

An Introduction To The Knowledge Base

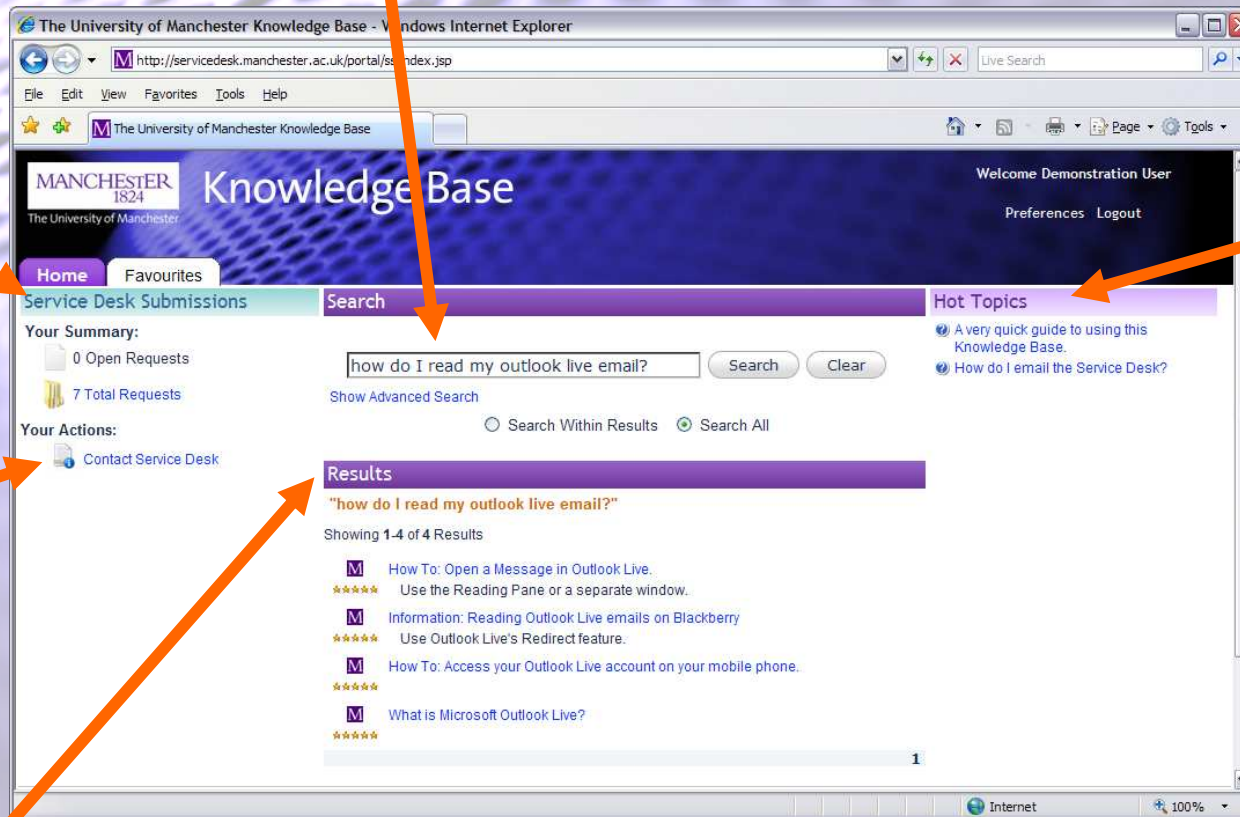
The Knowledge Base is a powerful and easy-to-use website which allows anyone at the University of Manchester to search for assistance on IT and other matters, with solutions written in plain English.

The **Search Bar** is the hub of the Knowledge Base. Type your questions in here. You can either ask a “real” question or type in keywords. In this example, I could have also typed “outlook live message”, which would bring up similar results.

View all of your past correspondence with the Service Desk through the **Service Desk Submissions** menu.

Sending an email to the Service Desk via the **Contact Service Desk** link ensures your query is passed on to the correct place.

Answers to current popular queries can be found under the **Hot Topics** menu.



The screenshot shows the University of Manchester Knowledge Base interface in an Internet Explorer browser window. The address bar shows the URL: http://servicedesk.manchester.ac.uk/portal/search.jsp. The page features a navigation menu with 'Home', 'Favourites', 'Service Desk Submissions', 'Search', and 'Hot Topics'. The 'Search' menu item is highlighted, and the search bar contains the text 'how do I read my outlook live email?'. Below the search bar, there are options for 'Show Advanced Search', 'Search Within Results', and 'Search All'. The 'Results' section shows 'Showing 1-4 of 4 Results' and lists four articles, each with a purple 'M' icon and a star rating. The first article is 'How To: Open a Message in Outlook Live' with a 5-star rating. The second is 'Information: Reading Outlook Live emails on Blackberry' with a 5-star rating. The third is 'How To: Access your Outlook Live account on your mobile phone' with a 5-star rating. The fourth is 'What is Microsoft Outlook Live?' with a 5-star rating. The 'Hot Topics' menu item is also highlighted, and the 'Service Desk Submissions' menu item is highlighted in the left sidebar.

After searching for information, a list of solutions will appear in the **Results** menu. Click the solution title to view it. Solutions specific to the University of Manchester appear with the **M** icon next to them.

You may also find help for **many** other applications such as Microsoft Office (Word, Excel, Powerpoint etc), Adobe software (Photoshop, Dreamweaver, Acrobat) Microsoft Windows, Apple Mac OS X, iLife, McAfee, Firefox and much, much more.