already written, in some form or another, and will just need to be reorganized.
* Does not include content for the legacy tools (GCconnex, GCpedia, GCdirectory or GCintranet)
* All products, folders, and articles in this document will be available on the OADW client portal (help.gccollab.ca)
* As often as possible, architecture should reflect “end state” of OADW phase I, where legacy tools are phased out. Always taking a forward-thinking approach when developing new folders and articles.
* Always take a user-centered approach to structuring folders and articles. In which application would the client expect to find the answer to a specific question? H It may not always line-up with how the applications are technically structured.

# Portal: Open, Accessible, Digital Workspace

**Folders**

* About
  + What is the Open, Accessible, Digital Workspace?
  + Who can use the Open, Accessible, Digital Workspace?
  + Is there a cost to the digital workspace?
  + Do I need an account to access the workspace?
  + Is the digital workspace subject to Official Language regulations in the Government of Canada?
  + Is the information in the digital workspace subject to Access to Information requests?
* Applications
  + Aurora design system
  + Account
  + Career
  + Collab
  + Message
  + Profile
  + Wiki
* Navigation and search
  + How do I navigate between applications in the digital workspace?
  + How do I access my profile?
  + How do I search the digital workspace?
* Security and privacy
  + How secure is the digital workspace?
  + What happens if someone posts inappropriate information in the digital workspace?
  + How does the digital workspace protect my privacy?
  + Is the digital workspace vulnerable to inaccurate information?
  + Do I need permission from my organization or my manager to use the digital workspace?
* Development and contributing
  + Which software and programming languages were used to build the digital workspace?
  + What does it mean to be an open source project?
  + How can I or my organization contribute the digital workspace?

**Products**

## Aurora design system

* About Aurora
  + What is a design system?
  + Who created the Aurora design system?
  + Who can use the Aurora design system?
  + Why did you create the Aurora design system?
  + How does Aurora fit into the Open, Accessible, Digital Workspace?
  + Are there other design systems that exist in the public sector?
  + How is the Aurora design system different from current standards such as the Web Experience Toolkit (WET) or the Canada.ca style guide? How do they all work together?
  + Is Aurora mandatory for use across departments and agencies in the Government of Canada?
* Project management
  + How did you build the Aurora design system?
  + What frameworks and design influences did you use to build Aurora?
  + How will you decide what content to add to Aurora in future versions?
  + What was the composition of the team that built Aurora?
  + How is the Aurora design system being maintained?
* For developers
  + Is the code in the Aurora design system open source?
  + Is the content provided in Aurora accessible?
* For designers
  + Are there files I can download and use?
  + Can I apply my own colour scheme or branding using the Aurora design system?

## Account

* + If I am leaving or changing my organization, should I deactivate my account on the digital workspace?
* Registration and login
  + How do I create an account?
  + I forgot my password. How do I retrieve it?
  + How do I change my password?
  + How do I deactivate or delete my account?
  + How do I reactivate my account?
  + I’m locked out of my account! What do I do?
* Account settings
  + How do I change my language settings?
* Single Sign-On

## Career (future)

* + What types of opportunities are available in the Career application?
  + How do I apply to opportunities?
  + How do I search for opportunities?
  + How do I create an opportunity?
  + How do I share an opportunity?

## Collab (current)

* Getting started
  + How do I navigate GCcollab?
  + How do I find groups on GCcollab?
  + How do I create a Dashboard?
  + How do I search GCcollab?
  + How do I join a group?
  + How do I search for other members?
* Content management
  + How can I sort activity that I see in GCcollab?
  + How do I post on the Wire?
  + How do I post a blog?
  + How do I post an image in a blog post?
  + How do I create and view bookmarks?
  + How do I use the Message Board?
  + How do I use the polls feature?
  + How do I find and browse photos?
  + How do I upload and organize files?
  + How do I delete my content?
  + What is the difference between a group blog and group discussion?
  + How do I add hyperlinks and hypertext to my blog?
  + How do I use Group Docs?
  + How do I create a table?
* Collaboration and networking
  + How do I use the *Like* button?
  + How do I add or remove a colleague?
  + How do I manage colleague collections?
  + How do I send private messages?
  + How do I create an event?
  + How do I mention (or tag) someone on GCcollab?
  + How do I search for other members?
* Frequently asked questions
  + What can we do with GCcollab?
  + Can I browse anonymously?
  + What is the Wire?
  + I receive too many notifications. What can I do?
  + How can I invite someone to GCcollab?
  + What are Group Docs?
* Group ownership and management
  + How do I create a group or subgroup?
  + How can I add or remove members from my group?
  + How do I change the group icon?
  + How do I transfer ownership or make group operators?
  + How can I send a message to all my group members?
  + How can I add and use a group image slider?
  + How can I create group photo albums?
  + How do I use Ideas?
  + How do I delete my group?
  + How can I add someone to a GCcollab group?
* Widgets
  + What kind of widgets are available?
  + How do I add and configure widgets?
  + How do I configure the Twitter widget?
  + How do I configure the “My Colleagues” widget?
  + How do I configure the “Files” widget?
  + How do I configure the “Content by tag” widget?
  + How do I configure the “Iframe” widget?

## Message

* Getting started
  + What is GCcollab Message?
  + How do I create an account on Message?
  + How do I get Message on my mobile device?
  + How do I change my profile details on Message?
  + How do I modify my notification settings in Message?
* Sending messages
  + What options are available when composing a message?
  + How do I send a direct message to another member on Message?
  + How do I create a private group chat?
  + How do I search for and join existing channels?
  + How do I create a public message channel?
  + What options are available for interacting with existing messages?

## Profile (current, based on GCcollab)

* Profile basics
  + Why should I complete my GCcollab profile?
  + How do I access my profile?
  + How do I edit my profile?
  + How do I change my avatar?

## (future)

* Profile setup
* Teams and supervisors

## Wiki

* About
  + Can anyone edit my page in the wiki?
  + Is the wiki vulnerable to inaccurate information?
  + What is the largest file size I can upload to the wiki?
* Getting started
  + How do I navigate the wiki?
  + How can I search the wiki?
  + How can I change my language preferences?
  + How do I create a page?
  + How can I edit my user profile?
  + How can I modify my signature?
  + How do I upload a file or image to the wiki?
* Navigation
  + What can I find in the page tabs?
  + What can I find in the user options and tools?
  + How can I use the “What links here” tool?
  + How can I use the “Recent Changes” page?
  + How do I use discussion pages?
  + How do I use User Contribution pages?
  + How do I use the Related Changes tool?
  + How do I search user profiles?
  + What can I find in the navigation bar?
* Editing and Contributing
  + How can I insert and format images in my page?
  + How do I create a subpage?
  + How do I link a file to my page?
  + How can I edit and categorize my files?
  + What should I put in and edit summary?
  + How can I make my page bilingual?
  + How do I move or rename a page?
  + How do I view a page’s history?
  + How do I use the Watch function?
  + How do I organize my pages using Categories?
  + How do I delete a page?
  + How do I redirect a page?
  + How do I use the Rich Editor?
  + How do I archive a talk page?
  + How do I revert changes to a page?