

# Getting Started Documents

Guiding new users through KB Topics

Andrew W. Mueller  
KnowledgeBase Admin and Support Specialist  
Learn@UW-Madison

# Who am I?

Andrew W. Mueller

Learn@UW-Madison Support Specialist and  
Knowledgebase Administrator

My team supports UW-Madison's range of  
learning tools such as Canvas, Kaltura, AEFIS, and  
more.

Former DoIT Tech Store student employee and  
DoIT Help Desk Level 2 full-time employee.

B.A., UW-Madison School of English '17

M.S. UW-Madison Learning Analytics Masters  
Program '22

# What is a Getting Started Document?

- A document used to quickly access commonly sought information
- [Getting Started Documents](#) generally contain:
  - A brief description of the service
  - Support Resources
  - Forms
  - Commonly accessed documents



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**

# What *isn't* a Getting Started Document?

- I do not recommend using Getting Started documents for longer, in-depth training
- These documents are intended for quick access.
- A Canvas training course would be more appropriate for in-depth training.



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# How do I decide what to include?

- New users generally **don't know** which questions to ask
  - Review your stats tab
  - Determine most common questions

*But also*

- Talk to your support staff



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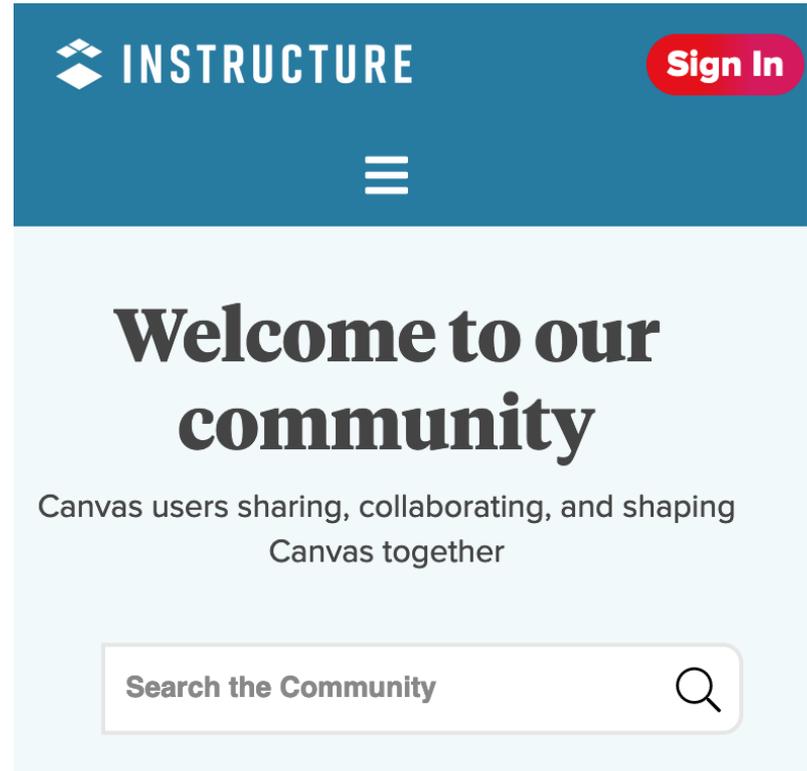
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# Linking External pages

- Getting Started pages are a great solution to organizing documentation hosted on other sites.
- For example, Canvas Community maintains a set of documents and updates screenshots regularly.
- Instead of hosting a document on our KnowledgeBase, we :
  - Include necessary keywords in the Getting started document, and
  - Link to the external document in the body of the page.



# Use collapsible panels

- These allow you to compress long documents, which can be overwhelming to new users
- Improves look of the document on mobile devices
- Compatible with screen readers (Semantic tags)
- Use Expand/Collapse buttons to allow CTRL+F
- Guide: <https://kb.wisc.edu/kbGuide/73277>

## Nesting **Include Docs** in collapsible panels

- Not found in our overview docs, but present in our troubleshooting guide
- <https://kb.wisc.edu/luwmad/107296>



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<https://kb.wisc.edu/luwmad/62630>

# Accent Images

Using an accent image can add a professional touch to your document, and attract the user's eye to your metadescription page.

