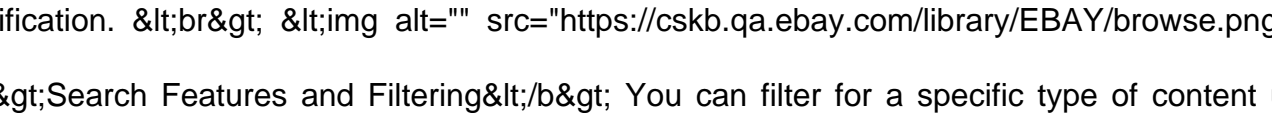


CSKB Tips and Best Practices

<h2>GUIDE.RELATED\_LINKS Related articles <ul> <li>Using CSKB reporting found in BIX<br> <a href="https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1441" target="\_blank">https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1441</a></li> </ul>   <h2><h2>GUIDE.DETAILED\_INFORMATION <b>Internal Information</b> <h3><a name="TypesofArticles"></a>Types of Articles</h3> Article Types:  <ul> <li>Glossary:<br> A "dictionary" for eBay jargon and acronyms. You can search keywords and find definitions on the right of your search results, or you can <a href="https://cskb.qa.ebay.com/csKBapp/browse?channelId=GLOSSARY&curPage=browse&amp;prevPage=kbhome">browse the glossary</a> and filter for the words you are looking for.</li> <li>Guide:<br> Guides are articles designed to provide you and the customer with everything you need to know to explain, resolve, and take action for any policy, or situation.</li> <li>LTS (Live to Site):<br> LTS articles are designed to announce changes happening to the eBay Site, in these articles you will find details of what has changed, talking points, and screenshots of what the changes will look like (if applicable).</li> <li>Promos:<br> Promos are articles with information on the Buyer and Seller promotions that eBay is currently providing our customers. You can <a href="https://cskb.qa.ebay.com/csKBapp/browse?channelId=PROMOTIONS&curPage=browse&amp;prevPage=browse">browse by buyer or seller promotions</a>, and from there you have an option to see a list of the articles, or a calendar view of when the promotions are running.</li> <li>Site Issues:<br> Site Issues are articles to inform you of any "bugs" that our customers might be experiencing when using the site. In these articles you will find an

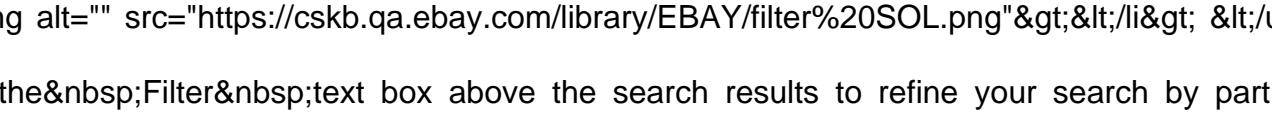
explanation of the issue, potential work arounds, talking points, and a link to add your customer or information to the bug ticket. Due to the nature of site issues, these articles are usually created same-day and may not be indexed in search,&nbsp;&lt;a href="https://cskb.qa.ebay.com/cskbapp/browse?channelId=ALERTS&curPage=browse&prevPage=browse"&gt;we recommend always using the browse method when looking for the most recent site issues&lt;/a&gt;.&lt;/li&gt; &lt;/li&gt;Solutions:&lt;br&gt; Solutions are email and chat templates to send to customers. Solutions can also be used as talking points while on the phone with customers.&lt;/li&gt; &lt;/li&gt;Topics:&lt;br&gt; Topics are educational articles, similar to Guides.&nbsp;Topics are in the process of being phased out, and will not be available in the near future. Please browse for Guides instead.&lt;/li&gt; &lt;/li&gt;Top News:&lt;br&gt; Top News for you! The Top News channel exists to provide you with important eBay, Tools, and employee information that will impact you!&lt;/li&gt; &lt;/ul&gt; &lt;h3&gt;&lt;a name="FindingArticles"&gt;&lt;/a&gt;Finding articles&lt;/h3&gt; &lt;b&gt;Search&lt;/b&gt; To find articles you can: &lt;ul&gt; &lt;/li&gt;Search by the article number (e.g. GUIDE1393)&lt;/li&gt; &lt;/li&gt;Use keywords or full sentences&lt;/li&gt; &lt;/li&gt;Browse by skill group and classification&lt;/li&gt; &lt;/li&gt;The search and browse features have filters that help you find the articles you need in your search results &lt;img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1391/I%20will%20find%20you.jpg"&gt; &lt;/li&gt; &lt;/ul&gt; &lt;br&gt; Example: If the Seller needs a fee credited, dont just search Fees or Credits. Think of your search term in a whole sentence. Crediting Seller Fees or Seller needs fees credited.&nbsp;&lt;br&gt; &nbsp; &lt;b&gt;Browse&lt;/b&gt; &lt;ul&gt; &lt;/li&gt;The articles in the CSKB are organized using the same classifications you use every day&lt;/li&gt; &lt;/li&gt;Browsing allows you to look for articles based on policy&nbsp;and skill group&lt;/li&gt; &lt;/li&gt;When you browse you know you are looking at all the available articles for that policy or activity type.&lt;/li&gt; &lt;/ul&gt; A good example of this would be when&nbsp;a&nbsp;customer is having issues understanding their invoice: &lt;ol&gt; &lt;/li&gt;Hover over Guide &gt; CCR SR Topic&lt;/li&gt; &lt;/li&gt;Select&nbsp;Billing&lt;/li&gt; &lt;/ol&gt; This takes you to a list of all the

