



KB User Group Meeting

# Guiding Users to Your Content

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WPS Technical Writer

July 27, 2021



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01 | HOMEPAGE

02 | SEARCHING

03 | CONTENT

04 | DATA AND FEEDBACK



# Homepage





# Homepage

ASK US A QUESTION

## KB User's Guide

KnowledgeBase

Search the KB... All Topics SEARCH Advanced Site Map Search Tip

**Favorites** ^  
[Show "My Favorite" KB User Guide Documents](#)

**Admin Tabs** ^

- [Home](#)
- [Documents](#)
- [Topics](#)
- [News](#)
- [SitePref](#)
- [Users](#)
- [Assessment](#)
- [Stats](#)
- [Document Workflow](#)

**Audiences** ^

- [Faculty](#)
- [Staff](#)

### 2021 KB User Group Meeting



The 2021 KB User Group Meeting: July 26th-30th, 2021



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The 2021 KB User Group Meeting: July 26th-30th, 2021



# Content modules

## Top Documents

1. ▶ [KB User Group Meeting](#)
2. ▶ [2021 KnowledgeBase \(KB\) User Group Meeting](#)
3. ▶ [About the KnowledgeBase](#)
4. ▶ [KB User's Guide - Documents Tab - ImportHTML button](#)
5. ▶ [Sample Doc: IncludeDoc - Violin Parts](#)

[MORE TOP DOCS](#)

[TOP DOCS RSS](#)

## Documents Recently Updated

1. ▶ [KB User Group Meeting](#)
2. ▶ [2021 KnowledgeBase \(KB\) User Group Meeting](#)
3. ▶ [KB User's Guide - Documents Tab - Import & Export](#)
4. ▶ [KB User's Guide - Stats Tab - Doc Events](#)
5. ▶ [KB User's Guide - Stats Tab - Overview of Links](#)
6. ▶ [KB User's Guide - UW Theme for KB: Features](#)
7. ▶ [KB User's Guide - SitePref Tab - Side Modules and Side Module Links](#)
8. ▶ [KB User's Guide - General - Admin and Author Training Recordings \[Campus login required\]](#)

[MORE RECENT DOCS](#)

[RECENT DOCS RSS](#)

# Content modules

Customize in SitePref tab to display list of documents or contents of an entire page

## KB Basics - Start here!

1. ▶ [KB Author Training - Overview](#)
2. ▶ [KB Author Training - Creating a New Document](#)
3. ▶ [KB Author Training - Attachments and Revisions](#)
4. ▶ [My KB Group Space: A First Look](#)

## 2021 KB User Group Meeting



### The 2021 KB User Group Meeting: July 26th-30th, 2021

Every year the KnowledgeBase team and the user community come together with industry experts to share experiences, lessons learned, and best practices. This years collaborative events will take place the week of July 26th-30th, 2021. Our virtual events and "live presentations" will be hosted using Zoom. We may also feature some pre-recorded videos and other resources.

[Learn more and join a session](#)



Topics: (1 item checked)

- Advanced HTML (5698)
- API Documentation (8505)
- Assessment Tab (1200)
- Documents Tab (1512)
- General Info (3848)
- Home Tab (1692)
- KB Training (1867)
- Meeting Agendas/Minutes (1706)
- News Tab (528)
- Release Notes (7360)
- Sample Documents (5239)
- SitePref Tab (531)
- Stats Tab (534)
- Topics Tab (530)
- Users Tab (532)

Audience:

- 2019 Conference Presenters
- Faculty

### Topics Map

- [API Documentation](#)
- [Sample Documents](#)
- [Home Tab](#)
- [Documents Tab](#)
- [Topics Tab](#)
- [Assessment Tab](#)
- [News Tab](#)
- [SitePref Tab](#)
- [Users Tab](#)
- [Stats Tab](#)
- [KB Training](#)
- [General Info](#)
- [Advanced HTML](#)

## Topics

- Organize based on user needs
- Can easily link to groups of documents



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## Topics

- Organize based on user needs
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# Side Modules

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All Topics
SEARCH
Advanced
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### Agenda

Throughout the event, we will continue to update this page.

