Library Help Center Categories and Content Owners

The UCSF Library Help Center provides FAQs and how-to explanations that enable our users to find answers without waiting. It also provides a reference for consistent staff answers to support inquiries.

How do I edit/add content in the Help Center?
Depending on the preferences of the subject matter expert, there are two possible approaches.

**Option 1: Send content to the UX Team (easiest)**
No need to learn any complex processes or software platforms.
1. Write the content using the text editor of your choice
2. Send your text to ux@ucsflibrary.zendesk.com to open a ticket
3. The content will be edited in keeping with the visual, editorial, and accessibility guidelines then published (if significant changes are needed, there will be a mockup stage)

**Option 2: Edit or add articles in your area**
For this approach, you must be comfortable using the Zendesk Guide platform and following the visual, editorial, and accessibility guidelines. You will be given additional permissions in Zendesk to edit articles directly. Once edits or additions are complete, notify the UX Team.

To edit an existing help article
1. Make any necessary changes to the article
2. Alert the UX Team via Slack or ux@ucsflibrary.zendesk.com that edits have been made, so they will be reflected in the changelog

To add a new help article
1. Write content and add any images, links, videos, etc. following the visual, editorial, and accessibility guidelines
2. From the Visible to dropdown select Everyone
3. From the Publish in section select the appropriate section
4. Uncheck Open for comments
5. Click Save > Publish
6. Alert the UX Team via Slack or ux@ucsflibrary.zendesk.com that a new article has been added, so it will be reflected in the changelog

Quality Assurance
We need your help, as the subject matter experts, to make sure your Help Center content is accurate for library users. In April and October, the UX Team will send you a courtesy reminder to review all articles, check for broken links, etc. and will be ready to make any edits needed.