

How to Access Salesforce Knowledge Articles

Salesforce Knowledge Articles are comprehensive technical articles about all things OnBase and ABBYY. Written by Naviant’s team of OnBase & ABBYY experts, these articles cover topics like break/fix solutions, workarounds, and answers to FAQs.

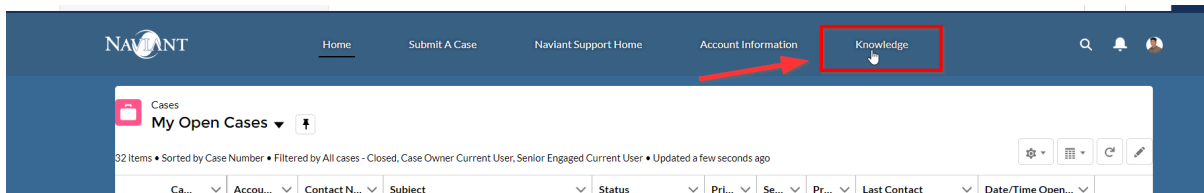
1. Log into Salesforce

Use your usual credentials to access the Salesforce platform using the link below.

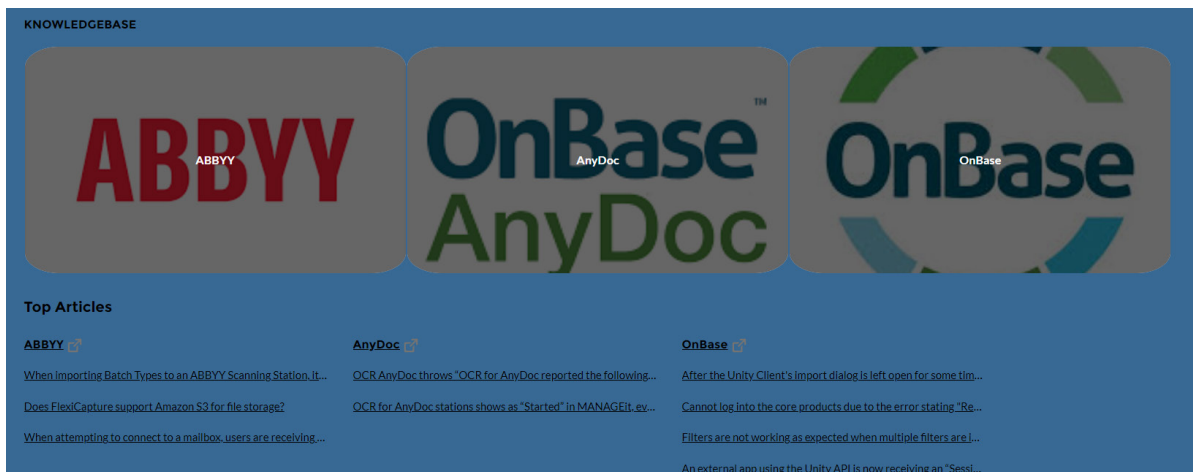
<https://naviant.my.site.com>

2. Navigate to the Knowledge Tab

Find the ‘Knowledge’ tab in the main menu.

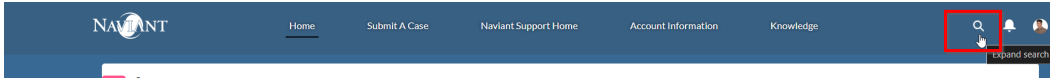


You'll find links to top articles on ABBYY, AnyDoc, OnBase, and more, as seen below. You can click on any of them that looks interesting.

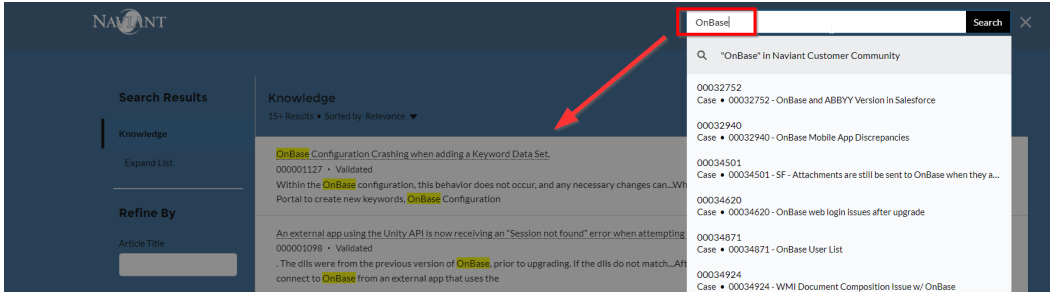


3. Search and Explore

Looking for something more specific? Use the search bar outlined in red below to find articles on specific topics or browse through the categories.



In this example, we typed in "OnBase" and clicked on the article titled "OnBase Configuration Crashing when adding a Keyword Data Set" to learn more about this common issue.



And below gives a preview of what the article looks like. You'll also see a list of related articles and trending articles on the side for more topics to explore.

