

Best Practices

Last Modified on 01/30/2023 9:27 am EST

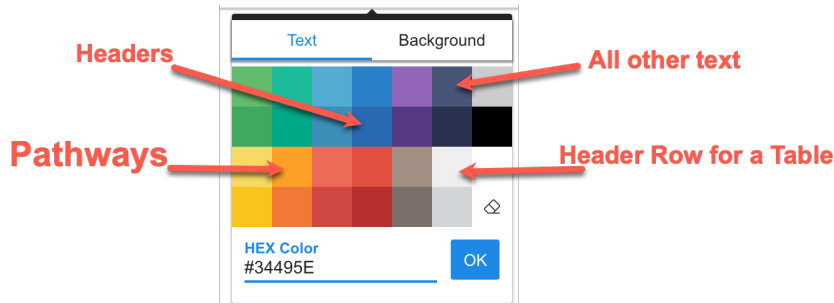
Headers

- Use Heading 2 for each section title.
- Color should be blue

Breakout Section Headers

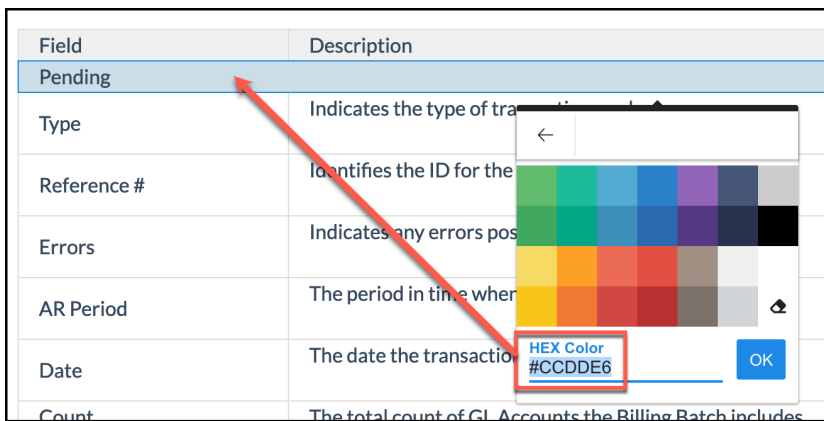
- Use Heading 4 for each child section of a main section.
- Color should be black - up for debate on this.

Color Scheme



In some cases, like the one shown below, we will have to enter the HEX color code if it is not a preset color. Select the colors icon and enter it in the HEX Color text field.

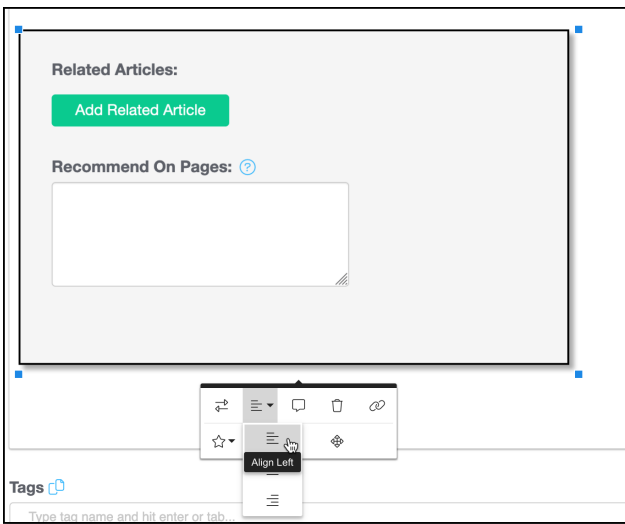
HEX Code for tables: **#CCDDE6** - see image below



Images

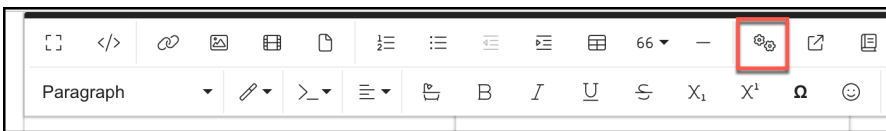
Images should be Left aligned to the page. By default, they will upload as centered. To left align:

1. Click on the image
2. Select the Align drop down and select Align Left



Snippets

Snippets are where you will find the Table of Contents and Expand/Collapse options.



Insert Table of contents:

- This will default to only include Heading 2
- Select the Snippet icon and enter 'TOC'. Select 'Article TOC' when it displays.
- The table of contents should be placed under the pathway if it is used.

Use Expand and Collapse

1. To expand/collapse a section:
 - a. Select Snippet and enter 'Expand Start' before the section you would like to expand/collapse.
 - b. Select Snippet and enter 'Expand End' after the section you would like to expand/collapse.
 - c. Select Save.

Example:

```
{{snippet.expandStart}}
```

all content you want to be hidden until expanded

```
{{snippet.expandEnd}}
```

Restrictions

For each article the following restrictions should be selected:

- Remove Feedback Ability
- Remove Comment Ability

Restrictions:

- Exclude from search results
- Hide from table of contents
- Hide from category landing page
- Hide from article lists
- Remove "PDF" icon
- Remove feedback ability
- Remove comment ability

Active Version: 1.00

All Versions:

1.00 PUBLISHED VIEWING

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Version Note:

Add Related Articles

At the bottom of every article, Knowledge Owl will link up to 5 other articles it thinks are related to the one you created. Although this is great, it doesn't always pick the best ones to link. Before publishing the article, manually search and add the related articles. If there aren't any you can leave it. Otherwise add what makes sense.

Related Articles:

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