

Custom Help Articles

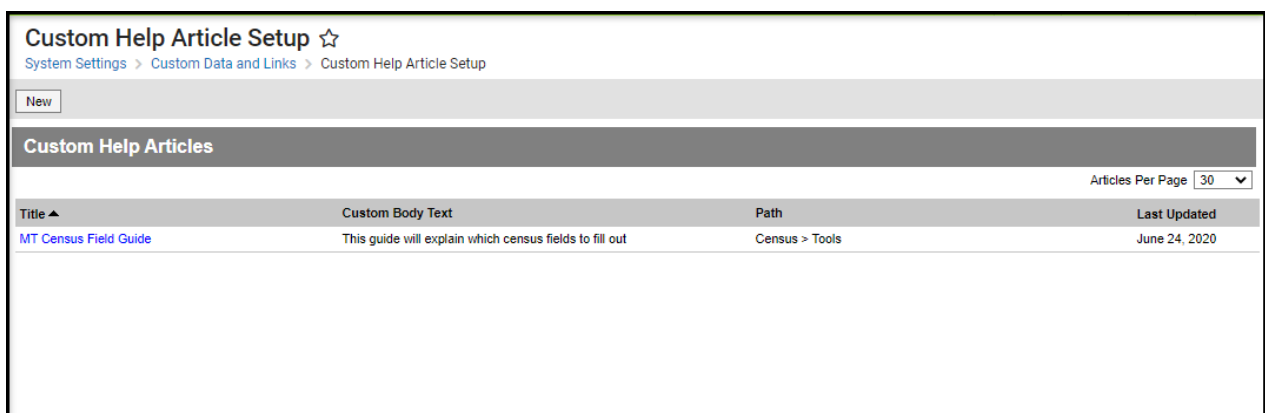
Last Modified on 10/22/2022 10:07 am CDT

[Tool Rights](#) | [Create a New Custom Help Article](#) | [How Users Access Saved Custom Help Articles](#) | [Modify a Custom Help Article](#) | [Delete a Custom Help Article](#)

PATH: *System Administration > Custom > Custom Help Articles*

Search Term: *Custom Help Article Setup*

The Custom Help Articles tool allows you to create your own help articles, available to all users within your district. This tool provides you with a robust WYSIWYG editor, allowing you to enter text and images for building the article as well as easy to navigate system for aligning the article to a specific tool within Campus.



Title ▲	Custom Body Text	Path	Last Updated
MT Census Field Guide	This guide will explain which census fields to fill out	Census > Tools	June 24, 2020

Image 1: Custom Help Articles Tool

Tool Rights

PATH: *System Administration > User Security > Users > Tool Rights*

In order to create custom help articles, you must have at least **W(rite)** and **A(dd)** rights for the Custom Help Articles tool.

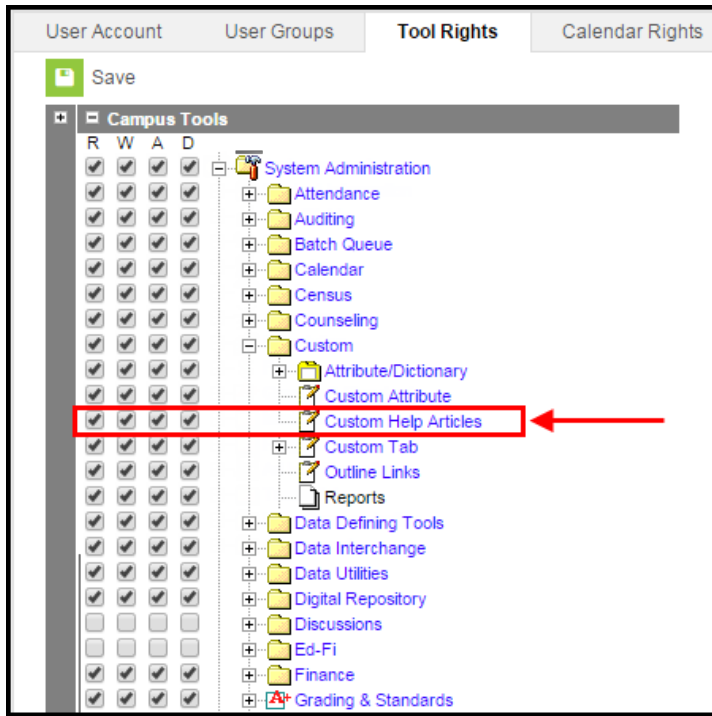


Image 2: Custom Help Articles Tool Rights

Create a New Custom Help Article

To create a new help article, click the **New** icon in the upper left-hand corner (Image 3). The Custom Help Article editor will appear.

