template for KB article

□□ {{ Article Title }}

□□ Summary

A quick explanation of what this article covers.
Example: “How to set up the company VPN on Windows 11.”

□ Prerequisites

Before you begin, make sure you have:

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□□ Step-by-Step Instructions

□□ Step 1: {{ Step Title }}

Describe the task in clear, numbered steps.

1. Click Start.
2. Search for “Command Prompt.”
3. Right-click and choose “Run as administrator.”

> *Tip: Include screenshots using the “Insert Image” feature above if needed.*

Step 2: {{ Step Title }}

More details, technical commands, or special configurations.

Example command:

ping kitsune.um.maine.edu

How to Verify It Worked

- Ensure the {{ system/service }} is accessible.
- Look for confirmation message: “Connected successfully.”
- Run diagnostic tools if necessary.

Troubleshooting

Issue	Solution
Login failed	Reset your password using the Self-Service Portal
Access denied	Confirm you're in the correct AD group
Page won't load	Clear browser cache or try another browser

Related Resources

- Company VPN Setup for Mac
- IT Support Request Form
- Printer Troubleshooting Guide

Audience

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Contact

For help, contact **IT Support** at help@maine.edu or submit a ticket.

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