Guides that have been classified as billing. You can then filter further by keyword or L2 classification.

 Search Features and Filtering


You can filter for a specific type of content using the Filter Results box on the left side of the page.

- For example, if you want to send a seller an email with instructions to open an unpaid item case, you could run your search normally and filter for Solutions to find the right email template.

 Filter Results

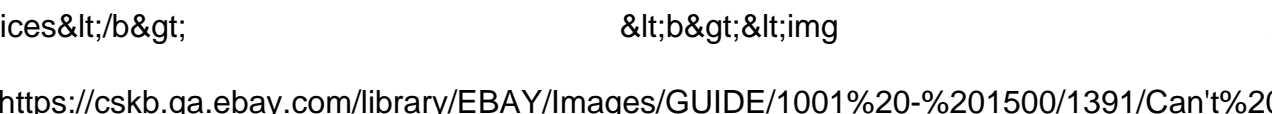
Use the Filter text box above the search results to refine your search by particular keywords.

- This is a great option if the article you want is in the search results, but not high up enough to find easily.
- Enter keywords from the article you're looking for, and the search results will update as you type.
- Note: These keywords will search only from the visible information on the search results page (article title, document ID, and preview text).
- Since this feature is so fast, try using a different keyword if the first one doesn't find your article!

 Filter Results

Filter text boxes are used for more than just search. They are also on browsing pages, "My Recommendations," "My Favorite Articles," and more!

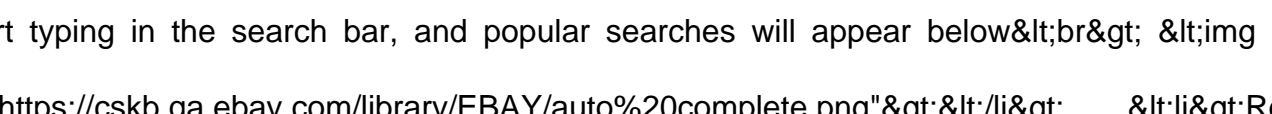
[CSKB Search Best Practices](#)

 CSKB Search Best Practices

The CSKB uses a complex search engine, like Google, Bing, Siri, etc.

- It's not a keyword-based search.
- You can use keywords, but the more you use, the more relevant the results will be.
- The CSKB has several features to help you find the most helpful search terms:

- Auto-complete - start typing in the search bar, and popular searches will appear below.

 Auto-complete

Recent

searches - select the downward arrow on the left of the search bar, and your last 6 searches will appear below.

To suggest additions to any of these features, please select "Let us know if you didn't find what you were looking for" from any search results page. You can use search when you aren't sure what a word, or acronym means. Run a search for the term, on the left of your search terms you will see a grey box labeled Definitions. Select this box and it will expand to provide you with the meaning of the word/acronym. Select again for more details. CSKB search uses a dictionary of eBay concepts, which is constantly being expanded and updated. The dictionary contains groups of related concepts (e.g., money, bank, credit card, etc.). The dictionary also uses synonyms. If you search "BSR" or "Buyer Seller Registration," both terms will return in search (an exact match receives higher relevancy than its synonym). If you would like concepts added to the dictionary, grouped together with similar concepts, or made into a new synonym, please select "Let us know if you didn't find what you were looking for" from any search results page. CSKB search does not give any special meaning to "Boolean operators" (AND, OR, NOT, etc.). Quotations ( " " ) can be used if you are searching for certain words in a specific order.


