|  |  |
| --- | --- |
| Category:  (What general grouping does the article fit in?) |  |
| Audience:  (Choose 1: Students, Faculty & Staff, or ITS only) |  |
| Keywords:  (Alternate words that might be searched to reach this article, list should be comma separated.) |  |
| Synopsis:  (One sentence describing content of article.) |  |
| Review Cycle: (1-12 months, or a set of specific dates for review yearly) |  |
| Content Owner: (Primary contact, able to review the article on the review cycle.) |  |
| Subject Matter Expert: (Alternate contact, able to review if content owner is not available.) |  |

# Article title descriptive of the problem (capitalized as though it were a sentence, not in title case)

Provide a description of the problem in terms of what the reader is doing when the problem occurs (e.g. "You are working on a document in Word. When you save you get an error …”)

## Error message

Include the complete error text.

[screen capture of error message]

## Cause

Explain why the problem is occurring

## Resolution

1. Step 1.  
   [screen capture illustrating step 1]
2. Step 2.

* Explanatory note.

1. Etc.

## More information

Paragraph explaining where more information may be found (with links), **or**

* Bulleted list of related articles (with URLs, if possible), and
* Other resources