

Knowledge Base Article Template

A reusable structure for writing one knowledge base article — plus the build checklist behind it.

Use this as the blank version of a customer-facing knowledge base article: a title line, a category, a purpose line, numbered steps, and a screenshot slot. Work through the checklist first to build the base itself, then fill the template for each article that lives inside it.

Build Checklist: How to Create a Knowledge Base

Seven steps that recur across the reference build guides — work top to bottom before you publish your first article.

- ☐ Audit real questions and support tickets — start from what people actually ask, not guesses.
- ☐ Define your audience and goals — decide whether the base serves employees (internal) or the public (customer-facing), and scope it before writing.
- ☐ Choose your knowledge base software — pick the platform that will host and search the articles.
- ☐ Plan a taxonomy and categories — group articles broad-to-granular so readers can navigate.
- ☐ Write and review each article — one document answering one question, formatted for readability.
- ☐ Publish the content — set access permissions and make it live for your audience.
- ☐ Track analytics and update regularly — monitor engagement and keep articles current.

Article Template (Fill This In)

Copy this block for every new article. Each row is one field to complete; the screenshot slot marks where a captured image goes.

FIELD	YOUR VALUE
Title	One question this article answers
Category	The section it belongs under (e.g. Getting started)
Purpose	What the reader should be able to do after reading
Step 1	First action the reader takes
Step 2	Next action
Step 3	Next action
Step 4	Next action
Step 5	Final action
Screenshot	[screenshot of the relevant screen]

Filled Example

The same template completed as a real customer-facing knowledge base article, so you can see every field carrying a value.

HOW TO RESET YOUR PASSWORD

Category: Getting started

Purpose: Help a customer regain account access without contacting support.

1. Go to the login page and select "Forgot password."
2. Enter the email address on your account.
3. Open the reset email and click the link inside.
4. Enter a new password and confirm it.
5. Log in with the new password.

Screenshot: [screenshot of the password-reset screen]

TIP

Keep one article to one question. When you have several filled templates, group them under their categories to form the searchable base your readers navigate.