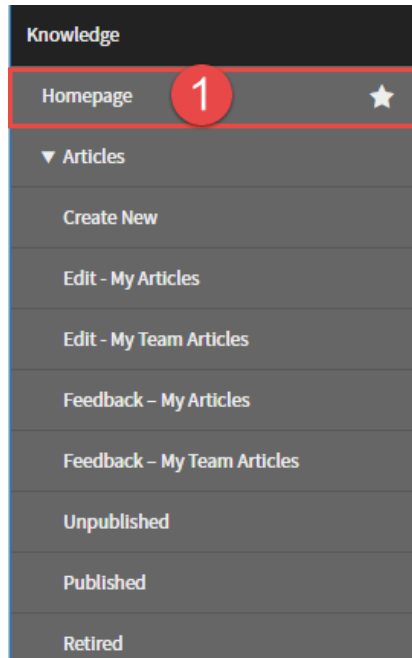


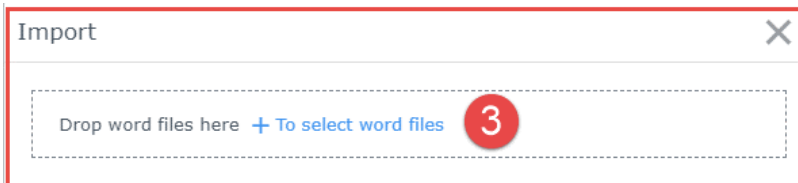
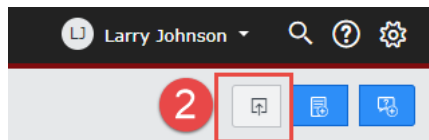
How to Import Word Formatted Knowledge Base Articles into ServiceNow:
(ITIL Users with Knowledge Role)

Step 1: From the ServiceNow left navigation menu go to the **Knowledge** application menu, select **Homepage (1)**.



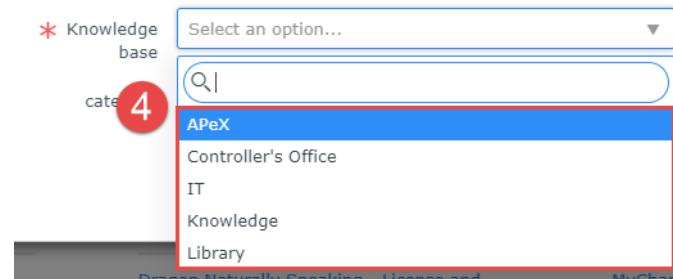
Step 2: Perform one of the following actions:

- Click **Import Articles (2)** and one or more word document files **(3)**.
Note: If more than one word document is attached, multiple



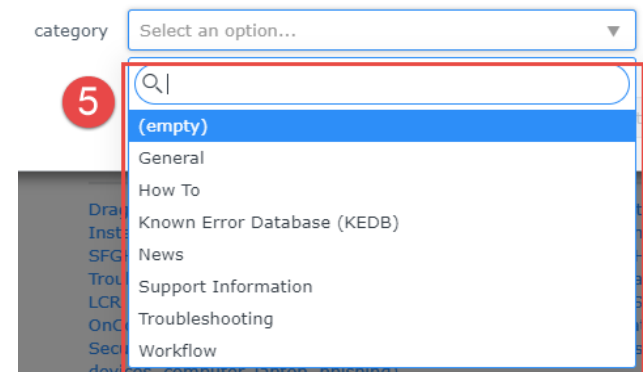
- Drag one or more document files on the knowledge homepage.

Step 3: Select the **Knowledge Base (4)** to add the new article to:



Note: You can select only knowledge bases you can contribute to.

Step 4: Select a **Category (5)** from within the knowledge base.



Note: Not all knowledge bases will have category's. Please contact the Knowledge Base Manager if you have questions about categorization.

Step 5: Click **Import (6)**.

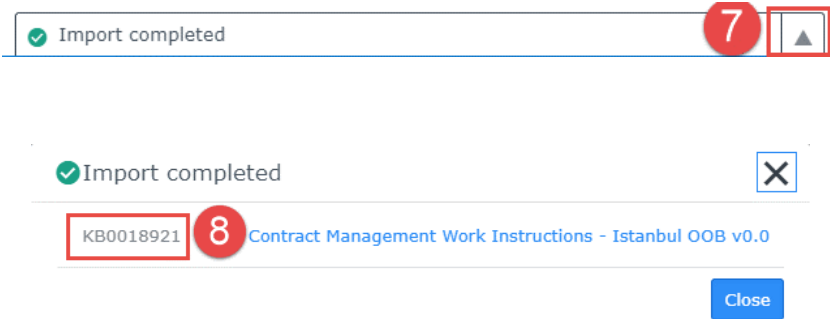


A new article is created in the selected knowledge base and category using the content from the uploaded document. If you uploaded multiple documents, one article is created for each.

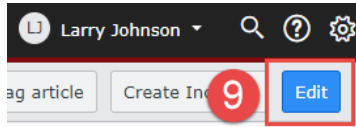
After the upload completes, a popup window appears displaying the number and short description of the newly-created articles. Click an article to view the full record.

If any errors occur during the upload, a popup window appears to display the error.

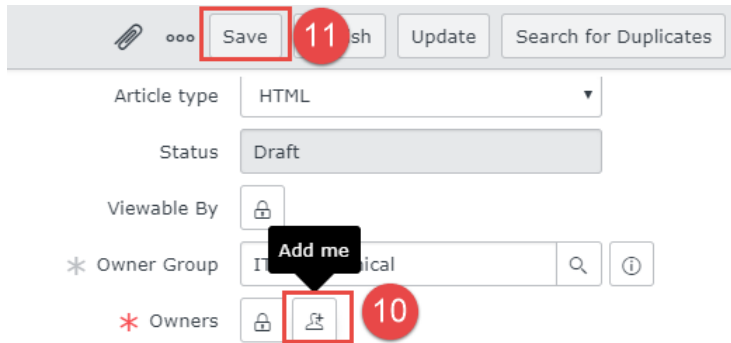
Step 6: Click the **Up Arrow (7)** next on the **Import Completed Status Bar (8)**.
Select the **Knowledge Base Article** number.



Step 7: Click **Edit (9)**.



Step 8: Click **Add Me (10)** on the Knowledge Article and click **Save (11)**.



Step 9: When ready, click the **Publish (12)** button to request review from the **Knowledge Base Manager**.

