

# Customer Webinar on Knowledge Center and Help Docs

## Navigating Unanet's Knowledge Center & Help Documents

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- Sharing information from KC
- Sharing information from Help
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## Differences between the Knowledge Center and the Help Docs

	Description	Tool	Examples of how to use	Versioned?
<b>KC</b>	<p>The Unanet Knowledge Center (KC) is a resource offered to share best practices, FAQs, and various scenarios. Tends to address business needs pulling together multiple entries from KC or Help, tends to be more process related.</p> <p>Content is created and updated on a weekly basis, highlighted entries are shared with Customers via the customer newsletter.</p> <p>The KC is the <b>WHY</b> and the <b>HOW TO DO IT</b>. The KC covers steps across functionality to solve business processes.</p>	Confluence	<ul style="list-style-type: none"> <li>• FAQs</li> <li>• Videos</li> <li>• Recorded webinars</li> <li>• Business case usages</li> <li>• Quick Topics that may pull together multiple Help and KC areas</li> <li>• Best practices</li> </ul>	<p><b>No - will address current version.</b></p> <p>This means if you are on an older version of Unanet you may see functionality addressed which your version does not have.</p>
<b>Help</b>	<p>The Help is detailed technical documentation that covers every aspect of every field in Unanet as well as some related processes.</p> <p>The Help is the <b>WHAT</b> and the <b>HOW IT WORKS</b>.</p>	RoboHelp	<ul style="list-style-type: none"> <li>• Technical functionality and purpose of every screen and field in Unanet</li> <li>• Import file requirements</li> </ul>	<p><b>Yes.</b></p> <p>For the most current Help, use either:</p> <ul style="list-style-type: none"> <li>• The generic Help: <a href="https://help.unanet.com/current/index.htm">https://help.unanet.com/current/index.htm</a></li> <li>• Your Unanet system's Help link (if you are upgraded to the most recent version), which may look something like: <a href="https://mycompany.unanet.biz/mycompany/docs/">https://mycompany.unanet.biz/mycompany/docs/</a></li> </ul> <p>For older versions, consult <a href="https://support.unanet.com">Support.unanet.com</a>.</p> <p>Example of older version of Help, first release of Financials: <a href="https://help.unanet.com/unanet10_0/index.htm">https://help.unanet.com/unanet10_0/index.htm</a></p>

## Overview of KC

### Design - Browsable and Searchable

- Browsable
  - Topical hierarchy in the left menu including Admin, Expense, Financials, Time, etc.
  - Some pages could easily fall into two or more categories, but we must commit to one. Example: [Credit Card](#) which was recently moved to Integrations area but relates to Expenses as well.
- Searchable
  - Sample search on Overtime
    - Multiple results including a Best Practices page on Overtime, as well as other related pages like Overtime Authorization, Straight Time Overtime, Uncompensated Overtime, etc.
  - [Confluence Search Syntax Guide](#)

## Upper left links to Support, Unanet Help, and Unanet commercial website.

Dashboard

### Unanet Knowledge Center Home

Created by Syrett, Steve, last modified by Craig, Ellen on Apr 29, 2019

**Welcome!**

The Unanet Knowledge Center is a resource offered to share best practices, FAQs, and various scenarios.

**Here is one customer's experience:**

"FYI - the Knowledge center is awesome! I just had a problem and typed out the whole email to you on what it was. Then, I thought before I send this, I should check the Knowledge Center. Sure enough, I found my answer!"

For more technical details, visit the [Unanet Help docs](#) which can be accessed in the upper right of your Unanet Dashboards or via the upper left icon of this screen.

[Usage](#)   Recent Activity   New Releases   Labels

**The following types of content exist in the Knowledge Center:**

- Quick Video (2-5 minutes)
- Video (5+ minutes)
- Webinar (up to an hour)
  - For upcoming webinars, [click here](#)
- QuickTopic
- FAQ
- Instructional Guide
- Other

**There are 3 ways to find content:**

- Use the search functionality (upper right corner of every page)
- Use the Labels tab above to find content related to your question
- Use the navigation bar on the left to browse through existing content

**Navigation Tips:**

- Toggle the icon in the lower left corner to show or hide the left hand navigation bar!
- Use the site navigation icon in the upper left hand corner to navigate to other helpful Unanet sites including help doc and support.

