



System User Guide

Employee Guide – How to search My Knowledge

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Introduction

This guide covers key tasks for **employees** in ‘How to search My Knowledge’ system process.

My Knowledge provides employees with a searchable knowledge base of articles on a range of HR, Finance and Procurement processes. It is a convenient place that employees can use to find frequently asked questions which may contain links to user guides and policies. Employees can also use My Knowledge to see recently published articles and bookmark your favourite articles.

This guide covers how to:

- Search the knowledgebase
- Create a favourite.

In Brief

This section is a **simple overview** and should be used as a reminder. More detailed information, screenshots and tips is provided within the 'In Detail' section.

Searching the Knowledgebase

1. From the **Home** page, click on **Help Desk**.
2. Click **My Knowledge**.
3. Enter the keywords for your search and click **Search** to find matching knowledgebase article(s).
4. In the list of results, click on the applicable link to view the knowledgebase article.

Creating a favourite

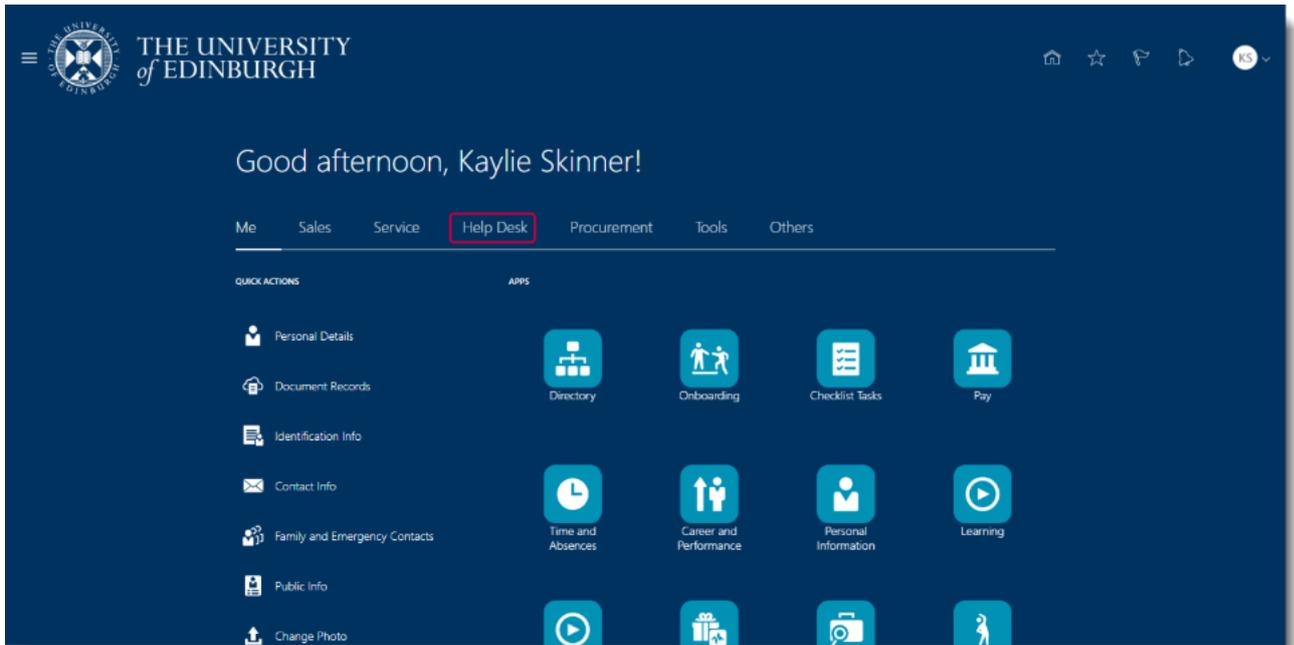
1. Follow steps 1 to 4 in [Searching the Knowledgebase](#) to find articles that match your search criteria.
2. Click on the grey star icon next to the relevant article and it changes to yellow to indicate it a favourite.
3. The article is listed in the **Favorites** section of your **My Knowledge** page where it can be quickly opened.

In Detail

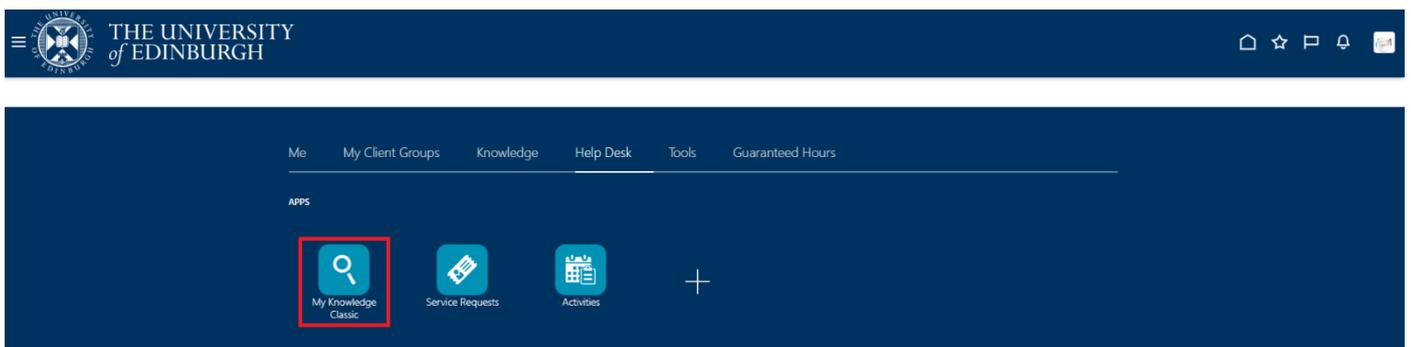
This section provides the detailed steps and includes relevant screenshots from the system.