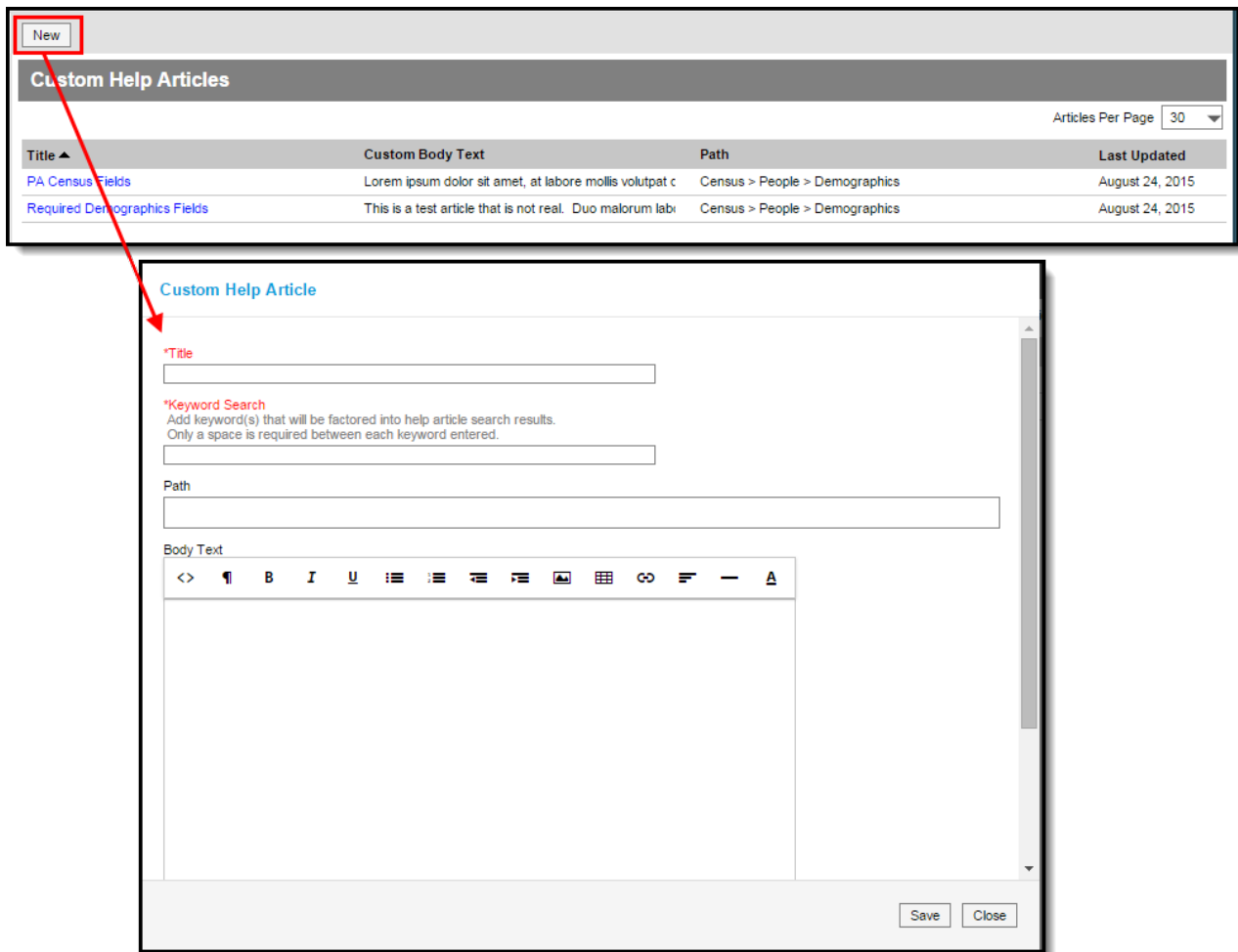


Image 3: Creating a New Help Article

Enter a **Title** for the article. This is the title that will appear at the top of the article (Image 4).

Enter keywords within the **Keyword Search** field. Keywords are factored into help article search results (Image 4).

