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| Version 1.0 Feb 2020 | Western Sydney University |
| Knowledge Developer: | This is the author |
| Reviewed by: | This is the Peer Reviewer role |
| Approved by: | Must be a Knowledge Champion and not the author |
| Date Approved: |  |
| Applicable to:  Who is the audience |  |
| Question:  Article short description / title | Article Short Description / Title (Font/Style = Use "Heading 3") |
| Short Answer:  Answer the question in one sentence. | Answer the question in one sentence.  (Font/Style = Use "normal") |
| Further Information:  Expand on the information you provided in the short answer here if there are further details or more context a staff member or student needs to know in order to take the next step with their query. | Expand on the information you provided in the short answer here if there are further details or more context a staff member or student needs to know in order to take the next step with their query.  (Font/Style = Use "normal") |
| Contacts:  Provide contact point for staff or students seeking assistance or more information  Do not use a personal email address or phone number. | For further information, please contact (Font/Style = Use "normal")  For email hyperlinks include the article title as the prepopulated subject field in the mail.  How:-  Highlight the word with your cursor  Right mouse click in the highlighted word  Click hyperlink/link  Insert (type or past) the hyperlink  At the end of hyperlink include ?subject=  Then include the article title  EG:- if the email was [knowledge@westernsydney.edu.au](mailto:knowledge@westernsydney.edu.au) and the article is titled “How to insert a subject to a hyperlink”. The hyperlink would be:-  mailto:knowledge@westernsydney.edu.au?subject=How to insert a subject to a hyperlink |
| Next Question Resolution:  Anticipate the next question and answer that too.   For example: If your article relates to ‘Where can I park my bike on campus?’ the user may also want to know if there is a charge for using this service, so include that information too. (If the next question requires a lot of information, consider separating out into a separate article and including in the ‘Related Articles’ section.) | Next question resolution (Font/Style = Use "Heading 4") Anticipate the next question and answer that too. (Font/Style = Use "normal") |
| Related Links:  Add the links by typing the name of the page and add the address as a hyperlink over the words. | Related links: (Font/Style = Use "Footer Title")  Related link X (Font/Style = Use "normal")  Related link Y (Font/Style = Use "normal")  Related link Z (Font/Style = Use "normal") |
| Related Articles:  Are there other knowledge articles that are closely aligned to the topic you are discussing? | Related articles: (Font/Style = Use "Footer Title")  Related article X (Font/Style = Use "normal")  Related article Y (Font/Style = Use "normal")  Related article Z (Font/Style = Use "normal") |