#### Monday, July 26, 2021

Time	Session Name and Description	Length	Presenter(s)
9:00 a.m. to 9:45 a.m. CST	<p><b>Welcome to the 2021 KnowledgeBase (KB) User Group Meeting</b></p> <p>The KB team will provide a quick overview of the events for this week, how to join them, and methods for connecting with others in the KB user community. Live presentation with Q&amp;A session.</p> <p>Session 1 recording and resources coming soon</p>	45 mins	The KB team
10:00 a.m. to 11:00 a.m.	<b>Understanding the KB Feature Request Process</b>	60 mins	Laura Grady and the KB



11:15  
CST

**HTML Primer**

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**Helpful KB Tips** ^

[User's Guide Keyword Index](#)

[LifeCycle of your KB Document](#)

[WYSIWYG Editor Controls](#)

[HTML Editor Quick Code Buttons](#)

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**KB Trello Boards** ^

[Known Issues](#)

12:00  
CST

1:00  
CST

## Side - Side Modules

- Resource reminders
- Multiple contacts
- Intake forms
- Service login links

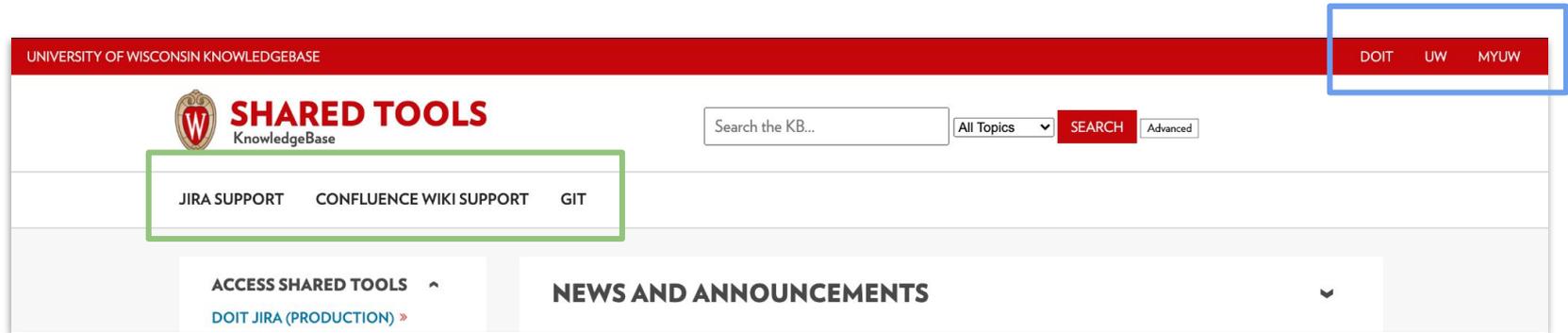
Module: Helpful KB Tips						
Module:	Link name*:	Link URL*:	Internal	External	Popup	Order:
Helpful KB Tips	User's Guide Keyword Index	keywords.php	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 <a href="#">Delete</a>
Helpful KB Tips	LifeCycle of your KB Document	page.php?id=8531	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2 <a href="#">Delete</a>
Helpful KB Tips	WYSIWYG Editor Controls	page.php?id=23433	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3 <a href="#">Delete</a>
Helpful KB Tips	HTML Editor Quick Code Buttons	page.php?id=23534	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4 <a href="#">Delete</a>
Helpful KB Tips	Add Google Analytics to your page	page.php?id=5787#toc4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5 <a href="#">Delete</a>



# Top Modules and Link Bar

Contained within Side Modules

- Navigation and guidance
- Topics or single overview documents
- Primary contact or login link





# Topic Headers

Show relevant topic filters »

Users Tab :: **ADMIN TOOLS TAB - Users**

The Users tab allows you to add or edit KB Admin Tools users for your group. In addition to logins and passwords, different access privileges may be granted to users depending on the roles they play in maintaining your KnowledgeBase.

---

☑ With the correct permissions, you may:

- [Add a User](#)
- [Modify and Delete Users](#)
- [Change the Default Groups Space](#)
- [View User's Group Membership\(s\)](#)
- [Transfer Document Ownership](#)

---

Keywords  Results: 1-12 of 12 [XML](#) [JSON](#) [OL](#)

No.	Document Title	ID	Updated	Hits
1	▶ <a href="#">*** KB User's Guide - Explanation of User Types and Access Levels</a>	36826	2021-06-01	15916
2	▶ <a href="#">KB User's Guide - Users Tab - Group Authorization</a>	22116	2021-06-17	16740
3	▶ <a href="#">KB User's Guide - Using Manifest to Authorize Users for the KB</a>	110558	2021-06-15	636
4	▶ <a href="#">KB User's Guide - Users Tab - Search and Display Filters on the Existing Users Screen</a>	127	2021-06-01	14516
5	▶ <a href="#">KB User's Guide - Users Tab - Transfer News Ownership Button</a>	15192	2021-06-01	14528
6	▶ <a href="#">KB User's Guide - Users Tab - Batch Transfer Document Ownership</a>	15193	2021-06-01	16321
7	▶ <a href="#">KB User's Guide - Users Tab - Adding a User</a>	5338	2021-06-01	27617
8	▶ <a href="#">KB User's Guide - Users Tab - Remove User from This Group</a>	15205	2021-06-01	13957
9	▶ <a href="#">KB User's Guide - Users Tab - User Access Groups and Limited Access Groups</a>	6691	2021-06-01	22827
10	▶ <a href="#">KB User's Guide - Users Tab - Remove User from the System</a>	15207	2021-06-01	14025