Advanced Search:

As you get more comfortable in the CSKB, or you simply want to make your search results fit your needs, you can edit your Advanced search settings. Select "Advanced" next to the search button. From here you can select which types of content you want to include/exclude from your search results.

To

save your settings select Save and complete a search.

### Best practices for navigating articles:



src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1391/Control%20find.jpg"> CTRL+F This is a browser function that allows you to search for keywords or phrases throughout the entire page. To use: Press the CTRL button and the F key at the same time, a text box will appear. Type your keyword, or phrase into that text box, the word(s) will show highlighted in yellow, and you will be able to click through to view the information around your keywords.

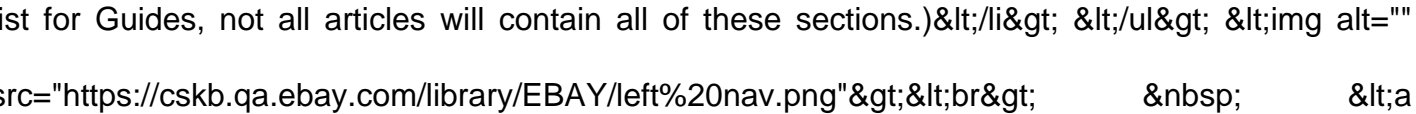
- If you are using a Chrome browser (preferred), your keyword will show in yellow throughout the document.
- Yellow tic marks will appear along the scroll bar on the right.

Note: If the article has a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1391&ViewLocale=en\_US#tna">tabs, or accordions CTRL+F will only search the sections that have been opened/expanded to view.

### Left Navigation

The left navigation provides you with a quick link to jump to the section of the article with your workflow, talking points, or instructions for the customer.

Each article will have different sections based on the information available, and the skill group that article is designed for. (The example below is an extensive list for Guides, not all articles will contain all of these sections.)



src="https://cskb.qa.ebay.com/library/EBAY/left%20nav.png">

### Tabs and Accordion Formatting:

Sometimes articles will contain formatting designed to organize similar policies, talking points or workflows that are related and belong in the same article, but need to be separated to avoid confusion, and provide organized information. You can see an example of this in the Buyer Loyalty Programs Guide, the information is organized based on the Loyalty Program the customer

is using, this information belongs together, but the tabs make it easier to identify the talking points, or details of each specific program. Scroll to top: Click this button to scroll back to the top of the article immediately. <h3><a name="Recs">Recommendations</h3> Why send in recommendations? Content needs to be updated consistently to ensure the information is both clear and accurate. Recommendations are one way to help keep articles updated. This section will help you understand when to send in recommendations and when to escalate elsewhere.  Locked Content Sometimes you'll see Content Locked&nbsp;instead of Let us know&nbsp;on CSKB content and won't be able to submit recommendations. If you see Content Locked&nbsp;it is because of one of the following reasons:

- <li>The content is governed: <li>This means changes to the content require approval from legal, compliance, policy and/or service design</li> <li>Please review the individual article for details on how to get feedback directly to the owner</li>
- <li>The content is managed by eWatch: <li>The eWatch team manages the ALERT articles that document site issues</li> <li>Please see&nbsp;GUIDE1452 Technical issues troubleshooting&nbsp;for instructions on how to report site issues to eWatch&nbsp;</li> <li>
- <li>The content is scheduled to be retired: <li>We regularly retire content from the CSKB when it's no longer relevant, for instance if we're replacing a LIVE article with a new GUIDE</li> <li>As the old content is going away, we stop taking feedback on it ahead of removal</li> <li>
- <li>The content only has a short lifespan: <li>When content is only going to be available for a short time (for instance PROMOS), we might disable recommendations</li> <li>This is because we can't guarantee we'll be able to review and implement feedback before the content is archived</li> <li>
- <li>Sending in a recommendation <li>
- <li>Teammates should send in recommendations for the following: <li>





