

# Answers KB

The University of Illinois KB redesign



[answers.illinois.edu](https://answers.illinois.edu)

# Our Team

- Rob Watson, Communications and Outreach Specialist (Technology Services)
- Traci Vaughan, Senior User Experience Designer (Administrative Information Technology Services)
- Allison Payne, Manager of Technology Support & Training, IT Partners (Gies College of Business)
- Shawn Lee, Assistant Director of Administrative Information (Technology Services Service Desk)
- Kevin Merrifield, Web Systems Developer, IT Partners (Gies College of Business)

# How Long???

So yes, it took a year, but we all worked on this while performing regular job duties

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If we dedicated ourselves fulltime to this project, it would have taken far less time!

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- Ever used Inspect to look at HTML/CSS in a browser?
- Do you currently use Visual Studio Code (or Visual Studio)?
- Have you ever used SASS or npm?
- Are you curious about development tools that can make your KB development life easier?

# Setup

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- EEK!
- REALLY?
- Deep breath...

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# Resulting CSS

- Tradeoff between ease of creation vs. portability and maintenance
- Largest CSS collection I have ever used
- I pushed back - gently
- We trimmed it down to ...
- 4,000 lines

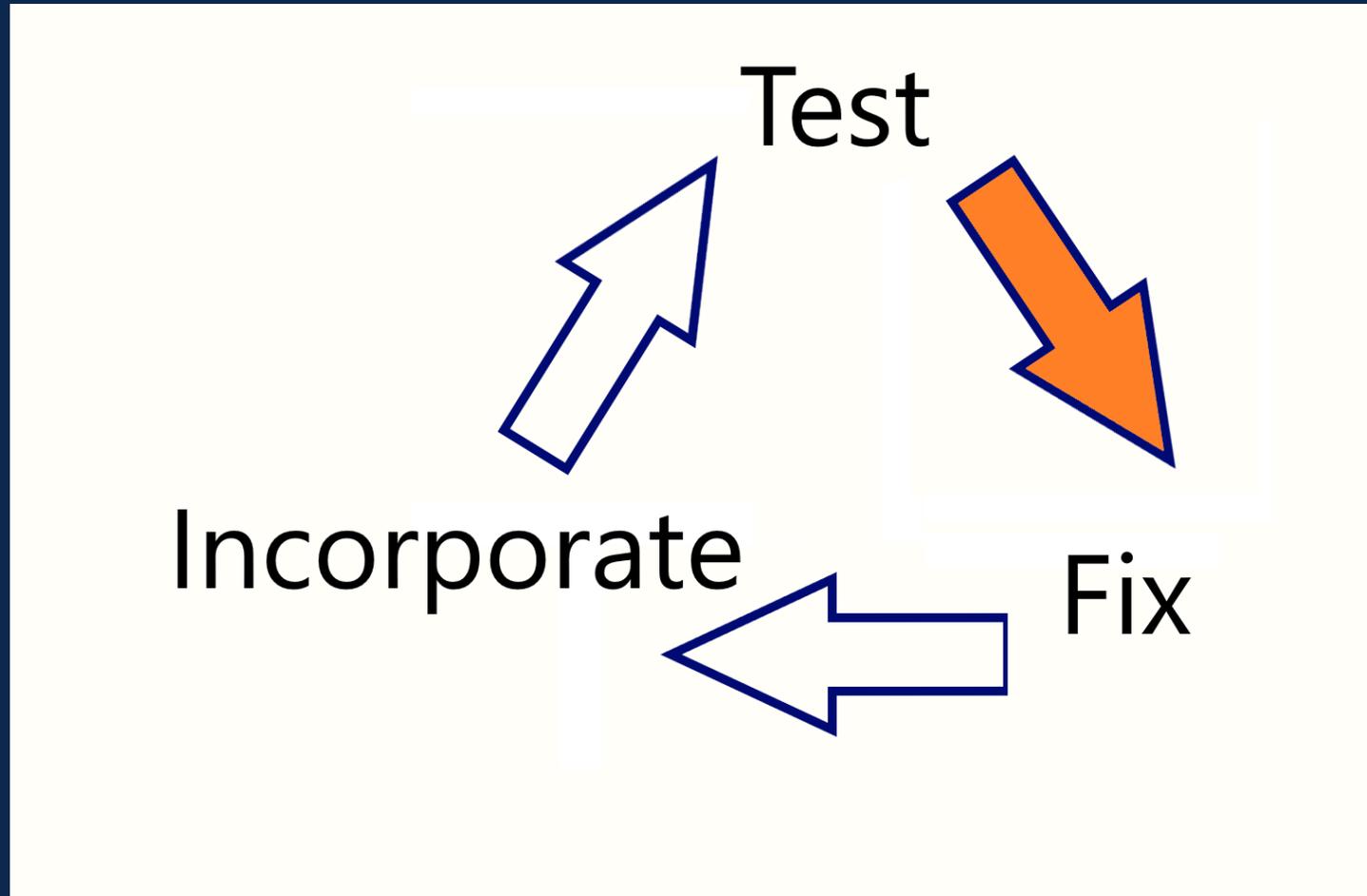
But Kevin...

