

Setting up a Knowledge Base Using Scaffolding

Acme Corp IT Knowledge Base

Created by Helena Ng, last modified on Dec 01, 2017 ● Approved



Welcome to Acme Corp IT Knowledge Base

Search for an article:

Can't find what you need?
Send us an e-mail at help@acmecorp.com for assistance.

How to

- How to create your e-mail signature
- How to reset your password on Okta
- How to edit a page in Confluence
- How to edit a Live Template
- How to enable 2-factor authentication in Okta

[Create a new 'how to' article](#) ♦

FAQ

[View the FAQ here.](#)

Issues and Solutions

- VPN connection keeps dropping
- Error "Failed to create issue!" when creating JIRA issue from Salesforce
- Unable to upload avatars to Okta
- Can't log in to Confluence

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Systems

- FTP Server
- Level 5 Router
- Intranet
- HipChat

[Create a new 'systems' article](#) ♦

Why Scaffolding?

Building a knowledge base means creating page over page with similar contents and structures. Confluence's built-in space/global templates allow users to create pages based on predefined templates. However, minor edits to these templates will not be reflected across all existing pages.

Introducing Scaffolding's Live Template function, which are dynamic templates that only need editing once. The rest of your existing pages will reflect these changes automatically!

Scenario

You're the Confluence admin of Acme Corp and you've been assigned to create a Knowledge Base for the internal IT support team. The team will use predefined templates to create articles based on several categories in this knowledge base. Employees will then access the knowledge base for information.

For example, a new employee may use a setup guide in the *How to* section to get started with the organization's working environment, and will refer to the *Systems* section to find out what IT facilities or software are available in the organisation.

Get Started

or

[Visit live demo site](#)

How to

How to create your e-mail signature

System:

Gmail

Objective:

To create your company e-mail sig

Step-by-step Guide:

1. Click the 'Settings' button on the top right corner.
2. Under the General tab, scroll down to 'Signature'
3. Add your Signature as in the example below.

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What did you change? Notify watchers Save Draft Save Cancel

Learn how to build a how-to article template like this one using Scaffolding. This template features a drop-down menu for selecting the corresponding system, a text field for the objective statement, and a textarea for the step-by-step guide.

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FAQ

FAQ

Question

Answer

Question

Answer

Add

What did you change? Notify watchers Save Draft Save Cancel

Learn how to build an FAQ template like this one using Scaffolding. Multiple FAQ pages can be created to answer different topics using labels.

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Issues and Solutions

VPN connection keeps dropping

System: Not applicable

Title: VPN connection keeps dropping

Symptoms:

A similar error message appears in VPN log inside ~/vpn/access.log:

The remote connection was not made because the attempted VPN tunnels failed.

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Diagnosis:

To confirm the issue: From the command prompt, type the following command:

```
Code Block | theme = Midnight
```

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Solution:

What did you change? Notify watchers Save Draft Save Cancel

Learn how to build an issues and solutions article template like this one using Scaffolding. This template features a drop-down menu to select the corresponding system and textarea fields for entering issue details.

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Systems

Intranet

Name of product: Intranet

Product Type: Software

Description: Intranet

Product Owner: Helena Ng

URL: https://intranet.acmecorp.com

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Identity Provider: Google

Support contact:

What did you change? Notify watchers Save Draft Save Cancel

Learn how to build a systems article template like this one using Scaffolding. This template features a drop-down menu for selecting the product type and a special Scaffolding macro that allows you to quickly select specific user groups.

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