KB User's Guide "Users" Topic

Show relevant topic filters »

JIRA :: **JIRA References**

Click on the appropriate link below. All questions can be sent to [help@doit.wisc.edu](mailto:help@doit.wisc.edu)

<b>USERS</b>	<p>...project creation request (for UW DoIT only)</p>	<b>ADMINS</b>
<a href="#">Brand New User Self-Enrollment</a>		<a href="#">Add Users Via Roles</a>
<a href="#">Login to DoIT JIRA</a>		<a href="#">Add Users Via JIRA User Groups</a>
<a href="#">Read JIRA Service Description</a>	<a href="#">Self-paced JIRA Tutorials on UW LinkedIn Learning</a>	<a href="#">Add Users Via UDDS</a>

Keywords  20 per page Results: 1-20 of 25 [XML](#) [JSON](#) [OL](#)

No.	Document Title	ID	Updated	Hits
1	▶ <a href="#">*** DoIT Shared Tools - JIRA - New User Self-Enrollment and Access</a>	26356	2021-05-06	3317
2	▶ <a href="#">*** DoIT Shared Tools - JIRA - Service Description and Policies</a>	19795	2021-05-06	5620
3	▶ <a href="#">DoIT Shared Tools - JIRA - Login and Access Troubleshooting</a>	58509	2021-06-03	1183

Shared Tools KB "JIRA" Topic



Show relevant topic filters »

Canvas :: [Canvas - Overview \(UW-Madison\)](#)

This document outlines resources for instructors on how to get started with Canvas at UW-Madison.

[Select this link](#) to list all Canvas documents from the Learn@UW-Madison Knowledgebase at the bottom of this page.



[Expand All](#) [Collapse All](#)

- + **Credit-based courses in Canvas**
- + **Non-credit courses in Canvas**
- + **Request a Canvas course**
- + **Canvas support and training**
- + **Canvas system requirements and supported browsers**
- + **Canvas release schedule**

Topics Map > LMS > Canvas

Keywords  | 20 per page | Results: 1-20 of 103 [XML](#) [JSON](#) [OL](#)

No.	Document Title	ID	Updated	Hits
1	▶ <a href="#">Canvas - Overview (UW-Madison)</a>	62630	2021-07-06	36095
2	▶ <a href="#">Canvas - Faculty Center Grade Prep Tool and Final Grade Preparation</a>	69249	2020-11-23	15321
3	▶ <a href="#">Help Desk - Which video conferencing or webinar tool should I use? Google Hangouts</a>	45390	2021-07-09	47723

## Topic Headers

- Popular searches
- Frequent requests

Learn more on Thursday afternoon:

- Side modules
- Topics and headers
- Overview documents



# Searching





# Keywords

Should include different ways that someone might describe what they're searching for:

“How to Add an **Image**” → “how to add a **picture**”

“Anchor link” → “anchor tag”  
→ “jump link”

Title*:	KB Author Training - Creating a New Document
UriSlug:	
Keywords*:	new document create write doc new make doc
Edit Insert	make make new document article KB article
	write KB article write KB doc write doc make
	KB doc KB document document editor kbadmin kb



# Noise Words and Synonyms

## Noise Words

The following noise words are ignored in KB searches.

a, about, after, ago, all, along, also, am, an, and, any, are, as, at, bad, be, been, before, being, but, by, can, could, did, do, does, either, else, even, ever, far, for, from, , , get, getting, go, going, gone, got, had, has, have, having, her, here, hers, him, his, how, i, if, in, into, is, it, its, less, more, must, never, , no, none, nothing, of, off, often, old, on, once, only, or, other, our, ours, over, please, rather, she, should, so, some, something, , sometime, sometimes, than, that, the, their, theirs, them, then, there, these, they, this, though, thus, to, too, until, up, upon, very, was, were, what, when, where, which, who, whom, why, will, with, would, yes, yet, you, your, yours

“how to update your preferred name”



# Noise Words and Synonyms

## Noise Words

The following noise words are ignored in KB searches.

a, about, after, ago, all, along, also, am, an, and, any, are, as, at, bad, be, been, before, being, but, by, can, could, did, do, does, either, else, even, ever, far, for, from, , , get, getting, go, going, gone, got, had, has, have, having, her, here, hers, him, his, **how**, i, if, in, into, is, it, its, less, more, must, never, , no, none, nothing, of, off, often, old, on, once, only, or, other, our, ours, over, please, rather, she, should, so, some, something, , sometime, sometimes, than, that, the, their, theirs, them, then, there, these, they, this, though, thus **to**, too, until, up, upon, very, was, were, what, when, where, which, who, whom, why, will, with, would, yes, yet, you, **your**, yours

