

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.”
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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.

Revision #1

Created 12 June 2025 15:23:09 by Mark Austin

Updated 12 June 2025 15:25:38 by Mark Austin