In this guide, you will learn how to create a template for knowledge articles.

- It is recommended that you create your KB article first if possible. In this way, you can create the template and attach it to the article in one step.
- Notes: Templates are created from the Incident module

1. Login to ServiceNow using your NetID and password. https://yale.service-now.com/

2. On the left hand navigation scroll down to the **Incident**

3. Click **Create New**

4. On the Incident title bar, click the **Navicon** icon

5. Select **Templates, Edit Templates**

6. To create a new template, click the **New** button.

7. The following screen will appear
8. Fill in the following fields
   - **Name** – start with KB: example: KB:Box install
   - **Table** – Example: Incident is mostly used for knowledge
   - **Groups**: not required but you can add your assignment group to a specific template
   - **Short Description** – Copy Name field and expand on it
     - Example: KB:Box install for Macintosh users

9. Under the **Template** section complete the following fields, once completed click **Submit**
   - **Business Service** – populate same as in the KB article
   - **Category** - same as in the KB article
   - **Configuration item (cmdb_ci)** field:
     - Choose the CI that is the best fit with the Class = Application

10. Once you choose **Submit** you will need to edit your knowledge article and enter the template name in the template field.