- Learn@UW uses logos for each tool at the head of our Getting Started documents



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# Meta-description pages

- We use Meta-description, or topic pages to include a KB document on our topics pages.
- Users see necessary information at the top, and a list of KB documents at the bottom
- These can be configured in the KB Admin tool, under Topics
- Add link to topic in Getting Started doc, so users can find the topic from all KB spaces.
- KB User Guide found at: <https://kb.wisc.edu/kbGuide/6275>
- Also covered in Session 7, “guiding users to your content” by Elizabeth Trenta

[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.

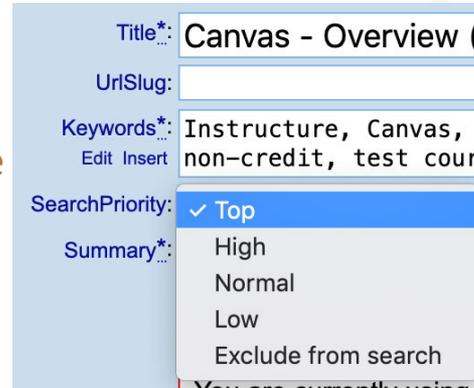
[Select this link](#) to list all Canvas documents from the Learn@UW-Madison Knowledgebase at the bottom of this page.



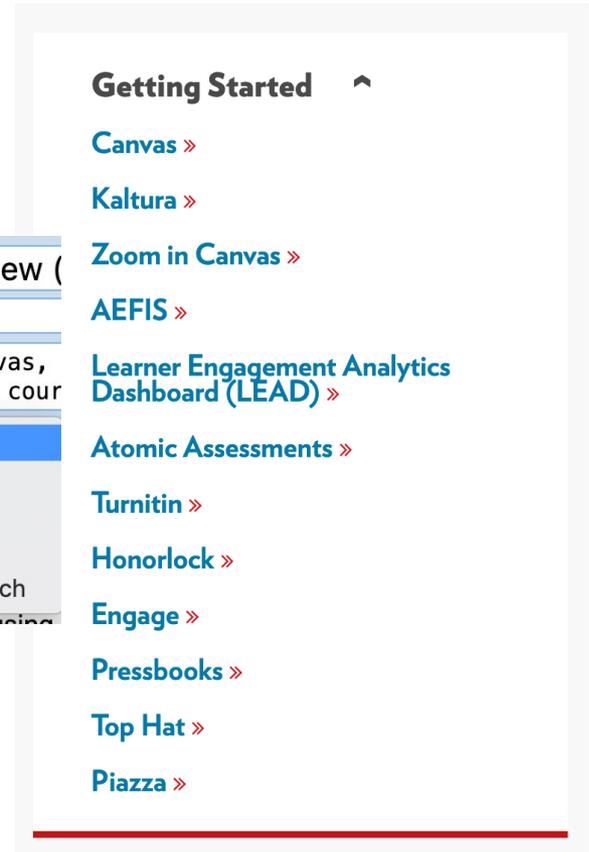
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# Make your Pages visible

- Use site modules
  - “Getting Started” pages are presented in a **site module**
  - located on the left side of the Learn@UW-Madison Homepage
  - Screenshot captured from: <https://kb.wisc.edu/luwmad>
  - User Guide Document: <https://kb.wisc.edu/kbGuide/27019>
- Prioritize in Search
  - Set search priority to **top**
- Also covered in Session 7, “guiding users to your content” and Session 9 “future improvements to KB search functionality”



A screenshot of a page editor interface. The 'Title\*' field contains 'Canvas - Overview ('. The 'UrlSlug:' field is empty. The 'Keywords\*' field contains 'Instructure, Canvas, non-credit, test cour'. The 'SearchPriority:' dropdown menu is open, showing options: 'Top' (selected with a checkmark), 'High', 'Normal', 'Low', and 'Exclude from search'. The 'Summary\*' field is partially visible below the dropdown.



# Thank You!

Find us at [kb.wisc.edu/luwmad](http://kb.wisc.edu/luwmad)

Referenced presentations:

- 7 - Guiding Users to Your Content (Elizabeth Trenta)
- 9-Future Improvements to the KnowledgeBase Search Functionality (Weizhong Wang and the KB team)

User Guide Articles:

- 73277 - Collapsible Panels
- 6275 - Meta-description
- 27019 - Site Modules