Only a space is required between each keyword entered.

Indicate the tool(s) being described in the help article by entering the tool's **Path** (Image 4). This field is dynamic and will continue to narrow tool results as you continue to enter more characters.

For example, in the image below (Image 4), the user has entered 'Census >' and is given a list of tools with a path beginning with 'Census >'.

Custom Help Article

***Title**
PA Relationships

***Keyword Search**
Add keyword(s) that will be factored into help article search results.
Only a space is required between each keyword entered.
relationships people

Path

- Census > |
- Census > Portal Request Processor > Family Contact Info Requests
- Census > People > Credentials
- Census > Portal Request Processor > Family Relationship Requests
- Census > People > Relationships
- Census > Reports > Impact Aid Report
- Census > People > Person Documents
- Census > Addresses > Address Info
- Census > Ed-Fi Locator
- Census > People > Demographics > GUID
- Census > Reports > State Person/Identity Verification
- System Administration > Census > Relationship Type
- Census > My Data > My Credentials
- Census > My Data > My Requests
- Census > Staff Request Processor
- Census > People
- Census > Reports > Mailing Labels
- Census > Addresses

Image 4: Entering the Title, Keyword Search, and Path

Once a path has been entered/selected, it will appear as a box within the **Path** field (Image 5). To remove this path, select the X on left-hand side of the box. To add another path, proceed by entering characters within the **Path** field.

Custom Help Article

***Title**
PA Relationships

***Keyword Search**
Add keyword(s) that will be factored into help article search results.
Only a space is required between each keyword entered.
relationships people

Path

✕ Census > People > Relationships | ←

Body Text

<> ¶ B I U ☰ ☷ ☹ ☺ ☻ ☼ ☽ ☾ ☿ ♁ ♃ ♄ ♅ ♆ ♇ ♈ ♉ ♊ ♋ ♌ ♍ ♎ ♏ ♐ ♑ ♒ ♓ ☰ ☷ ☹ ☺ ☻ ☼ ☽ ☾ ☿ ♁ ♃ ♄ ♅ ♆ ♇ ♈ ♉ ♊ ♋ ♌ ♍ ♎ ♏ ♐ ♑ ♒ ♓

Image 5: Viewing an Entered Path

Once the Title, Keyword Search, and Path have been entered, write the **Body Text** of the article (Image 6).

The Body Text field provides standard WYSIWYG functionality. See the [WYSIWYG Editors](#) article for more information.

Custom Help Article

***Title**

***Keyword Search**
 Add keyword(s) that will be factored into help article search results.
 Only a space is required between each keyword entered.

Path

Body Text

Image 6: Entering Body Text

Once the Title, Keyword Search, Path, and Body Text has been entered, hit the **Save** button. The article will appear within the Custom Help Articles list and is now available for all users within your district (Image 7).

Custom Help Articles			
Title ▲	Custom Body Text	Path	Last Updated
PA Census Fields	Lorem ipsum dolor sit amet, at labore m	Census > People > Demographics	August 24, 2015
PA Relationships	This is an article about the Pennsylvania	Census > People > Relationships	September 1, 2015
Required Demographics Fields	This is a test article that is not real. Duo	Census > People > Demographics	August 24, 2015

Image 7: Saved Help Article

How Users Access Saved Custom Help Articles

There are two ways in which users can access custom help articles within Campus.

The first way is to select the question mark icon in the upper right-hand corner of Campus (Image 8). All custom help articles related to the tool which the user was using at the time they pressed the question mark icon will appear in a separate window under the District Defined Help section (Image

8).

If a custom help article fails to appear within the District Defined Help section, ensure the Path of the help article matches the tool in which the user was using at the time in which they selected the question mark icon.

Users will also be given all documentation, videos, simulations, hands-on virtual labs, and curriculum related to the tool within the Infinite Campus Defined Help section (Image 8).