Searching the Knowledgebase

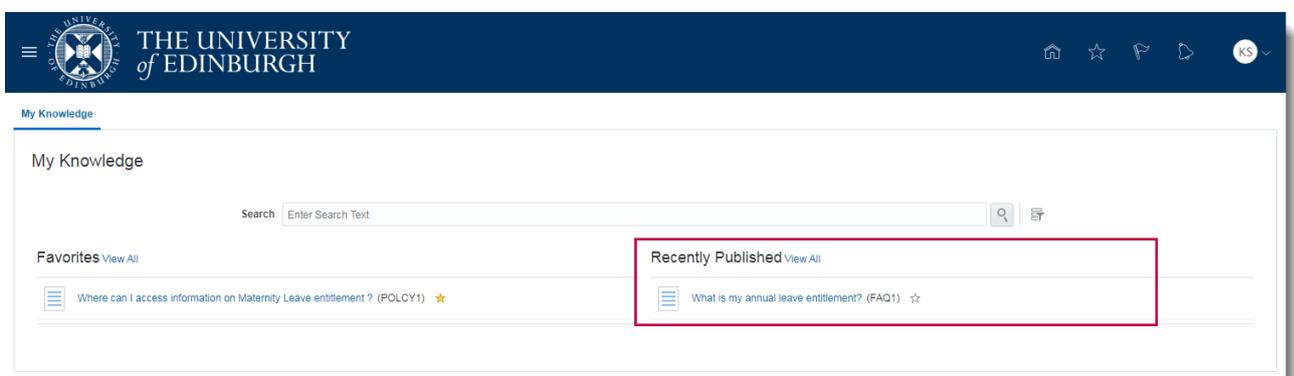
1. From the **Home** page, click on **Help Desk**.



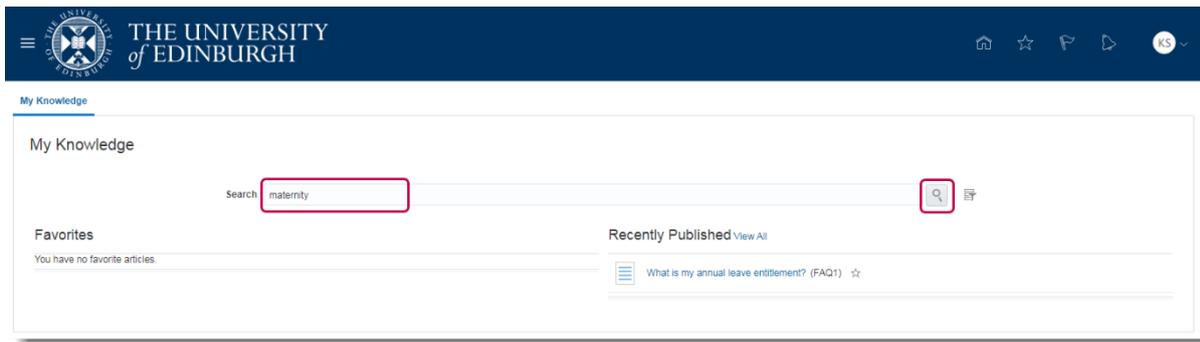
2. Click **My Knowledge**.



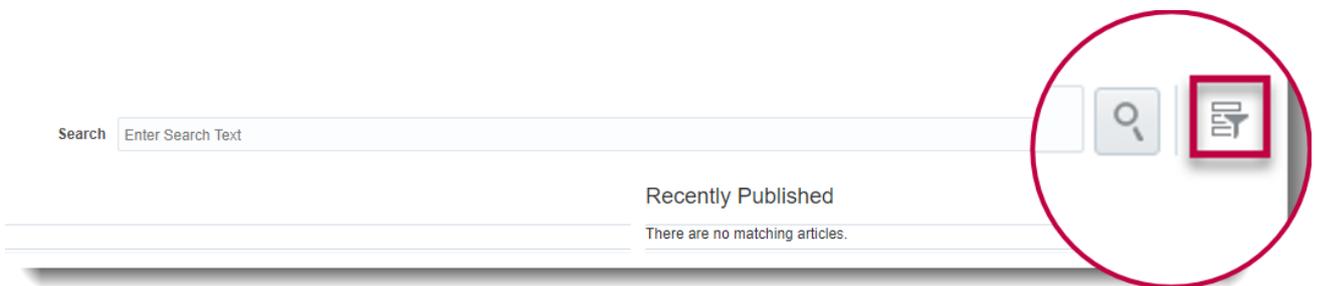
3. A new or updated article (published in the last 15 days) is displayed in the **Recently Published** section of your **My Knowledge** page and can be accessed directly by clicking the link.