How did we get this code?

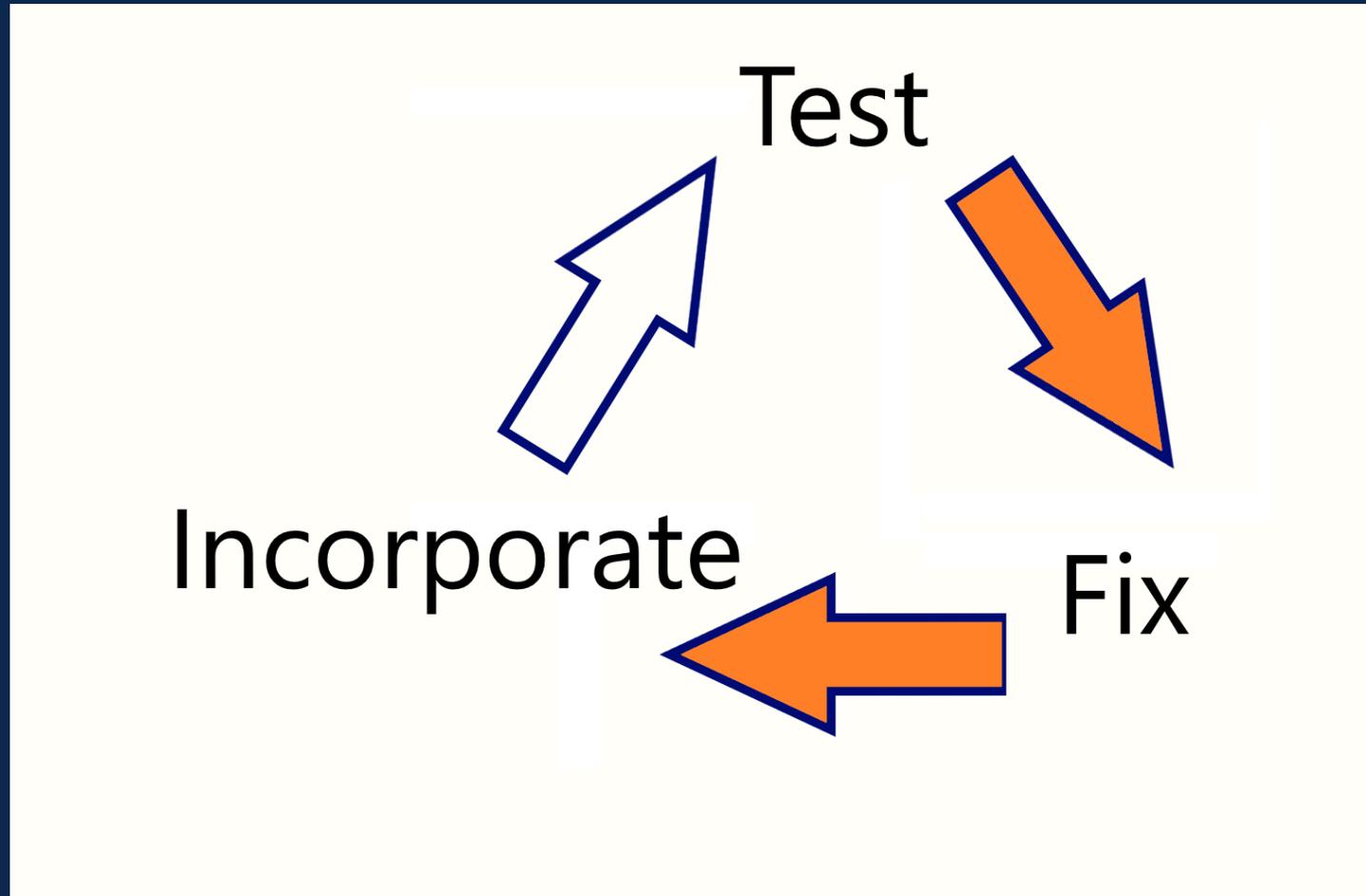
# Process

- Design handed me the code built with CodeKit
- I went over the initial batch of CSS, and it mostly worked. Mostly...
- I fixed some things (really odd things, at times)
- We tested
- We sent my fixes back to Design

