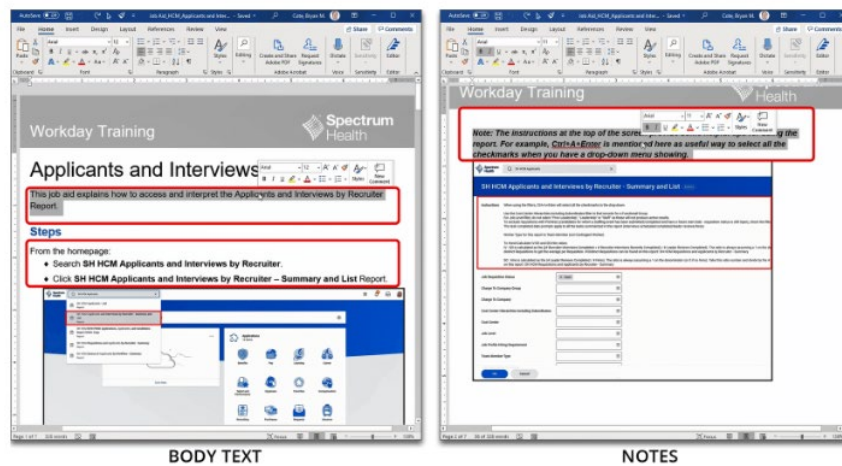


Workday Knowledge Style Guide

Use the following styles when creating, updating Workday knowledge articles. Most of the WD KAs will follow Digital Services formatting.

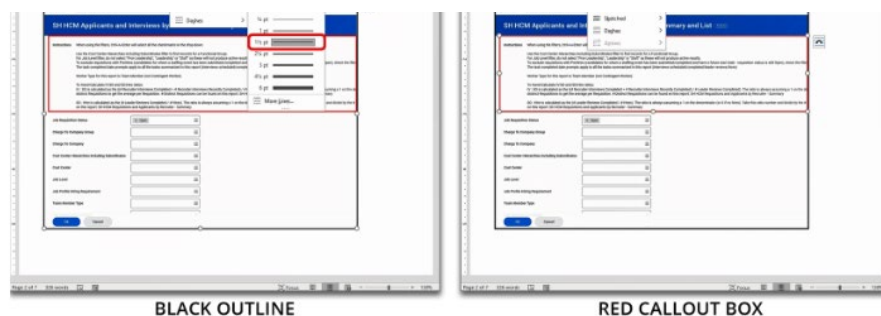
Rise WD Quick Formatting Tips

FONT SIZE AND STYLE



Body text and bulleted instructions should be **12pt Arial** font. Notes should be **11pt Arial Bold and Italics**.

1 2 3 ✓



Screen captures should be outlined in **black 1½ pt weight**. Callout boxes placed over screen captures should be **red 2pt weight**.

1 2 3 ✓

Workday Formatting Basics Course:

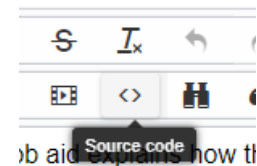
The following course will give quick tips on how to edit and create WD knowledge articles.

<https://rise.articulate.com/share/uk10qt0j74gJHebqctxWrtZiXQtMFKYJ#/>

Topics include:

- ≡ INTRO: Basics of Editing Your Knowledge Articles
- ≡ VIDEO: Finding Your Knowledge Articles
- ≡ VIDEO: Formatting the Word Document and Image Flattening
- ≡ VIDEO: Copy and Paste from Word to Knowledge Article
- ≡ VIDEO: Fixing Bulleted Lists (Example of Minor Edit)

Note: *copying and pasting into ServiceNow may result in your images or formatting altering. Keep the end users experience in mind when viewing the display, specifically with images. You may have to use the Servicenow Code View to modify the display.*