## Overview of Help

The Help is organized topically with a similar hierarchy to the KC.

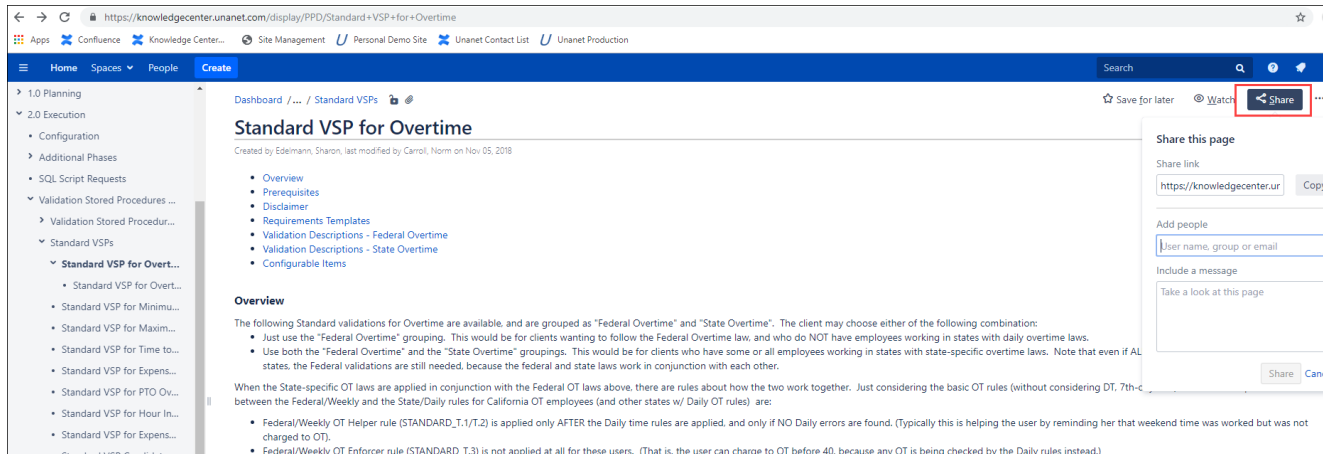
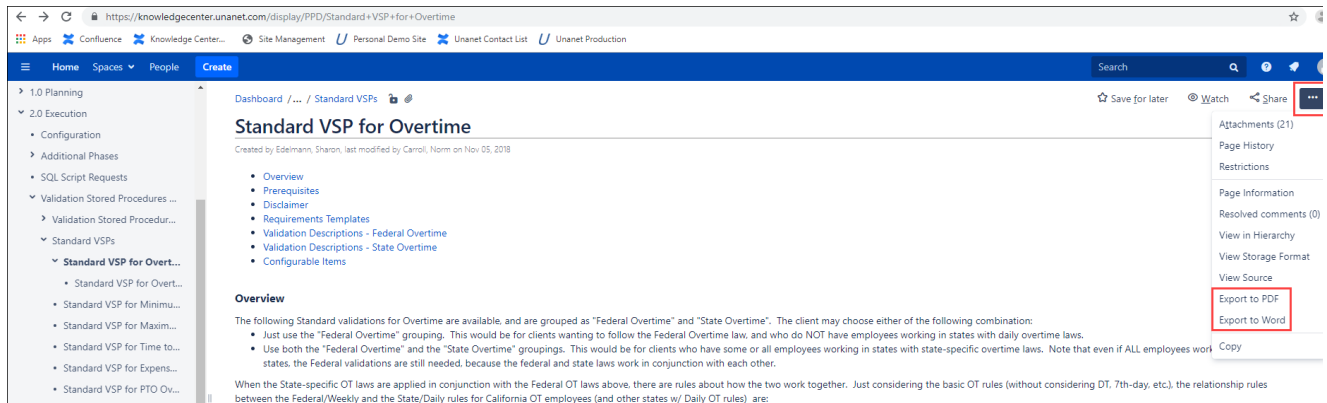
The Help covers technical details of every field and function in Unanet.