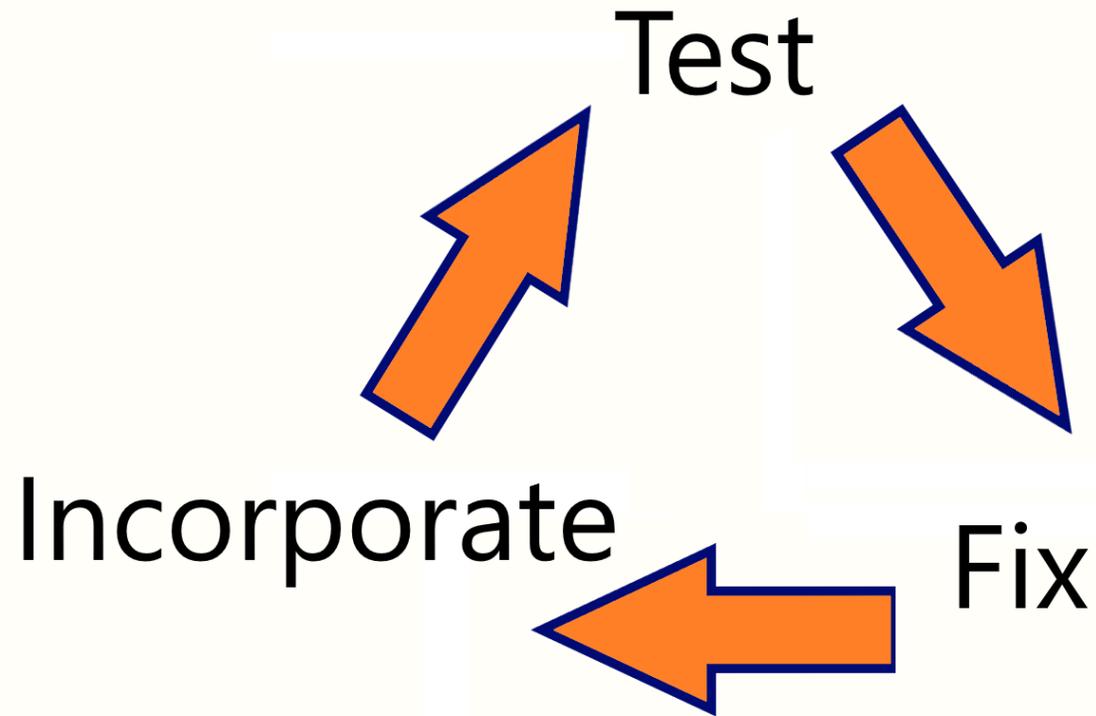
Process ... is iterative



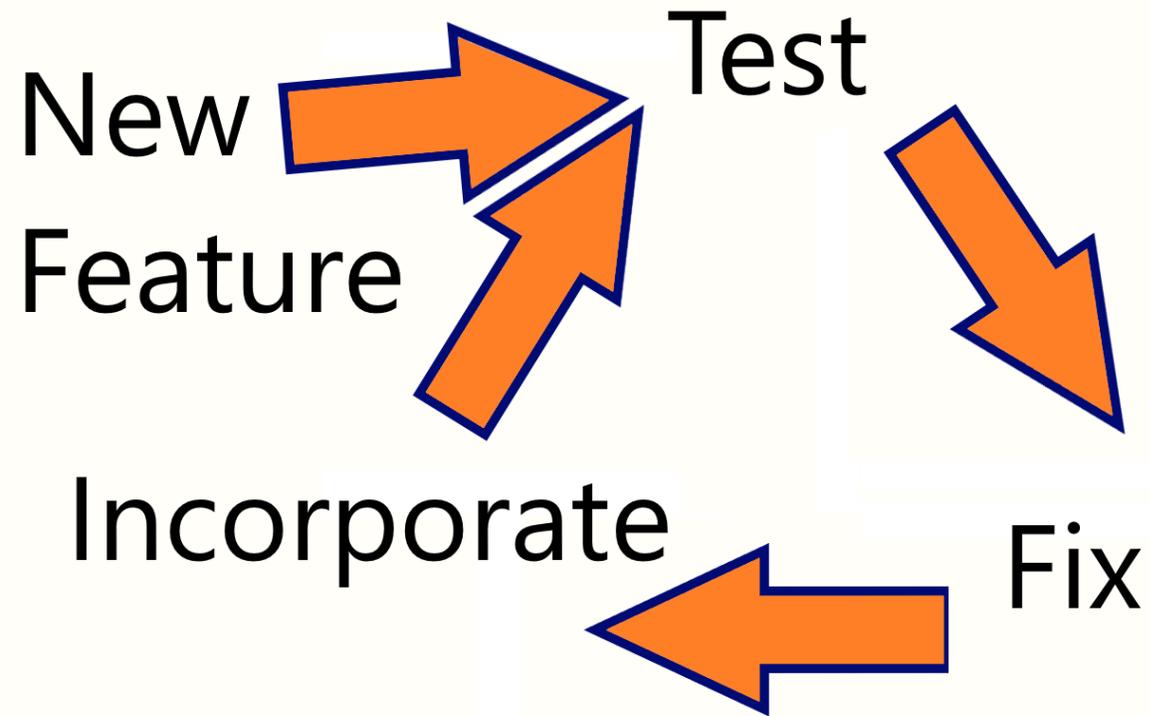
Process ... is iterative



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# Tools

- “Save Page As...” → “Web Page complete”
  - Folders that contain images and .css
  - The CSS you want is in the page body, second group

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- Visual Studio Code
  - npm, gulp, SASS, Git (optional) (can be ala carte)
  - many cool plugins