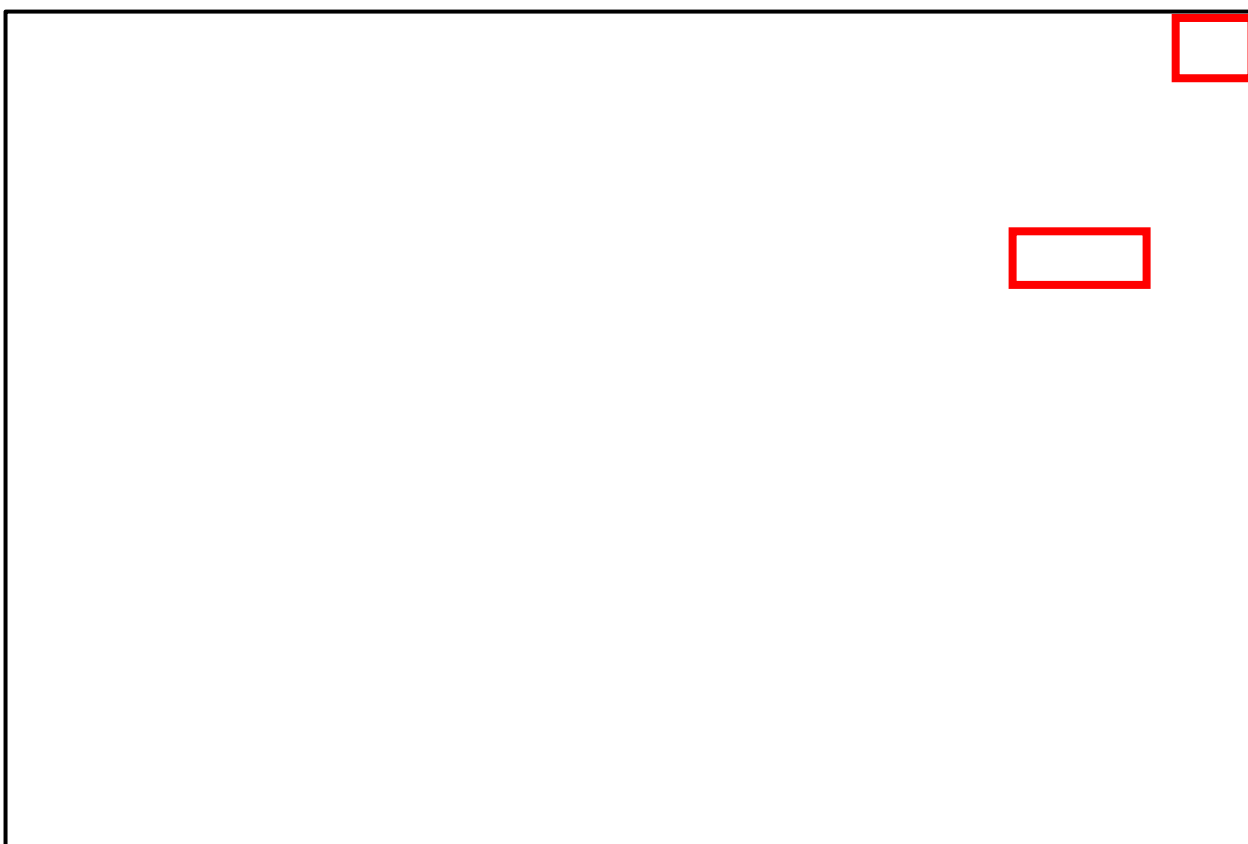


Workday: Title Sample WD KA Word Template

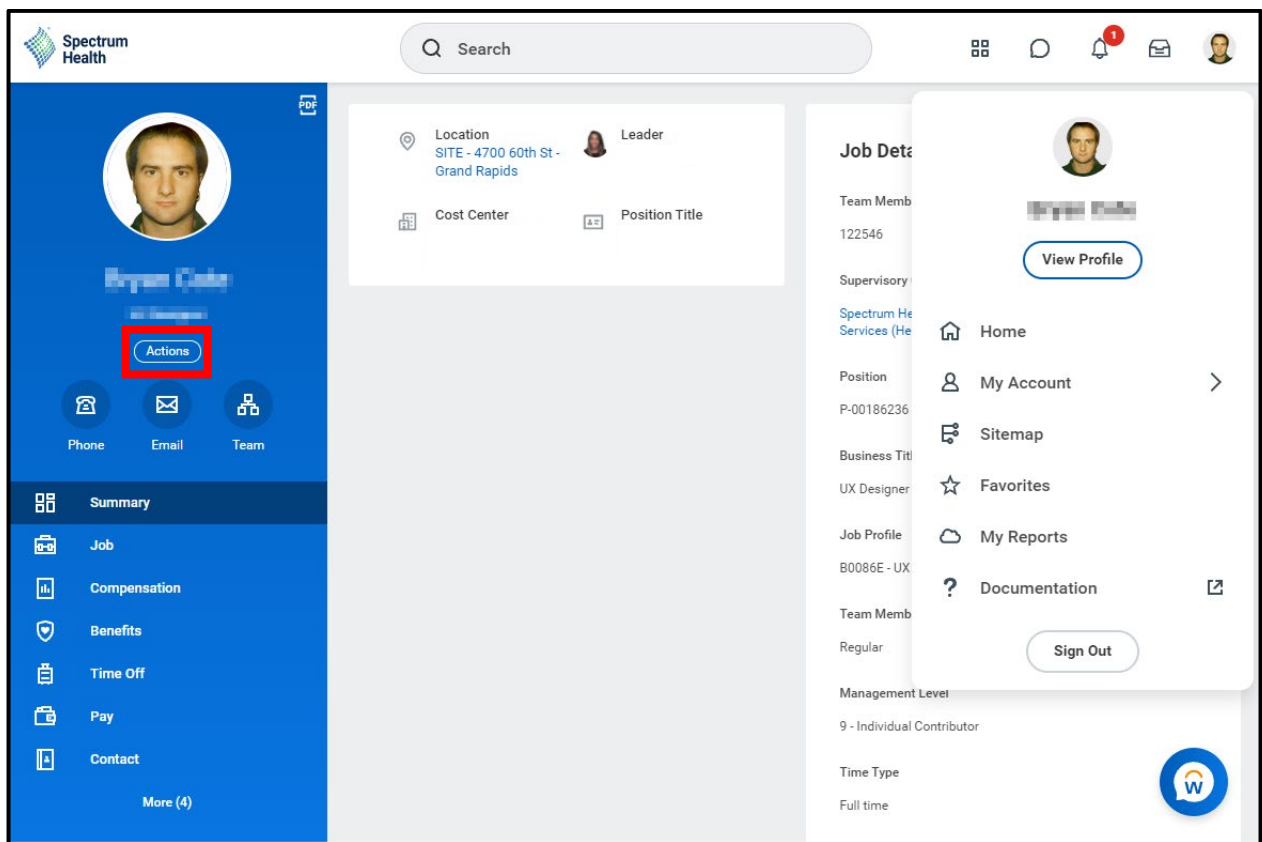
Steps

From the homepage:

- Click your profile picture.
- Click **View Profile**.



- Click **Actions**.



Spectrum Health

Search

Myname, John
[Actions]

Phone Email Team

Summary

- Job
- Compensation
- Benefits
- Time Off
- Pay
- Contact

More (4)