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# Noise Words and Synonyms

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# Noise Words and Synonyms

No.	
76	e-commerce, ecommerce
77	edit, edits, edited, editing, editor, editors
78	egrate, egrades, egrading, e-grade, e-grades, e-grading
79	electronic, electronics, electrical, electronically
80	eligible, eligibles, eligibility
81	email, e-mail, e-mails, emails, emailed, e-mailing, emailing, mail, mails
82	enable, enables, enabled, enabler, enablers, enabling
83	encrypt, encrypts, encrypted, encrypting, encryption, encryptions
84	enroll, enrolls, enrolled, enrolling, enrollment, enrollments
85	entry, entries
86	equate, equates, equated, equation, equations
87	equate, equates, equated, equation, equations
88	erase, erases, erased, erasing
89	escalate, escalates, escalated, escalating, escalation, escalations
90	escape, escapes, escaped, escaping
91	establish, establishes, established, establishing, establishment, establishments
92	evaluate, evaluates, evaluated, evaluating, evaluation, evaluations
93	execute, executes, executed, executing, execution, executions, executable, executables
94	exercise, exercises, exercised, exercising
95	expand, expands, expanded, expanding, expansion
96	expire, expires, expired, expiring, expiration, expirations
97	explain, explains, explained, explaining, explanation, explanations
98	extend, extends, extended, extending, extender, extenders
99	extension, extensions, extention, extentions
100	fail, fails, failed, failing, failure, failures

“copy document”

“duplicate document”

“upgrade website”

“web site upgrades”

Learn more on Thursday morning:

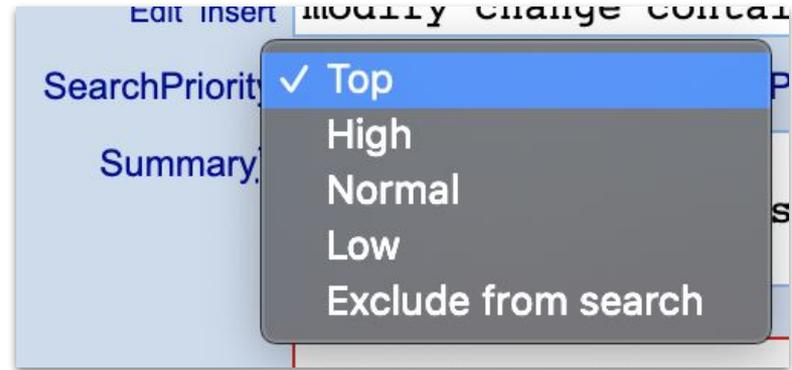
- Analyze Search Log data
- Failed Searches
- Overview documents



# Search Priority

Bring key documents to the top of search result lists

- Intended for new users
- Frequent internal procedures



No.	Document Title
1	*** KB User's Guide - Documents Tab - Using the CampusAccess Setting to Protect Content
2	KB User's Guide - Documents Tab - Import & Export
3	KB User's Guide - Documents Tab - KB Custom Class Names



# Title Schemes

“Product Name (Restrictions) - Descriptive Title”

Topics Map > JIRA

## JIRA - Roles

Project Leads and Administrators (Admins) will be guided through the steps of adding users to their Projects by means of the Project Roles function. This way, if a user needs to be added to a specific role, Jira Admins will not need to intervene, everything can be handled internally by Project Staff.

Highlight search terms

- [Project Admins May Assign User to a Role](#)

Ask the employee who is brand new to JIRA to first complete the steps in this document, [DoIT Shared Tools - JIRA - New User Self-Enrollment and Access](#). When that person notifies you that this step is complete, the Project Admin will be able to add the newly added user to their JIRA project.



# Questions from Chat





**Q:** Do topics or their descriptions appear in search results?

**A:** The search does not currently look at Topics or descriptions, but is under consideration as we improve our search functionality.

**Q:** A group's documents are titled as numbers (e.g. "782"), but when they search for them, nothing comes up. Why not?

**A:** When you search for a specific number, it will bring up the document with that ID. Searching "782" will bring you to document 782. If you don't have access to it, you'll get an access error. If you add a specific title or keywords, you could find the doc by searching for either of those.

**Q:** If a group wants to re-build their Topics tree, is that a manual process?

**A:** You can use the Batch Topic Assignment tool to change multiple documents at a time and avoid updating them all individually.



