

Create, Edit, or Archive Help Center Articles

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OVERVIEW

Help Center Articles are documents created and maintained in Workday by HR Partners to provide resources and directions for general State teammates regarding various HR or Payroll-related frequently asked questions, topics, or programs. This guide covers creating and working with these articles.

ACCESS THE HELP ARTICLE WORKSPACE

Help Center Articles are created, updated, and managed by accessing the Help Article Workspace; follow the steps below to access this:

1. Log into the Employee Work Center (“EWC”) by going to <https://link.nebraska.gov> and clicking on the Employee Work Center option.
2. In the search bar at the top of the page type “Help Article Workspace” and click on it once found.

This page lists existing Help Center Articles for management, as well as options for creating new articles. See the sections below for specific details on working with Help Center Articles.

CREATE HELP CENTER ARTICLES

New Help Center Articles can be created as a resource or instruction for teammates to look up information.

1. Access the Help Article Workspace as outlined in the first section.
2. Click on the “Create New Article” button on the left.
3. Enter details and content for the Help Center Article:
 - a. Enter a Title for the article in the top-left corner of the page.
 - b. Use the toolbar above the document to adjust the formatting of the article and add attachments or links.

NOTE: Articles are saved as drafts while you work; you do not need to hit a Save button to save your changes. See the “Edit Help Center Articles” section for details on editing draft and live articles.

4. Configure the article using the options in the bar to the right of the document:

- a. Select the language for the document.
 - b. Choose the appropriate category type for the article's subject.
 - c. Select what teammates can access the article under Who Can View.
5. Add additional tags at the bottom-right corner of the page; click the "Add" link after entering each tag to save it.
- NOTE:** these tags will allow teammates within the selected audience group to search for these terms in the EWC search bar and find the Help Center Article
6. Use the buttons in the upper-right to preview the article, and once ready, publish it.
- a. Preview views the article as a teammate would see it; use the X in the upper-right to close the preview.
 - b. Publish makes the article available for the teammates under the Who Can View setting.

UPDATE EXISTING HELP CENTER ARTICLES

Help Center Articles can be updated, creating new versions of the articles automatically. Drafts are saved while you work and are not available for any other teammates until published.

1. Access the Help Article Workspace as outlined in the first section.
2. Find the article to update using the categories on the left:
 - a. My Drafts are works in progress you've started. This includes articles you've created but not published, as well as other articles you've edited but not published.
 - b. My Published lists the articles you yourself have published.
 - c. All Published shows all articles you have access to, regardless of who published them.
 - d. All Archived contains articles that have been archived and are no longer visible to teammates.
3. Click the name of the Help Center Article you would like to edit.
4. Click the "Edit" button in the upper-right to unlock the article for changes; this will save a draft in your My Drafts folder.
5. Update the article content and details as needed. Once finished click the Publish button to commit the changes – updates will take effect immediately.

ARCHIVE AND RESTORE HELP CENTER ARTICLES

Archive a Help Center Article to hide it from teammates. This does not delete the article itself; admins can still view the article and restore it, if needed.

1. Access the Help Article Workspace as outlined in the first section.
2. Open the All Published folder to the left, then find the article you wish to archive in the list.
3. Click the Menu button (...) to the right of the article and choose the Archive option.

NOTE: To un-archive an article go to the All Archived section from the Help Center Workspace, find the article and click the Menu button to the right (...), and choose Restore.

FURTHER ASSISTANCE

For further assistance you can reach out to your HR team or the LINK help desk:

- For assistance logging into and navigating the Employee Work Center, contact the LINK help desk at as.linkhelp@nebraska.gov.
- For assistance with specific matters related to a Help Case, reach out to your HR support team.