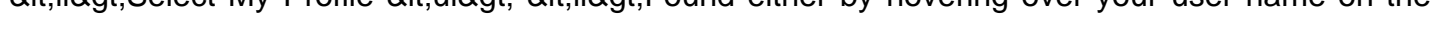


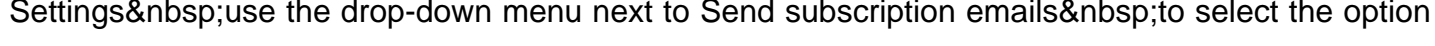
<li>Small content fixes, typos or formatting errors</li> <li>Questions about the policy itself (after working with a subject matter expert and determining an update may be needed)</li> <li>Asking for clarity on a specific section</li> <li>Unable to find an article (or several); issues with search in general</li> <li>Difficulty with using an article or the KB in general</li>



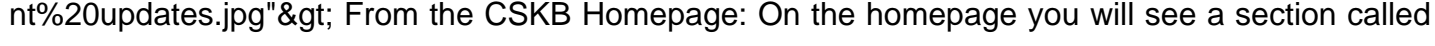
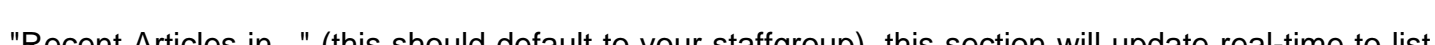
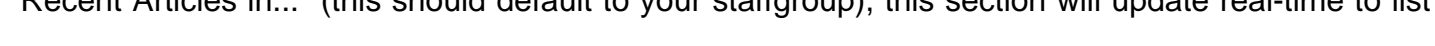




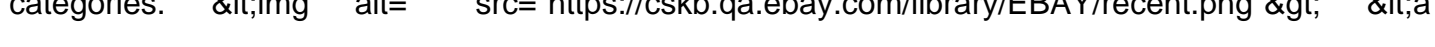
<ul> </ul> <li>Teamates should not send in recommendations for the following: <ul> </ul> Specific questions about a SR they are handling, i.e. Should I end item 123456789 under the PI Ammunition Policy?</li> <li>Policy and flow changes</li> <li>Help page updates</li> <li>Large overhauls to content (should go through SD via Jira)</li> <li>OCS updates</li> <li>Seller Hub changes (centre in other locales)</li>


<ul> </ul> Viewing responses Hover over your ASAC in the upper right hand side of any page and click on My Recommendations. Click into the individual recommendation to see our reply. <h3><a name="InTheKnow">Staying up to date and in the know</h3> We update articles daily. This ranges from small updates to large ones. These updates could completely change how you speak to a member, or just be a typo that we've fixed. With all of the content we have, how can you hone in on the articles you care about and ensure you are receiving the appropriate update notifications? Well, here are some best practices:

Subscriptions  <ul> <li>You can subscribe to individual articles to receive emails when updates are made</li> <li>You can also subscribe to specific groups of articles when browsing: <ol> <li>Hover over Promos</li> <li>Hover over Promotion Type</li> <li>Select Seller Promotion</li> <li>Select Subscribe below the browsing box on the left of the page</li> <li>Now you'll get notifications for every new or updated seller promotion<br>

<img alt=""

 If you stop receiving article subscription emails, check your settings:  Select My Profile  Found either by hovering over your user name on the top of the page or by selecting the footer  Under My Settings use the drop-down menu next to Send subscription emails to select the option you want  Select Update  In My Subscriptions, you can select a view of 15 or 25 subscriptions per page.  Recent updates 

 From the CSKB Homepage: On the homepage you will see a section called "Recent Articles in..." (this should default to your staffgroup), this section will update real-time to list the recently updated articles, as well as the notes left detailing what was updated. You can check here at anytime to check for updates, use the drop down arrow to select your line of business, or all categories.  Individual Articles: Each time an article is updated the date will show at the top the article, you can hover over the Updated date and view the notes made by the author for the last 6 updates.  Favorites  My Favorite Searches  To add a search to your favorites:  Slick the star icon in the search bar from the results page  The search string and any filters used will be saved  Example: if you search for "Defect removal policy" and filter by Guide, both the search string and the Topics filter will be saved so that you can quickly run that same search with those same filter options  You are able to save up to 20 searches 

 From the My Favorite Searches page you can view or remove saved searches,



filter by keyword to find one quickly, and sort your saved searches by search string, filter, or locale. Once you have reached the limit of 20 saved searches, you will receive an alert warning that your oldest saved search will be removed to add the new one.