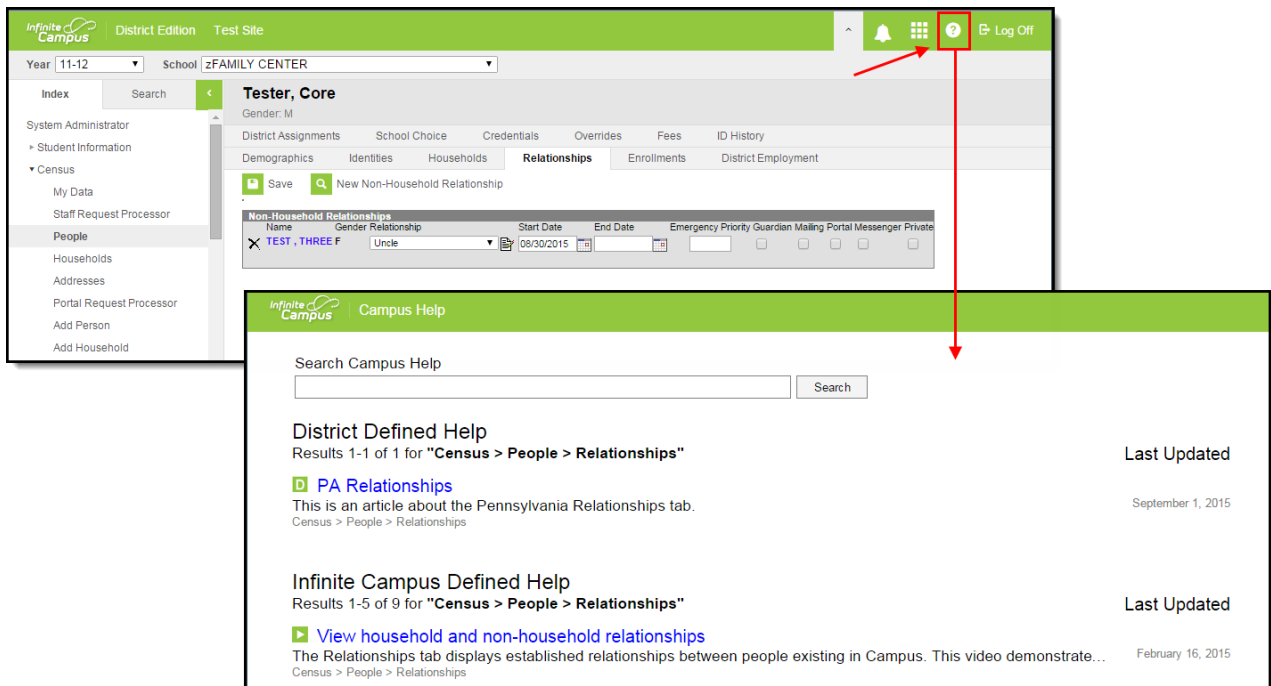


Image 8: Accessing Help via the Question Mark Icon

The second way users can access custom help articles is to go to the **Search** tab, select a search value of **Help**, enter search criteria, and select the **Go** button (Image 9).

Search results will appear in a separate window, with custom help articles appearing in the District Defined Help section and any relevant documentation, videos, simulations, and curriculum appearing in the Infinite Campus Defined Help section (Image 9).

