

- Decide the appropriate section / subsection for your FAQ and go to its confluence page
- Click on the button in right side that says "Add <Section\_Name> FAQ Article"
  - This is where the page will actually be created as a child
- Chose the name for your FAQ: "FAQ - <Your FAQ Question or Name>"
- Add appropriate labels. For instance:
  - kb-troubleshooting-article
  - kb-troubleshooting-article/<section1>
  - kb-troubleshooting-article/<section1>/<subsection1>
  - kb-troubleshooting-article/<section1>/<subsection1>/<subsubsection1>
  - kb-troubleshooting-article/<section1>/<subsection2>
  - kb-troubleshooting-article/<section2>
  - kb-troubleshooting-article/<section2>/<subsection3>
- The idea is to add the sections and subsections relevant to a specific topics, so it appears on all relevant sections.
  - The FAQ will be child only of one section or subsection or subsubsection, but it will appear in the searches of all sections' labels that are present
- Write the FAQ question and solution according to the offered format
- To create a new Section / Subsection / Subsubsection simply create a new confluence page at the right place and copy the content of a similar depth existing element
- Edit the "Initial Contributor" to your name
- Edit the "Create from Template" macro to have the name of your entry and make sure it uses the "Troubleshooting Article" template
- Edit the "Content Report Table" Macro and change the "Label(s)" entry to use the appropriate one for your element