

# Configuring your First Knowledgebase Article

You can easily set up a knowledgebase to help your customers find answers to common questions. By providing public-facing information, customers can resolve issues themselves. This reduces the number of tickets you receive and helps automate your business.

When you start using your knowledgebase, you will need to create at least one category before creating articles.

## Create a Knowledgebase Category



You must create at least one category before creating an article.

To set up a knowledgebase article:

1. Go to **Support > Knowledgebase**.
2. Click **Add Category**.
3. Enter a name in **Category Name** and a description in **Description**.

The screenshot shows a web interface titled 'Knowledgebase'. At the top, there are two buttons: 'Add Category' and 'Add Article'. Below these, there is a form with two main sections. The first section is labeled 'Category Name' and contains a text input field with the value 'My First Category'. To the right of this field is a checkbox labeled 'Tick to Hide'. The second section is labeled 'Description' and contains a text area with the value 'This is the description for my first category'. At the bottom right of the form, there is a blue button labeled 'Add Category' with a mouse cursor hovering over it.

4. Click **Add Category**.

## Create a Knowledgebase Article

To create a knowledgebase article:

1. Click **Add Article**.
2. Enter a name in **Article Name**.
3. Click **Add Article**. The visual editor will appear, displaying your newly-created article.

4. Enter the content for your article. The editor allows you to customize various visual elements of the article, including font size, color, and text formatting.

TitleHow to log in to WHMCS

Categories

My First Category

Views0Votes For0Total0

Display Order0

Private☐ Tick this box to make the article private so only logged in users can view

TagsAdd a Tag...

FileEditViewInsertFormatTableHelp

ParagraphLato11ptBBIUAA

You can also make parts of this **bold**, or underlined!

Add a Heading Here

Red text here

27 WORDS POWERED BY TINYMCE

Save ChangesCancel Changes

Enable/Disable Rich-Text Editor

5. Click **Save Changes**.

**i** The article will be visible in the Client Area immediately.

HomeServicesDomainsBillingSupportOpen TicketHello, Fiona!

Portal Home / Knowledgebase / My First Category / How to Log In to WHMCS

CategoriesMy First Category1

SupportMy Support TicketsAnnouncementsKnowledgebaseDownloadsNetwork StatusOpen Ticket

How to Log In to WHMCS

0

To log in to WHMCS, simply navigate to your client area. You can also make parts of this bold, or underlined!

Add a heading here

Red text here.

Was this answer helpful?

YesNo

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Edit

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