

How to Submit an Article Request

01/11/2024 10:32 am EST

Follow this process to submit an article request to the Training/Knowledge team.

You can submit an article for the following categories:

- **New:** Add a new article to the internal KB.
- **Archive:** An existing article is no longer valid.
- **Update:** A change is needed to an existing article.

1. Click the **Submit Article Request Here** button



2. Type the **Subject** of the article you wish to submit. Click **Next**. This will pull up any existing article relative to that subject.

A large, empty rectangular box with a dark border, intended for the user to enter the subject of the article request.

3. Either choose **Yes! That Helped!** or **No, submit my request**.

A large, empty rectangular box with a dark border, intended for the user to provide feedback or submit their request.

If **Yes! That Helped!**, you'll receive this message.



If **No, submit my request**, complete the fields.

- Provide as much detail as possible on your request.
- Attach any files, if necessary.



- Click **Submit**



What happens next?

You will receive a response within 1-2 business days on the next steps.

The Training/Knowledge team will review your request and work with you and/or other SMEs to gather additional feedback, if needed.