In this guide, you will learn how to attach an image into a Knowledge article.

Before you begin, here are some tips for using images.
- Use images when they are beneficial to aid clarity and instruction
- Ensure it is scaled correctly so the image is clear and easy to read
- Be careful with how much you highlight. If you use a red rectangle on several spots on the screen, it’s hard to tell what you are trying to point out and it becomes distracting

1. Login into ServiceNow using your NetID and password at https://yale.service-now.com/
2. On the left hand navigation scroll down to the Knowledge Base tab
3. Click Edit
4. Navigate to the center of the screen and click on the drop down menu to search. You will see multiple options for searching. For the purposes of this guide we will use the article number.
3. Select the Number from the dropdown list
   a. Type or copy/paste the KB# in the search box
4. Click on the KB number that you have searched for to open the article information
5. Navigate to the body section of the Knowledge form within ServiceNow where you are able to attach an image
6. Click on the to Insert/Modify Image icon
Quick Guide

7. For Type: select **Attachment**

8. Click **New**

9. For Image: Click **Browse** to select appropriate image file. Select image and click **Open**

10. Click **Attach** or repeat previous steps to attach additional images.

11. The image will appear in your article Click **OK** to keep your selection

12. After attachment completion you will also be able to see the attachments at the top of the SN page

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8. Your image will now appear in the body of the article

   - Once the image has uploaded you are able to resize and reposition the image as you wish
   - **Note:** It is best to resize image within a different document other than SN since the image can get distorted if you adjust to much within SN