# Content





## KB User's Guide - Documents Tab - Use and Request Buttons for Document Sharing

This document will discuss how to use the features found in the **Use Documents from Other Groups** screen. Documents include all external documents from other sites as well as the internal documents owned by groups for which you have internal KB access. Viewing and/or using existing documentation can be an informative reference when creating brand new documents and especially for new KB sites looking for relevant content to adopt.

Highlight search terms

- [Use Documents from Other Groups](#)
- [The Use Button: Access to Documents Shared by other KB Groups](#)
- [The Request Button: Submitting a Request to Share a KB document](#)
- [Document Owner Receives Request](#)
- [What You Can Edit](#)

### Use Documents from Other Groups

To access the **Use Documents from Other Groups** page, go to the Documents tab and click on the **Use Docs from...** link at the very top of the left navigation bar.



Upon clicking on the **Use docs from...** button, you will be taken to a screen called **Use Documents from Other Groups**. The image below shows the filters you may use to narrow your search



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# F-Shaped Reading Pattern





# Summary & TOC

- Overview
- Preface or restricting information

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# Summary & TOC

- Overview
- Preface or restricting information
- Convenient
- Can see keywords without scrolling

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## KB User's Guide - Documents Tab - Use and Request Buttons for Document Sharing

This document will discuss how to use the features found in the **Use Documents from Other Groups** screen. Documents include all external documents from other sites as well as the internal documents owned by groups for which you have internal KB access. Viewing and/or using existing documentation can be an informative reference when creating brand new documents and especially for new KB sites looking for relevant content to adopt.

Highlight search terms

- [Use Documents from Other Groups](#)
- [The Use Button: Access to Documents Shared by other KB Groups](#)
- [The Request Button: Submitting a Request to Share a KB document](#)
- [Document Owner Receives Request](#)
- [What You Can Edit](#)

### Use Documents from Other Groups

To access the **Use Documents from Other Groups** page, go to the Documents tab and click on the **Use Docs from...** link at the very top of the left navigation bar.



Upon clicking on the **Use docs from...** button, you will be taken to a screen called **Use Documents from Other Groups**. The image below shows the filters you may use to narrow your search

## Screenshots

- Allow users to visually confirm they're on an appropriate document



## Log Into MyUW System

MyUW System can be accessed at [my.wisconsin.edu](http://my.wisconsin.edu) using [Wisconsin Federation](#) login.

First, select your University of Wisconsin System organization.

The screenshot shows a web page for the University of Wisconsin System. At the top, there is a logo with the text "UW UNIVERSITY OF WISCONSIN SYSTEM". Below the logo, the text reads: "This service requires you to authenticate with your local organization. Select your organization from the list below." There is a dropdown menu with the text "Select Organization" and a "Go" button. Below the dropdown menu, there is a checkbox labeled "Remember my selection for this session (?)".

Next, you will be taken to the login page for your campus. Log in using your campus credentials (e.g. NetID, UW-Extension ID, ePanther ID, etc.).

For more details or assistance with UW System campus credentials, please see [UW System - Login credentials for each campus](#) or [contact your campus IT Help Desk](#).

## Screenshots

- Allow users to visually confirm they're on an appropriate document

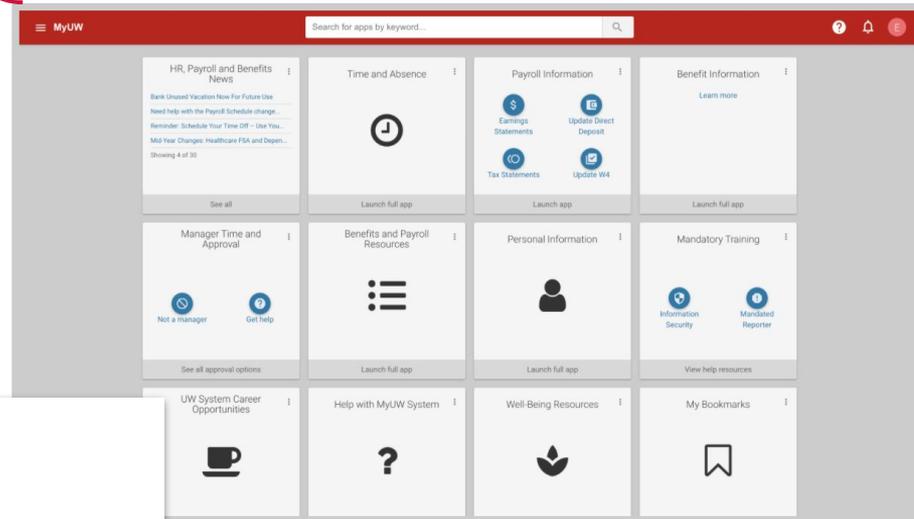


# References

- Link to other documents in context
- “See Also” documents

For more details or assistance with UW System campus credentials, please see [UW System - Login credentials for each campus](#) or [contact your campus IT Help Desk](#).