My Favorite Articles

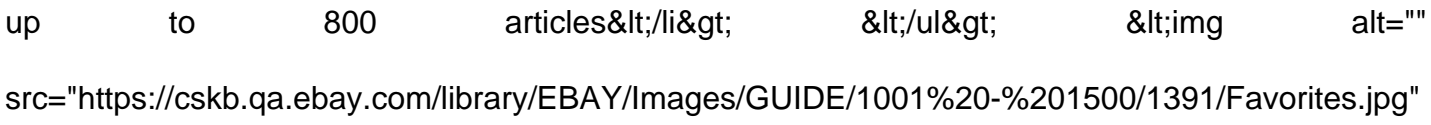
You can search for content in the CSKB, then bookmark/save an article as part of your Favorites

My Favorite Articles is visible in the welcome box on the right side of the CSKB

You can access and manage your saved articles from that section

You have the option to create up to 20 tabs (folders), and each of those tabs has a capacity for 40 articles

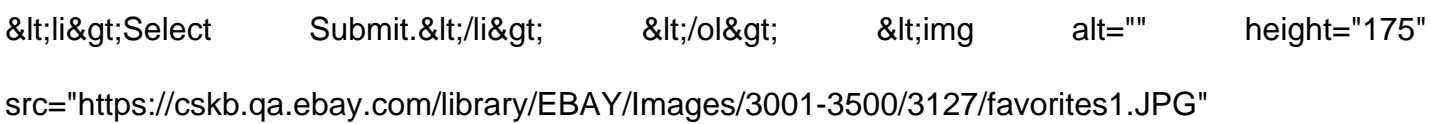
This allows you to bookmark up to 800 articles



src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1391/Favorites.jpg"

How to add an article to your favorites:

- From the top of any article page, select Add to favorites button.
- A pop-up box will appear to select a tab or create a new one.
- You can rename or delete a tab by hovering over the tab name in the My Favorite Articles section and selecting the pencil icon.
- If you delete all of the articles within a tab, that tab will be removed.
- You will receive a pop-up warning when trying to add more than 40 articles to a tab or more than 20 tabs.
- Select a Favorite Tab or Enter a New Tab name.
- Select Submit.



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width="450"

### Profile settings

Updating your settings

You can view your profile settings by hovering over your name in the header, or selecting My Profile in the global footer:

Your profile is where you will find your user information, and CSKB settings

Allows you to manage how often you received emails on your subscriptions, the default font size, as well as your preferred categories

Preferred Categories are the skill groups you would like to have applied to your search results (same as

Advanced Search settings)</li> </ul> </li> </li>To apply your settings select Update</li> </ul>  <h3><a name="HomePage"></a>Homepage and Footer</h3> Navigating the Header and Footer  When signed into the CSKB, click the glasses logo (or "CSKB") in the upper left corner of any page to get back to the homepage. The homepage has 4 sections: High Impact Site Issues <ul> <li>The CSKB has a carousel that cycles through important information so you can get helpful news all in one place.</li> <li>The third page of the carousel will always be High Impact Site Issues, but the others will vary based on what's most relevant to CE at the time.</li> </ul> Recent Recommendations <ul> <li>When you use the "Let us know" feature to submit feedback on the CSKB, your requests will appear in this section.</li> <li>Your 5 most recent recommendations will be shown in this box. </ul> <li>Click ">>More" to go to "My Recommendations" and see every recommendation you've ever sent.</li> <li>You can filter your recommendations by date, title, article ID, or even by keyword.</li> </ul> <li>Recommendations will be gray on the home page when you submit them, but will turn blue when there's a response from the CSKB team. Click on the blue links to see the outcome of your recommendation, and the responses from the KB team.</li> </ul> Popular Articles  <ul> <li>This section will show a list of the most visited CSKB articles for your staff group.</li> <li>Click the arrow under Popular Articles to change your staff group to include more options!</li> <li>If you use any of these articles frequently, you can just jump to the home page to access them instantly!</li> </ul> Recent Articles <ul> <li>When articles for your staff group are updated, they will appear in this list.</li> <li>Click the arrow under Recent Articles to change your staff group to include more options!</li> <li>Under the title of each article, you will see a note of what was last

changed.