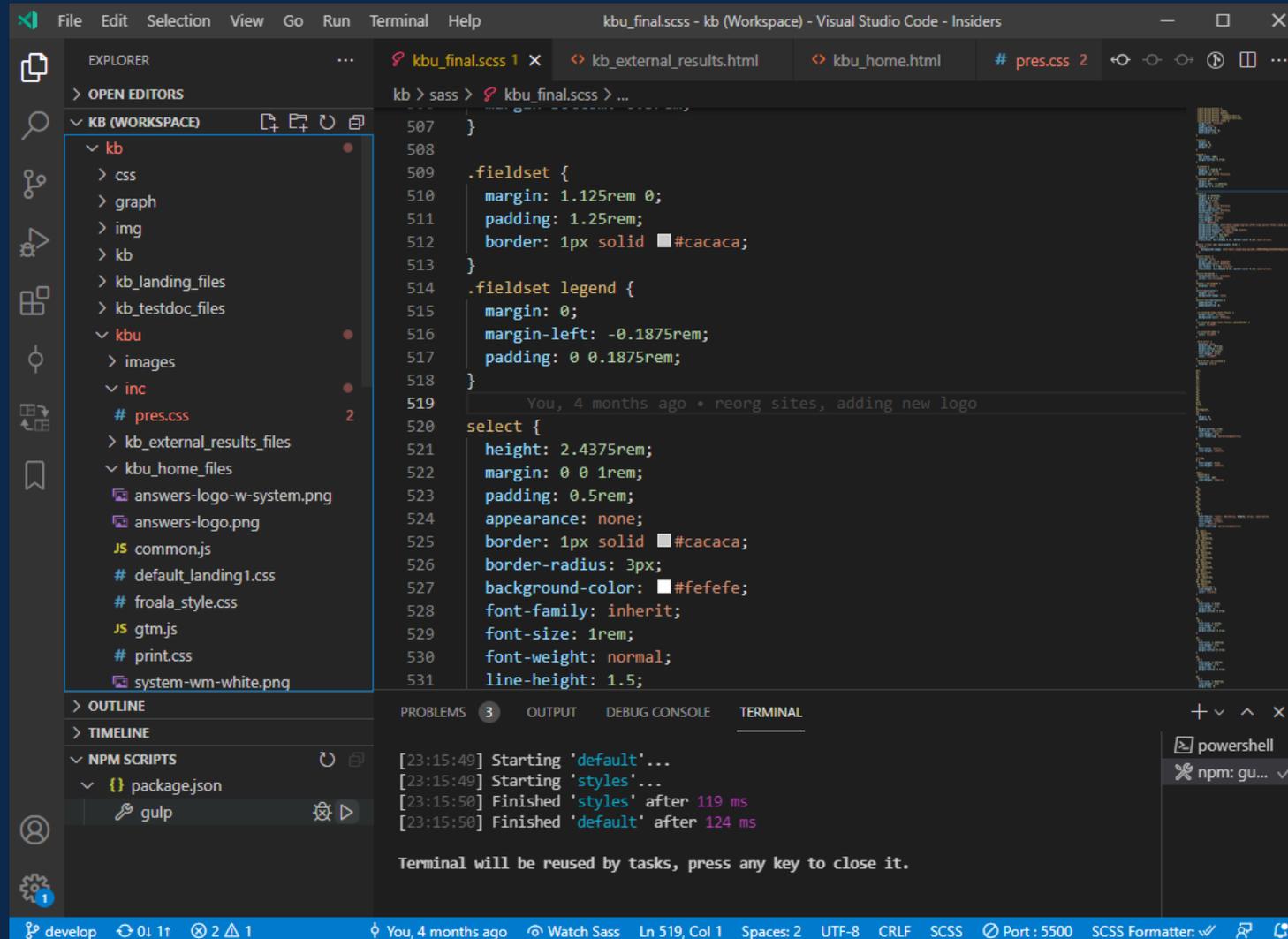
# Tools

- “Save Page As...” → “Web Page complete”
  - Folders that contain images and .css
  - The CSS you want is in the page body, second group
- Visual Studio Code
  - npm, gulp, SASS, Git (optional) (can be ala carte)
  - many cool plugins
- Why use SASS?

# Tools files view

Right-click  
on a filename  
to open and  
test in IIS  
Express

Run button



# Tools package.json

The screenshot displays the Visual Studio Code interface with the following components:

- EXPLORER:** Shows the file structure of the 'kb' workspace, including files like `system-wm-white.png`, `node_modules`, `sass` (with sub-files `kb_internal.scss`, `kb.scss`, `kb2.scss`, `kbu_final.scss`, `kbu_internal.scss`, `kbu.scss`), `gulpfile.js`, `kb_landing.html`, `kb_testdoc.html`, `kb.code-workspace`, `package-lock.json`, `package.json` (selected), `README.md`, `test.css`, and `test.css.map`.
- EDITOR:** Displays the content of `package.json` with line numbers 1 through 13. The JSON content is:

```
1 {
2   "name": "kb",
3   "dependencies": {
4     "sass": "^1.26.9"
5   },
6   "scripts": {
7     "gulp": "gulp"
8   },
9   "devDependencies": {
10    "gulp-sass": "^4.1.0"
11  }
12 }
13 |
```
- TERMINAL:** Shows the output of running the default script. The log includes:

```
[23:15:49] Starting 'default'...
[23:15:49] Starting 'styles'...
[23:15:50] Finished 'styles' after 119 ms
[23:15:50] Finished 'default' after 124 ms
```

Below the log, it states: "Terminal will be reused by tasks, press any key to close it."
- STATUS BAR:** Shows the current environment as `develop`, Sass is being watched, and the editor is at `Ln 13, Col 1` with 4 spaces, UTF-8 encoding, CRLF line endings, and JSON syntax highlighting. The port `Port: 5500` is also visible.