Once logged in, your MyUW Homepage will display a variety of widgets based on your role at the university. The list of default widgets can be viewed at [MyUW System Portal - Default Widgets on Homepage](#). For assistance with searching for more MyUW widgets and applications, please see [MyUW System Portal - Navigating and Searching in MyUW](#).



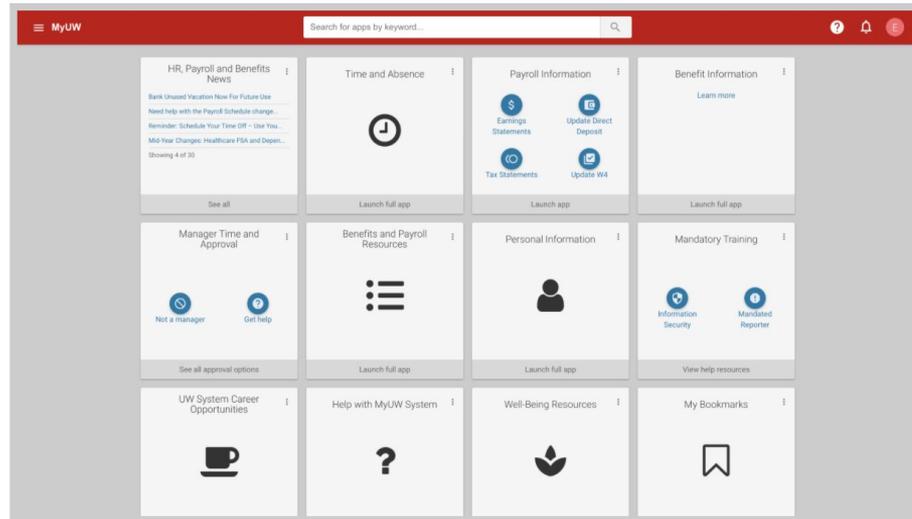
## See Also:

- [MyUW System Portal - Service Description](#)
- [MyUW System Portal - Navigating and Searching in MyUW](#)



For more details or assistance with UW System campus credentials, please see [UW System - Login credentials for each campus](#) or [contact your campus IT Help Desk](#).

Once logged in, your MyUW Homepage will display a variety of widgets based on your role at the university. The list of default widgets can be viewed at [MyUW System Portal - Default Widgets on Homepage](#). For assistance with searching for more MyUW widgets and applications, please see [MyUW System Portal - Navigating and Searching in MyUW](#).



## References

- Link to other documents in context
- “See Also” documents
- Help Desk contacts
- Internal contacts



# Content Owners

- Links to site
- Identifies service owner
- Feedback

UNIVERSITY of WISCONSIN-MADISON KNOWLEDGEBASE PARTNERS ABOUT THE KNOWLEDGEBASE

University of Wisconsin-Madison  
**KNOWLEDGEBASE**

wiscweb

Keywords  20 per page Results: 1-20 of 186 [Sort by relevance](#) [XML](#) [JSON](#) [OL](#)

No.	Document Title	ID	Site	Updated	Hits
1	▶ <a href="#">WiscWeb - WordPress UW Theme - Getting Started</a>	97882	WiscWeb CMS	2021-05-03	2329
2	▶ <a href="#">WiscWeb - WordPress UW Theme - Site Launch</a>	98199	WiscWeb CMS	2021-02-10	1876
3	▶ <a href="#">WiscWeb - WordPress UW Theme - Site-Wide Settings in the Customizer</a>	98189	WiscWeb CMS	2021-04-23	2139
4	▶ <a href="#">WiscWeb - WordPress UW Theme - Posts</a>	98184	WiscWeb CMS	2021-04-23	2147
5	▶ <a href="#">WiscWeb - WordPress UW Theme - Pages</a>	98182	WiscWeb CMS	2021-04-23	2470
6	▶ <a href="#">WiscWeb - WordPress UW Theme - 403 Error: Permission Required</a>	86053	WiscWeb CMS	2021-06-24	2674
7	▶ <a href="#">WiscWeb - WordPress UW Theme - Logging in to your Site</a>	70276	WiscWeb CMS	2021-04-21	7120
8	▶ <a href="#">WiscWeb - WordPress UW Theme - Get Help</a>	87116	WiscWeb CMS	2021-06-24	1465
9	▶ <a href="#">WiscWeb - WordPress UW Theme - Adding CAPTCHA to Gravity Forms</a>	86048	WiscWeb CMS	2021-04-09	3473
10	▶ <a href="#">WiscWeb - WordPress UW Theme - Domain Naming Guidelines for WiscWeb</a>	87775	WiscWeb CMS	2021-06-24	5202
11	▶ <a href="#">WiscWeb - WordPress UW Theme - Emergency Site Edit Policy</a>	103356	WiscWeb CMS	2021-06-24	945
12	▶ <a href="#">WiscWeb - WordPress UW Theme - Migrating a WordPress Site into WiscWeb</a>	96648	WiscWeb CMS	2021-05-03	1132

