1. Sign into WesternNow <https://wsu.service-now.com/> (Staff ID # + windows login)
2. Navigate to knowledge homepage
3. Click on your Knowledge Base
4. In top right hand corner click on “Create An Article”
5. Complete these fields:-

* Author – your name
* Peer Reviewer
* Category
* Title = type in the article title
* Body
  + Go to TEAMs site and open your article in MS WORD (not in TEAMs)
  + Select all the content (Ctrl+A)
  + Click Copy (Ctrl+C)
    - In the body field paste (Ctrl+V)
    - When prompted **select Remove Formatting**
    - Re-align any content as required
      * ARTICLES THAT HAVE LINKS TO FORMS = please remove any highlighting and INSERT HERE etc. We have a team that will map our articles to the rightful request forms.
      * Remove the text Related Articles and related article text.
        + To relate your articles = your KA s must be published first.
        + Relating your articles is done by, finding your article.
        + Click Edit

Scroll to the bottom of the article and select Related Articles tab.

cid:image010.jpg@01D6A206.F13193F0

Click on Edit

Find your article

Highlight it in the left hand side box

Click the > arrow icon (this moves the article ID number to the right hand side box)

Click SAVE

Courtesy reminder = relating articles is not reciprocal

*Meaning you can relate Article A to article B, but this does not make Article B related to article A = you’ll need to relate article B to article A to make them both relate to each other.*

* + - In top right hand corner **click submit**. This saves the article as a draft.
    - In WesternNow, navigate to the “Unpublished” section in the left hand panel, under Knowledge
      * Identify your article
      * Click on the article ID number. This opens the article.
      * In the top right hand corner **click Publish**. This workflows to the Peer Reviewer for publishing approval.