Contributing to the ITS Knowledge Base

As technology changes, so must the information that supports it. The ITS Knowledge Base is a dynamic resource designed to share the expertise of our IT professionals with our UConn community. In line with the philosophy, we welcome additions and revisions from all IT any professional at the University.

ITS has given all member of our IT Professional email list access to create and edit articles. Members of this list are employed by ITS or serve in a technical capacity at the University. If you are a UConn IT professionals but do not have access to this resource, contact ITKB@uconn.edu to request an account.

Getting Started

Editing Articles

If you are on a page and can improve the information provided, please feel free to edit the page. Here's how:

1. Login: Click Log In in the upper right corner of your screen, and enter your NetID credentials.
2. While on the page you wish to revise, click Edit in the upper right navigation.
3. Enter your changes using the text editor tools.
4. Click the blue Update button in the bottom right corner of the screen. Your changes are live.

Creating Articles

You can also add articles to the collection. Below are articles to guide you.

- Picking An Article Template: Flow Chart
- Adding Parent and Child Pages
- Article Creation Instructions

Content and Style Guidelines

When readers visit the IT Knowledge Base (KB), we want them to be able to quickly skim consistent, concise, and useful content. This collection of resources gives contributors the information they need to create effective articles that follow the KB styles.

- What are Parent and Child Pages?
- Adding the "With Parent" Filter in the Content By Label Macro
- Guidelines for Using Images
- Knowledge Base Style Guide
- Labeling Guide
- Macros: Understanding and Inserting Dynamic Content
- Navigating the Confluence Editing Window
- Types of Knowledge Base Articles

Create a KB article

All UConn IT professionals are welcome to create support articles for the KB that will benefit our community.

Create from template

Please note: All contributions are subject to review.

Suggest an article

We welcome all article suggestions. If you are not a UConn IT professional (and cannot create the article yourself), send your feedback and suggestions to ITKB@uconn.edu.