Navigating the Knowledgebase

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Knowledgebase Sections

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Upon login, the user gets directed to the 'Shelves' area of the knowledgebase.
These are the categories of the contents that we set up in place to divide all the documentations in logical containers, categorized by area of interest.

The categories that are visible to a user do already take into consideration the user's role, so each user will only see sections and documents that are relevant to them.

Clicking one of the section will let you navigate to the books that are cointained in that specific section.

The first kind of layout that is presented, is a grid format of the categories, this can be changed to a list format.

Changing the shelves visualization

On the right side of the page, there is a button called either "List view" or "Grid View", clicking it will let you toggle between the two formats.



A note on the use of the List View, is that will intutively show the books contained in each section, withouth the need to click in it and navigate inside it.
So you can see at first glance wich documents are stored where.



Books

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Within a category, you'll find books. Books are like containers for documentation on a specific topic.
Clicking on a book will let you view its chapters and pages.

When clicking on a section you will see the books that are contained in that section, otherwise if you click on the "Books" button in the header bar on the top right, you will see all the books currently available to you

Chapters and Pages

Usually when clicking on a book, inside of it you will only see one or more pages inside of it that are the actual content of the document; chapters are instead a way of organizing more pages, if a document is pretty big or have a big enough difference in its argument, then chapters might be made to organize its content to be more separated

Example of a book with one chapter and two pages

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Example of a book with one page

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Other features

Navigation Menu:

On the left of the page, there is a column containing both your recently viewed documents, aswell as the recently updated page that you have access to.

Search Functionality:

If you have a specific query, use the search functionality. Look for a search bar, located at the top of the page. Enter keywords, they can be either a title or a piece of content from a document, and the sofware will display all occurrencies of that keyword from all the documentation you have access to.

Breadcrumb Navigation:

There is also a breadcrumb navigation at the top of the page. It shows your current location within the knowledgebase. You can use it to backtrack or jump to higher-level categories.

Settings and Preferences:

If you have a user account, explore the settings or preferences section. Here, you might find options to customize your experience, such as theme selection or notification settings.