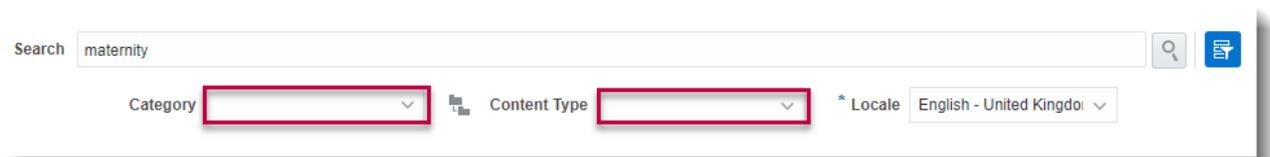
4. Enter a keyword or search topic and click **Search** to find matching knowledgebase article(s).



You can limit your search results, by using the **Advance Search** option to filter the article search. Click on the **Advance Search** icon to the right of the search field.



And select from the **Category** or **Content Type** fields to limit the search results.



Note: When using the Advance search option, you must **first enter a keyword or question** into the Search text field. This is a mandatory step and will enable the system to narrow the search parameters so that most appropriate article is returned. You can then refine search using the Category and Content Type option.

Articles in the knowledgebase have an icon next to them and mean the following:



The article will open in a new page



The article will download for you to save and open

In the list of results, click on the applicable link to view the knowledgebase article.

The screenshot shows the 'My Knowledge' search results page. At the top, there is a search bar with 'maternity' entered. Below the search bar, the results are listed under the heading 'Search results for maternity, English - United Kingdom (2)'. Two results are visible: 'Maternity Policy Document POLCY1' and 'Where can I access information on Maternity Leave entitlement? POLCY1'. The second result is highlighted with a red box.

5. After you have viewed or downloaded the article you can return to the results by clicking on the **My Knowledge** tab at the top of the page.

The screenshot shows the article page for 'Where can I access information on Maternity Leave entitlement? (POLCY1)'. The article details include: Version 4.0, Author Susan McLaren, Date Created 9/04/2020 9:35:AM, Published By Susan McLaren, Date Published 9/04/2020 2:47:PM, and Rating Unrated. The article content includes a question, a description, and an answer with a link to the HR Policy & Guidance pages. At the bottom, there is a 'Rate this article' section with five stars.

Note: whilst the **Rate this article** functionality is available to use, there is no facility at this time to add a comment to justify your ratings.

An article that is important or you intend to access frequently can be saved as a [Favourite](#).

Creating a Favourite

Articles that are important or need to be accessed frequently can be made a **Favourite** and opened directly from your **My Knowledge** page.

1. Follow steps 1 to 4 in [Searching the Knowledgebase](#) to find articles that match your search criteria.

- In the search results, click on the grey star icon next to the relevant article and it changes to yellow to indicate it a favourite. If you no longer want the article in your favourites list, click on the yellow star icon to remove it.

My Knowledge

My Knowledge > Search Results

Search maternity

Search results for maternity, English - United Kingdom (2)

-  [Maternity Policy Document POLCY1](#) ☆
Maternity Policy document effective August 2017 Maternity Policy 1. Policy Statement The University is committed to hel and in the first year following the birth of your ...
-  [Where can I access information on Maternity Leave entitlement ? POLCY1](#) ★
All the information you need about leave and pay can be found in the University's Policy & Guidance pages which includ https://www.ed...

You can also mark an article as a favourite, when you are in the article page; just click on the star icon to the right of the article title and the star will change to yellow.

My Knowledge [FAQ2: How do I request for ...](#) x

How do I request for flexible working? (FAQ2) ☆

Version 2.0 Author Susan McLaren
Published By Susan McLaren Date Published 9/04/2020 2.44.PM

Question
How do I request for flexible working?

Summary
The University is committed to helping its employees balance their personal and work commitments.

Answer

- The article is listed in the **Favorites** section of your **My Knowledge** page where it can be quickly opened.

 THE UNIVERSITY of EDINBURGH

My Knowledge

Search Enter Search Text

Favorites [View All](#)

-  [Where can I access information on Maternity Leave entitlement ? \(POLCY1\)](#) ★

Recently Published [View All](#)

-  [What is my annual leave entitlement? \(FAQ1\)](#) ☆

Version History

Version	Date	Description	Approved By
1.0	February 2026	<ul style="list-style-type: none">• Updated guide to new format• Updated screenshots	RM

Reviewers & Approvers

Further details of the Reviewers and Approvers of this document can be found by contacting HR Process Improvement. Please raise a Service Request using the category Continuous Improvement.