Group: WiscWeb CMS



# Data and Feedback





Title	ID	Created	Updated	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yes	No	Diff	Reset
KB User's Guide - Advanced HTML - Decision Tree	66704	2016-09-06	2021-06-01	1 0	0 0	2 1	0 0	0 0	1 0	0 0	_ _	_ _	_ _	_ _	_ _	4	1	+3	This year All years
KB User's Guide - Advanced HTML - Creating Collapsing and Expanding Panels	73277	2017-05-12	2021-06-01	1 0	0 0	0 0	0 0	0 0	1 0	0 0	_ _	_ _	_ _	_ _	_ _	2	0	+2	This year All years
KB User's Guide - Documents Tab - Uploading Images and Other Attachments	5722	2007-04-10	2021-06-01	1 0	0 0	0 0	0 0	0 0	0 0	0 0	_ _	_ _	_ _	_ _	_ _	1	0	+1	This year All years
KB User's Guide - Documents Tab - Document Style Guidelines	5304	2007-01-18	2021-06-01	0 0	0 0	1 0	0 0	0 0	0 0	0 0	_ _	_ _	_ _	_ _	_ _	1	0	+1	This year All years
KB User's Guide - Documents Tab - The "Save As..." Button	5975	2007-06-06	2021-06-01	1 1	0 0	0 0	0 0	0 0	0 0	0 0	_ _	_ _	_ _	_ _	_ _	1	1	0	This year All years
KB User Group Meeting	111695	2021-06-15	2021-07-26	0 0	0 0	0 0	0 0	0 0	0 0	1 1	_ _	_ _	_ _	_ _	_ _	1	1	0	This year All years
KB User's Guide - Documents Tab - Overview of Fields in Document editor	5238	2007-01-03	2021-06-19	0 0	0 0	0 0	0 0	0 0	0 0	1 1	_ _	_ _	_ _	_ _	_ _	1	1	0	This year All years
KB User's Guide - General Info - Username and Password Help	68617	2016-11-10	2021-06-01	0 1	0 1	2 2	4 1	0 1	1 0	0 1	_ _	_ _	_ _	_ _	_ _	7	7	0	This year All years
KB User's Guide - Documents Tab - Status	5234	2007-01-02	2021-06-01	0 0	0 0	0 0	0 0	0 0	0 0	1 1	_ _	_ _	_ _	_ _	_ _	1	1	0	This year All years
KB User's Guide - SitePref Tab - CSS for Full View	12075	2009-09-01	2021-06-19	0 0	0 0	0 1	0 0	0 0	0 0	0 0	_ _	_ _	_ _	_ _	_ _	0	1	-1	This year All years

# Helpfulness

- Hit or miss
- Identify frustrations



## Former Employees - Accessing Earning, Leave, Tax, and Benefit Statements

This document explains how former employees (faculty, staff, and student) can obtain copies of their earning, tax and benefit statements. When affiliation with the University of Wisconsin ends, employees lose access to HRS. This will prevent former employees from accessing their tax and earnings statements electronically. Former employees will also not be able to update their address information.

### Why am I losing access?

Your affiliation with the university determines your access to many campus services. When your Human Resources department updates your affiliation status to indicate that your employment has been terminated, you will no longer be able to access your employee information in HRS.

If you believe you have lost access or been directed to this page in error, please contact your Human Resources to confirm your employment status has been correctly entered. If further assistance is needed after consulting with your HR representative, please contact [help@doit.wisc.edu](mailto:help@doit.wisc.edu).

