# 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 Graphical user interface, application, Word

Description automatically generatedQuick Formatting Tips**

**Graphical user interface, application, Word

Description automatically generated**

**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:

Graphical user interface, text, application, email

Description automatically generated

***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.*

***A picture containing text, furniture, screenshot, chest of drawers

Description automatically generated***

**Workday: Title Sample WD KA Word Template**

**Steps**

From the homepage:

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

Graphical user interface, application

Description automatically generated

* Click **Actions**.

Graphical user interface, application

Description automatically generated

* Click **View All**.

Graphical user interface, application

Description automatically generated

* Click **Edit**.

Graphical user interface, text, application, email

Description automatically generated

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

Graphical user interface, text, application

Description automatically generated

|  |  |
| --- | --- |
| STANDARD | DETAILS |
| Cursors | Cursors are limited to Videos only (Use Arrow White) |
| Page Breaks | Start pages with instruction text - not images |
| Fonts | Arial 14 Header / 11 pt Italic description/ body text 12 pt |
| Image Size | Full screen horizontal with possible 3X5 aspect ratio |
| Zoom Level/Res | 125% zooms on icons 13xx X768 |
| Page Layout | Word Template Layout with Tables? |
| Standard Present Tense | Select, Press, Enter |
| Clean SH Branding | Screenshot Updates |