# Tools gulpfile.js

The screenshot displays the Visual Studio Code interface with the following components:

- EXPLORER:** Shows a workspace named 'KB (WORKSPACE)' with folders like 'css', 'graph', 'img', 'kb', 'kbu', and 'inc'. The 'inc' folder contains a file named '# pres.css'.
- EDITOR:** The main editor window shows the content of 'gulpfile.js':

```
kb > gulpfile.js > gulp.task("styles") callback
You, 9 months ago | 1 author (You)
1 var gulp = require("gulp");
2 var sass = require('gulp-sass');
3
4 gulp.task("styles", function () {
5   return gulp.src(['sass/*.scss'])
6     .pipe(sass())
7     .pipe(gulp.dest("css/"));
8 });
9
10 gulp.task("default", gulp.series("styles"));
```
- TERMINAL:** Shows the output of running the gulp task:

```
[23:15:49] Starting 'default'...
[23:15:49] Starting 'styles'...
[23:15:50] Finished 'styles' after 119 ms
[23:15:50] Finished 'default' after 124 ms
```
- STATUS BAR:** Indicates the current file is 'You, 9 months ago', the task is 'Watch Sass', and the editor is at 'Ln 5, Col 37'.

# Tools formatting code

Free Formatter

<https://www.freeformatter.com/html-formatter.html>

Unminify

<https://unminify.com/>

# Tools formatting code

From this:

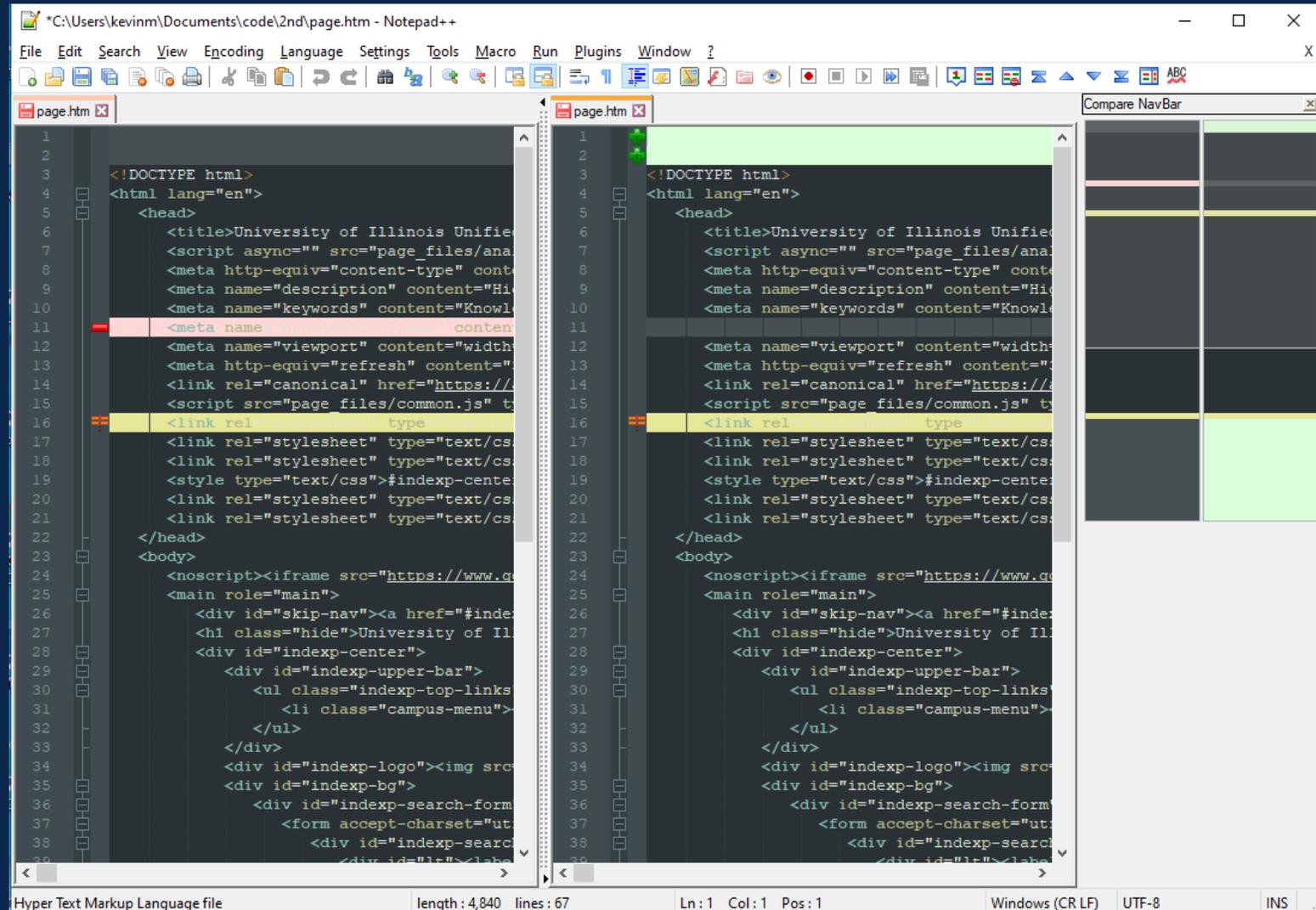
```
<!DOCTYPE html>  
<html lang="en"><head><title>University of Illinois Unified Knowledgebase </title><script async="" src="page_
```