- The 10 most recently updated articles will be shown in this box.
- Click "More" to see articles updated in the last 60 days.
- You can filter these articles by date, title, article ID, or even keyword.

The Footer can be found at the bottom of any page by clicking on the grey bar. There are 4 sections in the footer.

### Bugs (Alerts)

Finding alerts and filing new bug reports

The eWatch team manages the Site Issues content type, not the CSKB team

If you have a username that is being affected by a site issue and would like to send in any information about it (member's info, workaround, etc.), you will need to


submit an eWatch report

Before submitting an eWatch report, please follow the steps in the

<https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1452>

Technical issues troubleshooting cache, cookies, browser, bugs, eWatch

reporting tool

 <https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1391/eWatch%20Bug%20Report.jpg>

Remember that there are several ways to view articles for existing site issues:

- Check the High Impact Site Issues box on the home page to see the bugs affecting the most members at the moment

- Select Site Issues on the top menu bar to browse through the alert articles ordered newest to oldest

- When searching, use the Site Issues filter

- Browsing Site Issues:

- Select

<https://cskb.vip.ebay.com/csKBapp/browse?channelId=ALERTS&curPage=browse&prevPage=browse>

Site Issues in the top menu bar in the KB.

- Type into the filter field (see screenshot below):


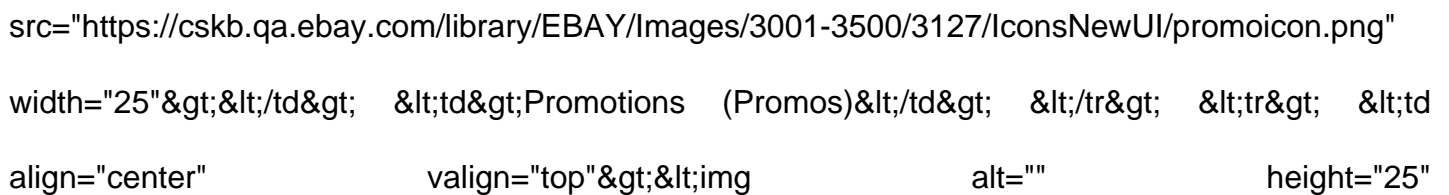
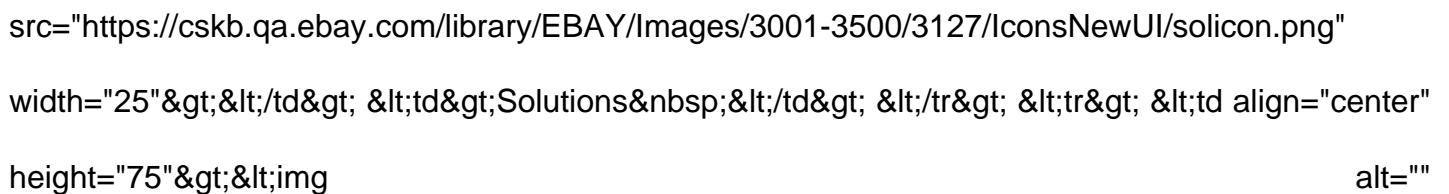
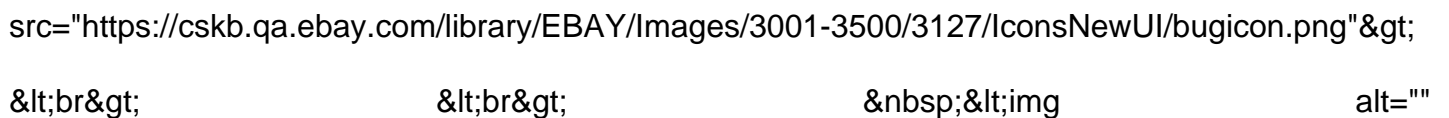