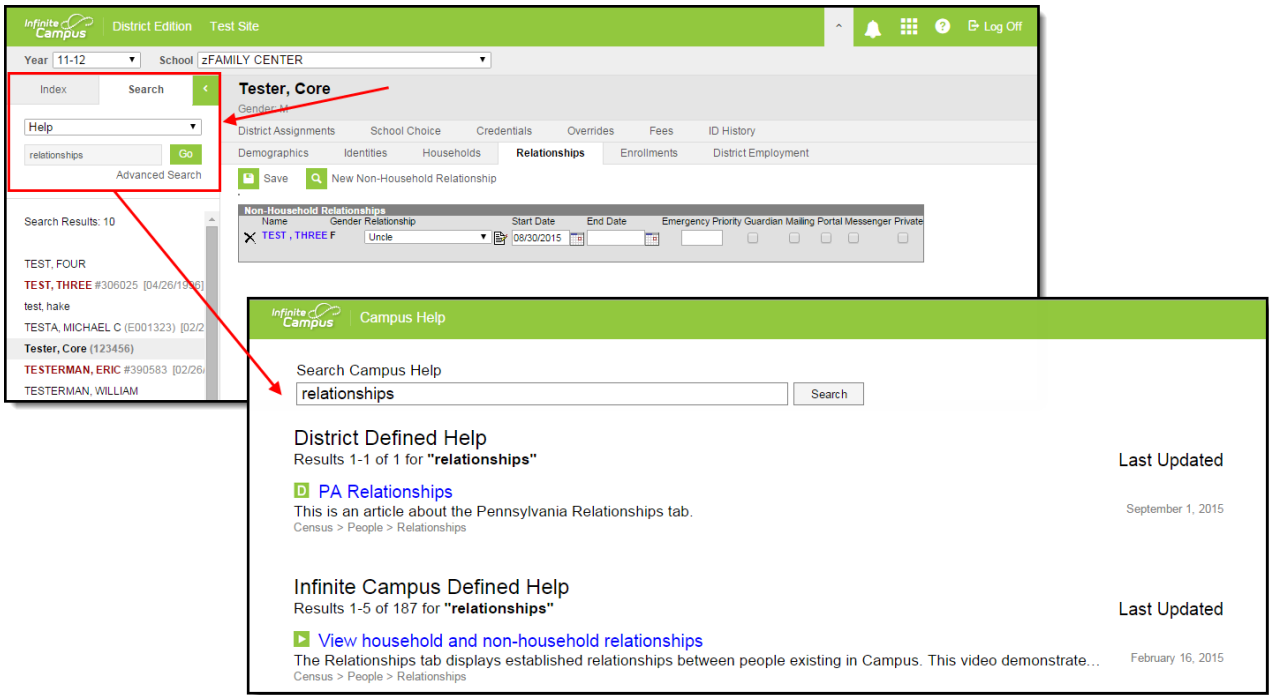


Image 9: Searching for Help Articles

Custom help articles created by users at the state level will see their articles within the State Defined Help section of search results (Image 10).

Custom help articles created at the state level are not available for district users as they are not published down from state to district.

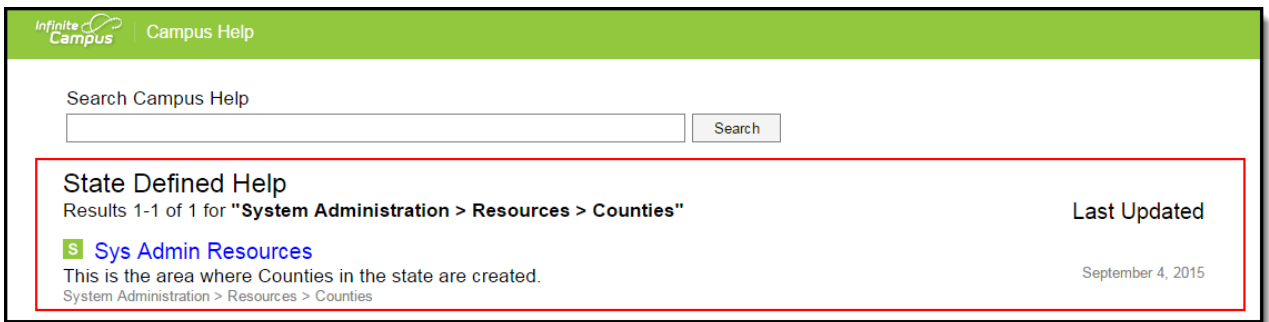


Image 10: Example of a State-Level Custom Help Article

Modify a Custom Help Article

Custom help articles can be modified by selecting the article from the Custom Help Articles list, modifying any values within the Custom Help Article editor, and selecting the **Save** button (Image 11).