# Tools formatting code

To this:

```
<!DOCTYPE html>
<html lang="en">
  <head>
    <title>University of Illinois Unified Knowledgebase </title>
    <script async="" src="page_files/analytics.js"></script><script async="" src="page_files/gtm.js"></script>
    <meta http-equiv="content-type" content="text/html; charset=UTF-8">
    <meta name="description" content="Higher Education Knowledge Base content management, sharing and collaboration">
    <meta name="keywords" content="KnowledgeBase, knowledge base, university, universities, college, higher education, knowledge management, content management, sharing and collaboration">
    <meta name="application-name" content="University KnowledgeBase">
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <meta http-equiv="refresh" content="3600">
    <link rel="canonical" href="https://answers.illinois.edu/">
    <script src="page_files/common.js" type="text/javascript"></script>
    <link rel="stylesheet" type="text/css" media="screen" href="page_files/froala_style.css">
    <link rel="stylesheet" type="text/css" media="screen" href="page_files/froala_override.css">
    <link rel="stylesheet" type="text/css" media="print" href="page_files/print.css">
    <style type="text/css">#indep-center { background-image: url('/images/group154/logo/photo_library/'); }</style>
    <link rel="stylesheet" type="text/css" media="screen" href="page_files/default_landing1.css">
    <link rel="stylesheet" type="text/css" media="screen" href="page_files/ui_unified_kb_hp.css">
  </head>
  <body>
    <noscript><iframe src="https://www.googletagmanager.com/ns.html?id=GTM-5MRHB7J" height="0" width="0"></iframe></noscript>
    <main role="main">
      <div id="skip-nav"><a href="#indep-search-form">Skip navigation</a></div>
      <h1 class="hide">University of Illinois Unified Knowledgebase </h1>
      <div id="indep-center">
        <div id="indep-upper-bar">
```

# Tools formatting code – compare with Notepad ++



The image shows a Notepad++ window with two HTML files open side-by-side for comparison. The window title is "\*C:\Users\kevinm\Documents\code\2nd\page.htm - Notepad++". The menu bar includes File, Edit, Search, View, Encoding, Language, Settings, Tools, Macro, Run, Plugins, Window, and ?. The toolbar contains various icons for file operations and editing. The main editing area is split into two panes, each showing the same HTML code. The code is as follows:

```
1 <!DOCTYPE html>
2 <html lang="en">
3   <head>
4     <title>University of Illinois Unifie
5     <script async="" src="page_files/ana
6     <meta http-equiv="content-type" cont
7     <meta name="description" content="Hi
8     <meta name="keywords" content="Knowl
9     <meta name="keywords" content="Knowl
10    <meta name="viewport" content="width
11    <meta http-equiv="refresh" content=""
12    <link rel="canonical" href="https://
13    <script src="page_files/common.js" t
14    <link rel="stylesheet" type="text/cs
15    <link rel="stylesheet" type="text/cs
16    <style type="text/css">#indexp-cente
17    <link rel="stylesheet" type="text/cs
18    <link rel="stylesheet" type="text/cs
19  </head>
20  <body>
21    <noscript><iframe src="https://www.g
22    <main role="main">
23      <div id="skip-nav"><a href="#inde
24      <h1 class="hide">University of Il
25      <div id="indexp-center">
26        <div id="indexp-upper-bar">
27          <ul class="indexp-top-links"
28            <li class="campus-menu">
29          </ul>
30        </div>
31        <div id="indexp-logo"><img src
32        <div id="indexp-bg">
33          <div id="indexp-search-form"
34            <form accept-charset="ut
35            <div id="indexp-search
36          <div id="l1"><label
```

The status bar at the bottom indicates: "Hyper Text Markup Language file", "length : 4,840 lines : 67", "Ln : 1 Col : 1 Pos : 1", "Windows (CR LF)", "UTF-8", and "INS".