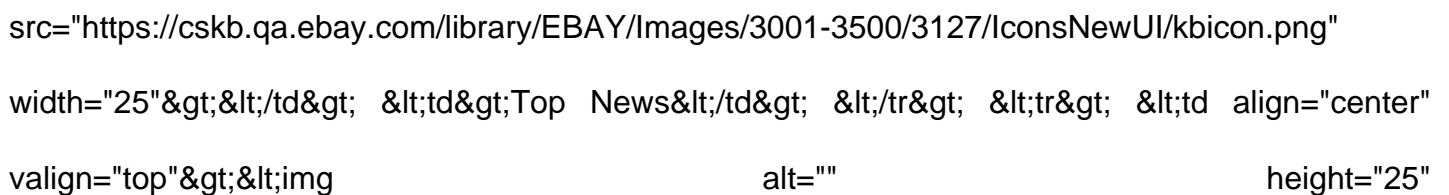


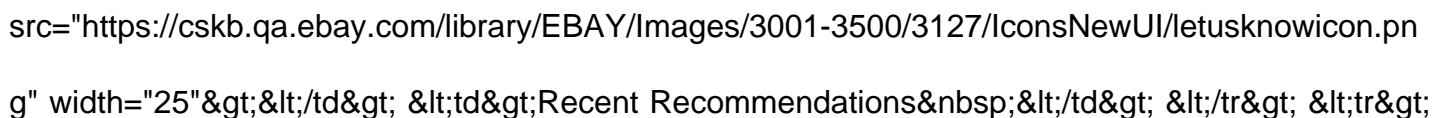
- 

 <https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1391/Alert%20Filter.png>

### Linking articles

How to link

an&nbsp;article to a&nbsp;SR &lt;ul&gt; &lt;li&gt;Selecting Link Article to SR&nbsp;will link the&nbsp;CSKB article to your current Service Request (you must have an "In Progress" Service Request open for this to work). &lt;ul&gt; &lt;li&gt;When viewing an article, select&nbsp;Link article to SR&nbsp;on the left of the page, below Subscribe.&lt;/li&gt; &lt;li&gt;Copy and paste your SR # into the text box, and select&nbsp;Continue&lt;br&gt; &lt;img alt="" src="https://cskb.qa.ebay.com/library/EBAY/link%20to%20sr.png"&gt;&lt;br&gt; &nbsp;&lt;/li&gt; &lt;ul&gt; &lt;li&gt;Finding linked content on SR's &lt;ul&gt; &lt;li&gt;Agent Desktop, select the SR you would like to view and expand to see the Activities in the Comments&nbsp;column you will see the title of the article used to complete that SR.&lt;br&gt; &lt;img alt="" src="https://cskb.qa.ebay.com/library/EBAY/AD%20Sr(3).png"&gt;&lt;/li&gt; &lt;ul&gt; &lt;li&gt; &lt;li&gt;Linking an article sends valuable information from your SR to&nbsp;the CSKB team. We can use the data to improve articles! &lt;ul&gt; &lt;li&gt;If particular articles lead to higher resolution, lower satisfaction, etc., this information tells us which content needs to be changed.&lt;/li&gt; &lt;li&gt;Linking articles to SRs is a fast and simple way to send feedback to the CSKB team, especially if you don't have time to do so via the "Let us know" feature.&lt;/li&gt; &lt;li&gt;Therefore,&nbsp;please link articles&nbsp;whenever you use them to assist a customer!&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt; &lt;/ul&gt; &lt;img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1391/Link%20to%20SR.jpg"&gt; &lt;h3&gt;&lt;a name="IconLegend"&gt;&lt;/a&gt;Icon / Legend prefixes&lt;/h3&gt; &lt;table align="center" border="1" cellpadding="2" cellspacing="2"&gt; &lt;tbody&gt; &lt;tr&gt; &lt;td bgcolor="#666699" colspan="2" valign="top"&gt;&lt;a name="term"&gt;&lt;/a&gt;CSKB Icon Legend&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td bgcolor="#cacaeb" colspan="2" valign="top"&gt;Article Icons&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td align="center" valign="top"&gt;&lt;img alt="" height="25" src="https://cskb.qa.ebay.com/library/EBAY/Images/3001-3500/3127/IconsNewUI/topicicon.png" width="25"&gt;&lt;/td&gt; &lt;td&gt;Topic/Guide&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td align="center" valign="top"&gt;&lt;img alt="" height="25"

								
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	Popular Articles
	Recent Articles
	"Let us know" (submit recommendation)
	Subscribe
	Add to favorites
	Link article to SR
	Remove (from Favorites, Subscriptions, etc.)
	Internal Information