- BROWSABLE: Topical hierarchy.
- SEARCHABLE: Searching on "overtime" here will bring up the technical page on Pay Codes.

## Sharing information from KC

### For one page

- Send a link
- Export to PDF or Word



## For multiple pages into one PDF

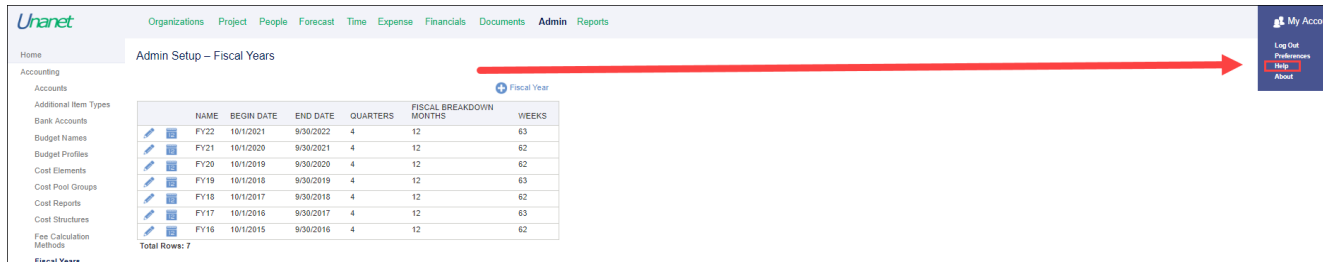
You may be interested in downloading one document made up of multiple KC pages. For example, exporting the AP Guide or AR Guide.

Detailed steps are here: [Quick Topic - Exporting KC Pages to PDF](#)

## Sharing information from Help

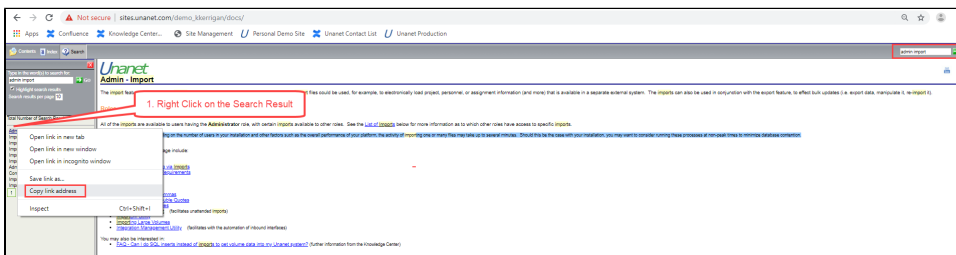
When sending or embedding the link to a Help Doc page, always include the specific link within the current help documentation or within your instance of Unanet.

- Go to <http://help.unanet.com/current/index.htm> or to your instance of Unanet's Help as in the example below.



- Search for the topic (such as "Admin import") in the upper right Search box of the Help.
- **Right** click on the page name in the left menu.
- Select "Copy link address".

**Navigate:** Help > Search.



**Correct paste result:** [https://help.unanet.com/current/unanet\\_menu/admin/import/admin\\_import.htm](https://help.unanet.com/current/unanet_menu/admin/import/admin_import.htm)

**Incorrect paste result from browser address bar:** <http://help.unanet.com/current/index.htm>

- This link will lead to the current help docs **home** page, not to a specific page.