# Tools

## Advantages:

- A local environment that will let you use SASS and CSS together
  - Start by plunking your initial CSS into a SASS file
  - Make changes in SASS, or paste in CSS, or both
- A very fast way to make changes, test, and then deploy
  - Create your CSS by running gulp
  - Hit “Save”, and your browser auto-refreshes
- A history of your style revisions
  - Use Git, even if just for an archive
  - Work from anywhere – download the repository and upload your changes

# Summary

- A local environment lets you make fast, predictable changes to the live KB environment
- Work in an environment that mimics a live server setting
- There are so many fun tools to try out!
- You Git a backup environment, if you wish
- When you are happy with development, copy and paste your CSS to the live KB environment

I found that using this environment let me make changes faster, but also with more confidence.

# Contact

Kevin Merrifield

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# The Site



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# The Site

UNIVERSITY OF ILLINOIS UIUC Tech Help Center

## ANSWERS KnowledgeBase

2fa  [Advanced](#)

All partner sites (36) - Limit results by relevant partner sites.

- [UI College of Veterinary Medicine](#) (2)
- [UI Gies College of Business](#) (1)
- [University of Illinois System](#) (23)
- [University of Illinois Technology Services](#) (10)

Keywords  20 per page Results: 1-20 of 36 [XML](#) [JSON](#) [OL](#)

No.	Document Title	Site	Updated
1	**** <b>2FA, No password, 2FA device, or bank account on file</b>	University of Illinois Technology Services	2021-06-17
2	**** <b>2FA - 2-Factor authentication topics</b> [Campus login required]	University of Illinois System	2020-12-11
3	<b>2FA, Frequently Asked Questions (FAQ)</b> [Campus login required]	University of Illinois System	2020-12-13
4	<b>2FA - What is 2-Factor Authentication?</b> [Campus login required]	University of Illinois System	2021-06-07
5	<b>2FA, Why You Need 2FA and FAQ</b>	University of Illinois Technology Services	2020-11-11
6	<b>2FA - What is Remember Me?</b> [Campus login required]	University of Illinois System	2020-11-09
7	<b>2FA - Can you set up an alias account?</b> [Campus login required]	University of Illinois System	2020-11-09
8	<b>2FA - How to manage your devices</b> [Campus login required]	University of Illinois System	2020-11-09
9	<b>2FA - How to set default device &amp; automatic authentication</b>	University of Illinois System	2021-06-28

# The Site

UNIVERSITY OF ILLINOIS UIUC Tech Help Center

**ANSWERS**  
KnowledgeBase

Search the KB... **SEARCH** Advanced

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## 2FA, No password, 2FA device, or bank account on file

I'm stuck trying to access my account. I let my password expire (or forgot it) and can't get past 2FA (lost device, changed phone number, etc.). I don't have a bank account on file with the university, what can I do? Highlight search terms

Please contact the Help Desk at 217-244-7000, they have a process to help.

When you have your temporary passcode, use it by selecting the "Use" drop down as shown in the screenshot below.

Authenticate NetID Center 2FA

Use: Sarah's Pixel 3 (XXX-XXX-2268)  
Temporary Passcode  
Send me a push  
Call me  
Text me  
Use a passcode

New phone but same number? Use 'Call me' or 'Text me'

Remember me for 24 hours

Can't use your registered device? Get a temporary passcode

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**ANSWERS**  
KnowledgeBase

Search the KB...  [Advanced](#)

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### Advanced Search Options

Find:

Search mode:

Matching:

Sites:

Updated time range:

Sort by:

Results per page:

[Reset](#)

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# The Site

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**ANSWERS**  
KnowledgeBase

Search the KB...  [Advanced](#)

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### Make a Suggestion

Use the form below to make a suggestions or contribute your own knowledge content.

Your name:

Your email:

Subject / title:

Keywords:

Suggestion / content:

5 + 23 =