Job Details

Location: SITE - 4700 60th St - Grand Rapids

Leader

Cost Center

Position Title

Team Member ID: 122546

Supervisory

Position: P-00186236

Business Title: UX Designer

Job Profile: B0086E - UX

Team Member: Regular

Management Level: 9 - Individual Contributor

Time Type: Full time

Home

My Account

Sitemap

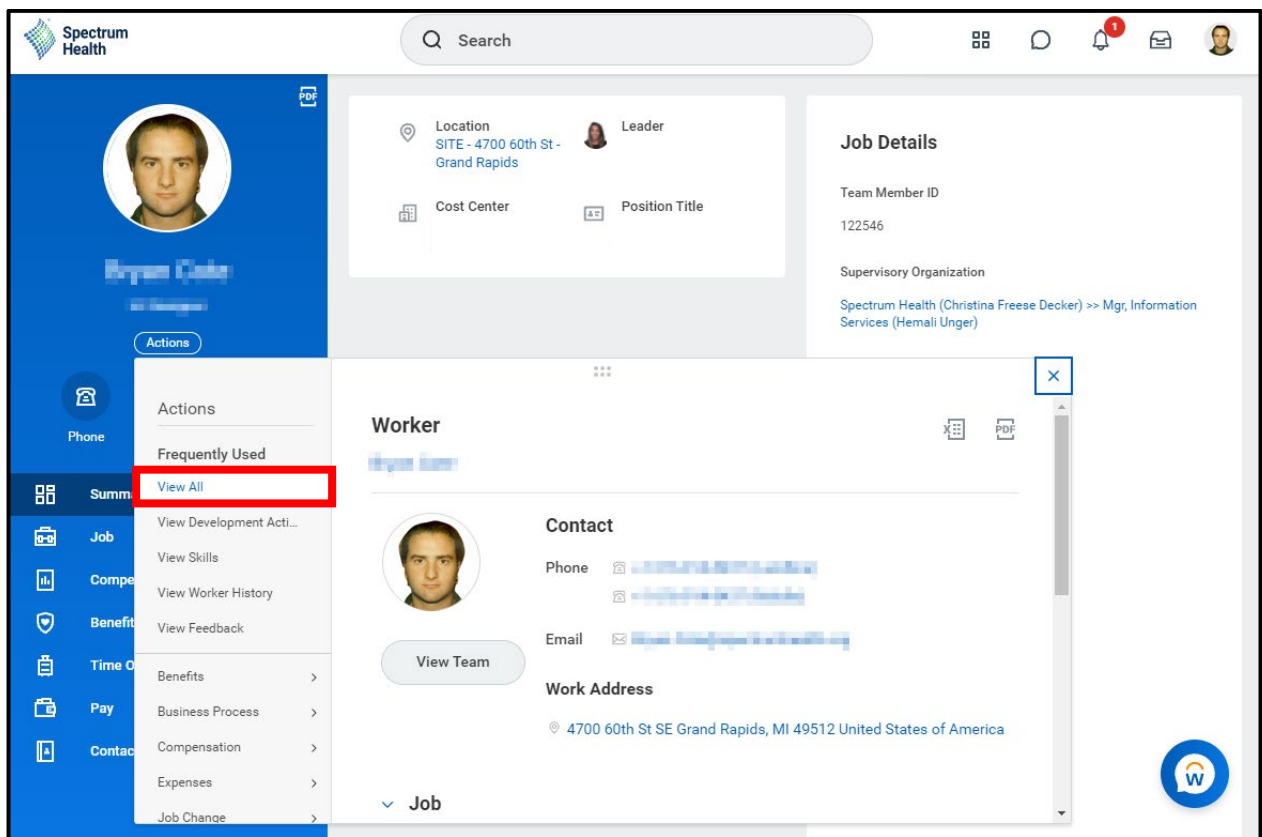
Favorites

My Reports

Documentation

Sign Out

- Click **View All**.



Spectrum Health

Search

Employee Profile

Actions

- Phone
- Summ...
- Job
- Compe...
- Benefit...
- Time O...
- Pay
- Contac...

Frequently Used

- View All**
- View Development Acti...
- View Skills
- View Worker History
- View Feedback
- Benefits >
- Business Process >
- Compensation >
- Expenses >
- Job Change >

Job Details

Team Member ID
122546

Supervisory Organization
Spectrum Health (Christina Freese Decker) >> Mgr, Information Services (Hemali Unger)

Worker

Contact

Phone [Redacted]
[Redacted]


Email [Redacted]

Work Address



4700 60th St SE Grand Rapids, MI 49512 United States of America

Job

- Click **Edit**.



View All Additional Data



View As Of 10/13/2021

Additional Worker Contact Info

Mail Code

112

Room Number

(empty)

Workspace


(empty)

Edit

Workplace Category

Workplace Category	Flexible Virtual
Required to work evenings, nights, or weekends?	No
On-Site Weekly Hours (for Flexible categories only)	2
State Approved to Work (for Remote categories only)	(empty)

Info



- Enter the new **Mail Code**.
- Click **OK**.



Horizontal

1/3 Horizontal 234 X 156