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width="25"></td><td>Information (hover over for more details)</td></tr></tbody></table><table align="center" border="1" cellpadding="2" cellspacing="2"><tbody><tr><td bgcolor="#666699" colspan="2" valign="top"><a name="legend"></a><a href="#">Article Terminology</a></td><td colspan="2" rowspan="5" style="vertical-align: top; width: 25%;><td colspan="2">TOPIC</td><td colspan="2">The TOPIC prefix is used for Education Articles. These have general information, talking points, workflows, etc. Compared to GUIDE, TOPIC is the older article format.</td></tr><tr><td colspan="2">GUIDE</td><td colspan="2">The GUIDE prefix is used for Education Articles. These have general information, talking points, workflows, etc. GUIDE is a newer format than TOPIC.</td></tr><tr><td colspan="2">KB</td><td colspan="2">The KB prefix is used for Top News Articles. Top News Articles are used for major announcements, changes, Unify releases, and article updates (KB1084).</td></tr><tr><td colspan="2">SOL</td><td colspan="2">The SOL prefix is used for Chat Articles (which have a response that can be pasted into a chat) and Email Articles (which have email responses/templates). Solutions can also be used via the email editors in both Unify-AD and Unify-Siebel. </td></tr><tr><td colspan="2">LIVE</td><td colspan="2">The LIVE prefix is used for Live-To-Site Articles and LTS communications.</td></tr><tr><td colspan="2">PROMO</td><td colspan="2">The PROMO prefix is used for articles with promotion information.</td></tr><tr><td colspan="2">ALERT</td><td colspan="2">The ALERT prefix is used for Site Issue or Bug articles.</td></tr><tr><td colspan="2">GLOS</td><td colspan="2">The GLOS prefix is used for Glossary Articles that will show on the search results page (Example: If you search for "eBP," you will see a "definitions" box on the left side).</td></tr></tbody></table><table align="center" border="1" cellpadding="2" cellspacing="2"><tbody><tr><td colspan="2" rowspan="5" style="vertical-align: top; width: 25%;><a name="legend"></a><a href="#">Cool Tricks</a></td><td colspan="2">CSKB tricks</td><td colspan="2">Multiple CSKB tabs</td><td colspan="2"> </ul> </li>You can have multiple articles from the CSKB open at once - just use different tabs in your browser.</li> </li>This can be extremely useful in situations where you are consistently using the same articles throughout the day and want quick access.</li> </ul> </h2></h2>GUIDE.SUMMARY <b>Internal Information</b> <b>Best viewing experience</b> </ul> </li>The CSKB is best viewed in a Chrome browser</li> </li>Some features will not work properly in other browsers</li> </li>This may result in missed information, or an inability to use time saving features  </li> </ul> <b>Quick Section Links</b> Use these links to get you to your destination a little faster. Remember, you can also use control + f to find what you need. </ul> </li><a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1391&ViewLocale=en\_US#TypesofArticles">Types of articles</a></li> </li><a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1391&ViewLocale=en\_US#FindingArticles">Finding articles</a></li> </li><a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1391&ViewLocale=en\_US#NavArticles">Navigating articles</a></li> </li><a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1391&ViewLocale=en\_US#Recs">Recommendations</a></li> </li><a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1391&ViewLocale=en\_US#InTheKnow">Staying up to date and in the know</a></li> </li><a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1391&ViewLocale=en\_US#Favs">Favorites</a></li> </li><a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1391&ViewLocale=en\_US#MoreArticles">More Articles</a></li>



[en\\_US#ProfileSettings](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1391&ViewLocale=en_US#ProfileSettings) &gt; Profile settings </a> </li> <li> <a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1391&ViewLocale=en\_US#HomePage" &gt; Homepage and footer </a> </li> <li> <a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1391&ViewLocale=en\_US#BugsAlerts" &gt; Bugs (Alerts) </a> </li> <li> <a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1391&ViewLocale=en\_US#LinkingArticles" &gt; Linking Articles to SR's </a> </li> <li> <a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1391&ViewLocale=en\_US#IconLegend" &gt; Icon / Legend Prefixes </a> </li> <li> <a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1391&ViewLocale=en\_US#CoolTricks" &gt; Cool CSKB Tricks </a>  </ul> &nbsp; </h2>