## Helpfulness

- Hit or miss
- Identify frustrations
- Feedback on processes

Helpful

21

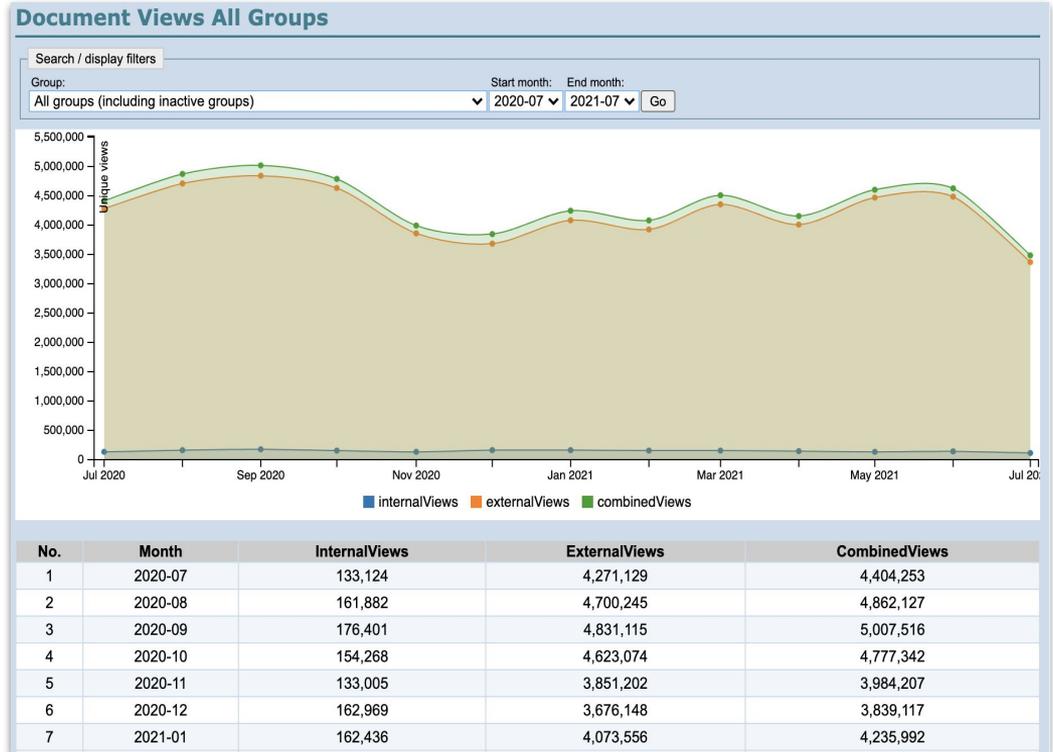
Unhelpful

255



# Page Views

- Influenced by bots
- Find patterns
- Inform Topics and presentation of information







# Analysis

- Remove bot traffic
- Along with feedback, patterns and trends show how the site is doing
- Use data and consistent practices to work towards user-oriented space

72	helpfulness
73	knowledgebase
74	helpfulness
75	knowledgebase
76	helpfulness
77	knowledgebase
78	helpfulness
79	knowledgebase
80	helpfulness
81	knowledgebase
82	helpfulness
83	knowledgebase
84	helpfulness
85	knowledgebase
86	helpfulness
87	knowledgebase

83	highlightOR x=y
84	highlightOR x=x
85	highlightOR 1=0
86	highlightOR 1=1
87	highlight-true
88	highlight-false
89	highlightAND false
90	highlightAND true
91	highlightAND 0
92	highlightAND 1
93	highlight OR x = x
94	highlight OR 1=1
95	highlight =
96	highlight" OR "" = "



## Past Recordings

<b>Monday</b>	How to Measure Your KB's Success	Maya Knotts and Dana Gerber-Margie	Reviewing analytics projects to determine effectiveness of self-service support
<b>Tuesday</b>	Predicting Time-Bound User Needs Using Google Analytics Data	Jonathan Dederig	Consolidate and review Google Analytics data to guide content strategy

## Upcoming Sessions

<b>Wednesday</b>	Using your KB Data to Deliver Better Experiences	Kedar Joyner	Export and use strategically use KB Admin Page View and Search Log data
	Creating Accessible Content	Kurt Muckstadt	Communicate about and prioritize accessibility in content creation
<b>Thursday</b>	Failed Searches Analysis	Noah Fairchild and Dana Gerber-Margie	Analysis of failed search results in DoIT Help Desk KnowledgeBase
	KB Overview Documents	Andrew Mueller	Strategically use panels, modules, and Topic descriptions (with examples!)
<b>Friday</b>	Takeaways and Templates	Dana Gerber-Margie	Sharing lessons and review template, document checklist, and style guide



KB User Group Meeting

# Open Q&A

What questions or ideas would you like to discuss?  
Please Raise Hand and Unmute or send in the chat.

**Elisabeth Trenta**

WPS Technical Writer

July 27, 2021



Q: How do you add in the Table of Contents?

A: In the KB User's Guide, [Document 22302](#) has all of the instructions and HTML/JS to paste into the appropriate fields within the KB Admin. The TOC code will display all of your h2 and h3 headers at the top of the document. You also edit the JS code to pull more or less headers depending on your formatting. Just keep in mind that the Preview may not display the TOC as intended, so you may need to activate the document to see how it will actually look.

Q: How do Topics work across KB spaces?

A: Documents shared into your space by another group can be organized into your space's Topics like any other document.



KB User Group Meeting

**Thank You!**

**Elisabeth Trenta**

WPS Technical Writer

July 27, 2021