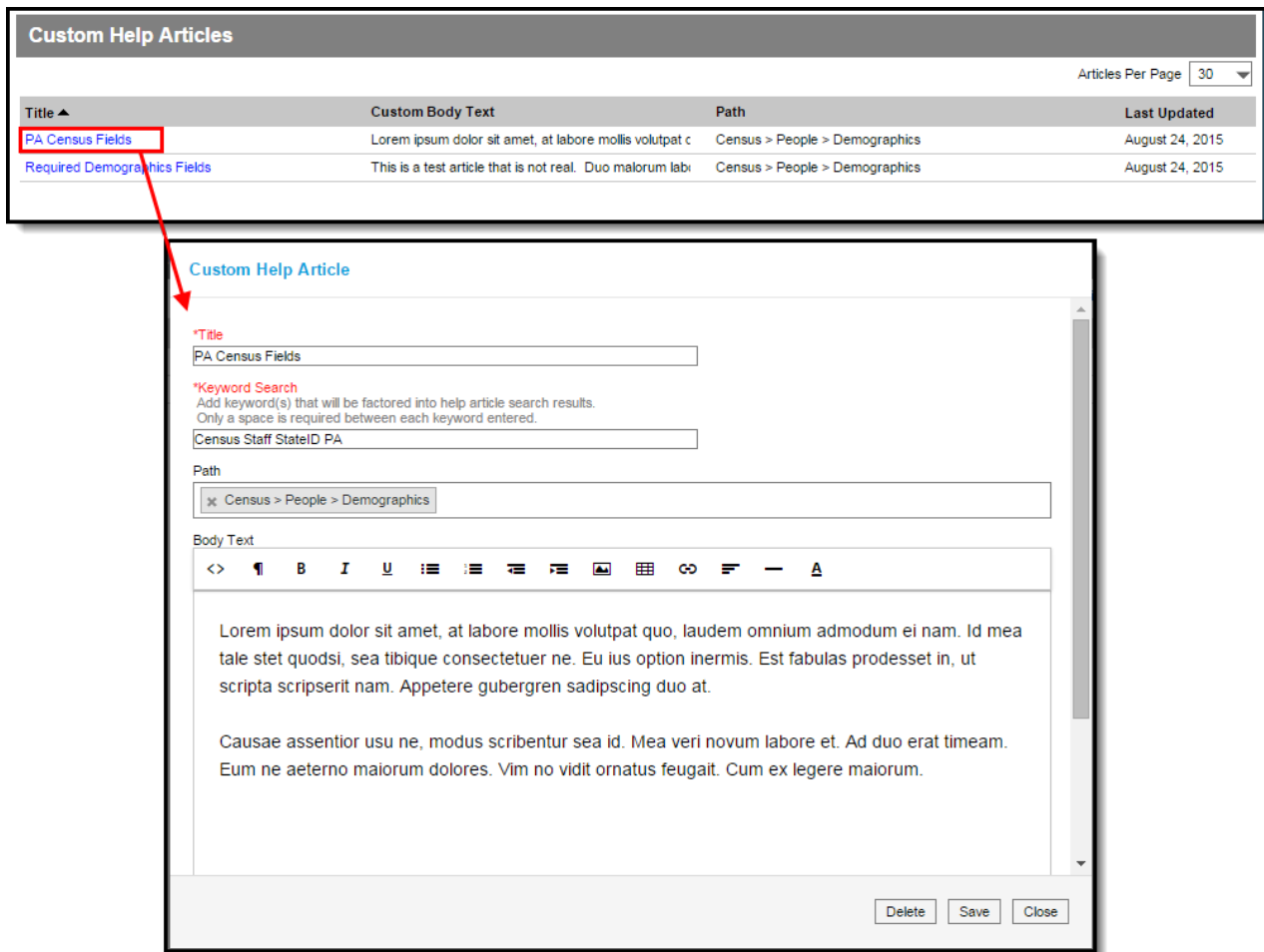


Image 11: Modifying a Custom Help Article

Delete a Custom Help Article

To delete a custom help article, select the article from the Custom Help Article list and click the **Delete** button (Image 12). The article is no longer saved to the database and can no longer be accessed by users.

Custom Help Articles

Articles Per Page 30

Title ▲	Custom Body Text	Path	Last Updated
PA Census Fields	Lorem ipsum dolor sit amet, at labor	Census > People > Demographics	August 24, 2015
PA Relationships	This is an article about the Pennsylva	Census > People > Relationships	September 1, 2015
Required Demographics Fields	This is a test article that is not real. I	Census > People > Demographics	August 24, 2015

Custom Help Article

***Title**

***Keyword Search**
Add keyword(s) that will be factored into help article search results.
Only a space is required between each keyword entered.

Path

Body Text

<> | B | I | U | | | | | | | | | | | | | | | |

This is a test article that is not real.

Duo malorum labores posidonium ne, ea nonumes omnesque neglegentur mel. Justo elaboraret vel ad, harum debitis interpretaris usu no. His consulatu laboramus in, adhuc euripidis ei vim, vide ignota tacimates cu eos. At eos maiorum euripidis. Autem paulo corpora vis at, ad agam integre sea. Fabellas liberavisse mea ne, prima equidem pro ad. Sea timeam labitur offendit et, vulputate assueverit his cu, nec in interesset reformidans.

Eos ad aperiri aliquam epicurei, albuscius forensibus conclusionemque sed in. Pro zril temporibus ei.

Image 12: Deleting a Custom Help Article