



# Our new Getting Started Guide!

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I'm very pleased to announce that we've just published a brand new version of our [Getting Started Guide](#).

While most of you are likely already familiar with KnowledgeOwl, there's some resources in here that might be great for you for a variety of reasons. Here are some highlights:

## New best practices resources and templates

This is our first experiment in creating some best practice guidelines and templates. We're trying to provide some templates or processes that make it easier to do things like select the features you need, figure out what success looks like for your knowledge base, and create guidelines for your authors, audits, versions, etc.

Highlights include:

- Suggestions on creating your own [version guidelines](#) documentation.
- Suggestions on determining what [reporting and analytics](#) tools you'd like to use and what questions you hope to answer.
- Some ways to think about defining a [content audit cycle](#) and which features or toolsets can help make that easier.
- Resources on creating [a style or author's guide](#).
- A Google Doc template to help you document [how your knowledge base is configured](#) and which features it uses!

We're still in the early stages on a lot of this content, so if you take a look and have feedback or suggestions, please [contact us](#) and let us know what you think!

## More introductory resources

We've built out a new [Intro to KnowledgeOwl](#) section which might have some useful resources for new hires at your organization.

We've also shifted our existing Getting Started Guide so that it's explicitly focused around [Getting started with a new knowledge base](#). This includes a checklist of activities to work through, including links to the best practices resources mentioned above.

Some other brand-new content in here includes:

- Questions to ask to define your knowledge base's [Purpose & audience](#)
- A Google Doc template to create a [Create a Knowledge Base Brief](#)
- More detailed explanations of setup considerations like [Configuring your knowledge base's access](#)

We've also worked up a text-based area to help you [Explore features](#), loosely grouped around function (navigation, content, integrations, metadata, and permissions). These provide high-level overviews of a lot of our features and how you can enable/configure them. If you're still wondering if you're getting the most from KnowledgeOwl, this might be a good section to review.

## Still to come

Though we try to focus on written content, we know that documentation isn't the best orientation for everyone. We're exploring working up videos or webinars to deliver some of this same content in different ways.

We'll also be building out some getting started materials for other scenarios (like inheriting an existing knowledge base). If you've been through that process, we'd love to hear from you about what resources would have been useful!

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