Types of Knowledge Base Articles

There are three main types of articles that the ITS community will be writing: How-to articles, Troubleshooting articles, and Informational articles. This article details the purpose of each type of article.

How-To Articles

How-to articles describe the steps involved with accomplishing a task. As the name implies, these articles explain how to do something. How-to articles should be focused on a single task the user is trying to accomplish (i.e. Changing my NetID Password). Avoid How-to articles that discuss more than one task (i.e. Changing and resetting my NetID Password). Use language that the reader will understand and that is task-oriented. In Confluence, follow the “How-to article” template’s instructions on where to place content and reference the “Knowledge Base Style Guide” to understand our styles and requirements of creating articles.

Troubleshooting Articles

Troubleshooting articles address a specific problem and offer a solution. Troubleshooting articles, like how-to articles, should focus on a single task and the information contained in the troubleshooting article should all be related to helping the user solve a single problem. Often times with troubleshooting articles, a series of questions or actions must be tried before the users problem is fixed, and this is fine to include in one troubleshooting article as long as all content is related to solving the user’s problem. In Confluence, follow the “Troubleshooting article” template’s instructions on where to place content and reference the “Knowledge Base Style Guide” to understand our styles and requirements of creating articles.

Informational Articles

Informational articles give an overview of a system, concept, service, or functionality. They provide background information that may help readers better understand the type of support they need. Unlike how-to or troubleshooting articles, informational articles do not describe steps needed to solve a problem and usually do not help a user solve a problem at all. Rather, informational articles are meant to educate the user on a system or service they are unfamiliar with by providing an overview of the options available for and functionalities of a system or service. In Confluence, follow the “Informational article” template’s instructions on where to place content and reference the “Knowledge Base Style Guide” to understand our styles and requirements of creating articles.

Related Articles

Content by label

There is no content with the specified labels