## Sample Popular Topics

	Sample Topic/Link	Supplemental Links
1	<a href="#">Quick Topic - Best Practices for Handling Time and a half Overtime and Double Time in Unanet</a>	<a href="#">Help Docs - Admin Setup - Pay Codes</a> <a href="#">Help Docs - Admin Setup - Employee Types</a> <a href="#">Help Docs - Dilution</a> <a href="#">Help Docs - Time Stored Procedures</a>
2	<a href="#">Quick Topic - Mobile Timesheets</a>	<a href="#">Help Docs - Mobile Device - Timesheet</a>
3	<a href="#">Quick Topic - Methods for Reimbursing Employee Expenses</a>	<a href="#">Help Docs - Vendor Invoices</a> <a href="#">Help Docs - Vendor Payments</a> <a href="#">Help Docs - Bulk Vendor Payment Creation</a> <a href="#">KC - AP Admin Guide - Accounts Payable Process Flows</a> <a href="#">KC - AP Admin Guide - Vendor Creation</a> <a href="#">KC - AP Admin Guide - Create Vendor Invoice from Expense Report</a> <a href="#">KC - AP Admin Guide - Submit and Post Vendor Invoice</a> <a href="#">KC - AP Admin Guide - Bulk Vendor Payment Creation</a> <a href="#">KC - AP Admin Guide - Print Checks</a> <a href="#">KC - Quick Topic - Steps for Processing Payments via ACH</a>
4	<a href="#">Quick Topic - Methods of Paying Employee Wages with Unanet Financials</a>	<a href="#">KC - Vendor Profiles</a> <a href="#">KC - AP Admin Guide - Vendor Invoice Entry</a> <a href="#">KC - AP Admin Guide - Bulk Vendor Payment Creation</a> <a href="#">KC - General Ledger Guide - Journal Entry Process Flow</a>
5	<a href="#">Quick Topic - Refreshable Web Queries</a>	<a href="#">Help Docs - Reports - Dashboard</a> <a href="#">KC - Push Reports</a>
6	<a href="#">Quick Topic - How do I correct or negate an expense amount?</a>	<a href="#">Help Docs - Expense Import</a> <a href="#">Help Docs - Working with Expenses</a> <a href="#">Help Docs - Setup of Expense Types</a>
7	<a href="#">Quick Video - Timesheet Entry</a>	<a href="#">Help Docs - Working with Timesheets</a>
8	<a href="#">Quick Topic - How can users reset their own passwords?</a>	<a href="#">Help Docs - Resetting your Password</a>
9	<a href="#">Unanet Accounts Payable Instructional Guides</a>	multiple
10	<a href="#">Procedures for Financials End-of-Month Close</a>	<a href="#">FAQ - What are some considerations for year-end processing?</a>
11	<a href="#">FAQ - Why doesn't a project appear in my timesheet?</a>	<a href="#">Help Docs - Working with Timesheets</a>
12	<a href="#">Quick Topic - ICE (Incurred Cost Electronically) Model</a>	<a href="#">Webinar - ICE (Incurred Cost Electronically) MODEL</a>

		DCAA Government page on ICE ICE_MyCo.xlsm
13	<a href="#">FAQ - Can I Hide Menu Options?</a>	<a href="#">Help Docs - menu.xml options</a>
14	<a href="#">FAQ - How does Unanet help support your NIST SP 800-171 Compliance Goals?</a>	<a href="#">NIST Special Publication</a> <a href="#">Unanet Webinar on NIST</a>
15	<a href="#">AR Admin Guide - Accounts Receivable Process Flows</a>	n/a
16	<a href="#">AP Admin Guide - Accounts Payable Process Flows</a>	n/a
17	<a href="#">FAQ - Is there a Unanet System Data Flow Diagram?</a>	n/a
18	<a href="#">KC - DCCA</a>	<a href="#">Help Docs - Support for DCAA</a> <a href="#">KC - Webinar - Are You Ready for a DCAA Audit?</a>
19	<a href="#">Help Docs - Admin - Import</a>	

## Pass us feedback

Send an email to [Support@Unanet.com](mailto:Support@Unanet.com) if you notice anything like the following in the KC:

- If you see typos, or have suggested changes/additions.
- As you navigate the Help and KC, if you see opportunities to link the Help and KC together (cross reference).
- We maintain the *Index* in the Help - that means we specifically add keywords to a list, then link the keywords to specific pages. If you are struggling to find topics when entering certain keywords (that you believe are common) - do pass those keywords along (and any topics you believe they should link to) and we can work them in.

## Additional Information

[KC - Webinar on Navigating Unanet's KC and Help documents](#)