ADMIRALTY
Maritime Data Solutions

User Guide

Customer Service Portal-

Knowledge Base use

V4.0

August 2018

UK Hydrographic Office

Contents

Knowledge Base

The Knowledge Base can be accessed at any time without logging in, however, many more articles are available to logged in users.

Searching

The Knowledge Base can be searched from many places.
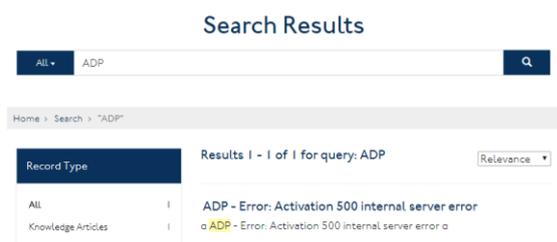
Home page:

Navigation bar:

My Support page:

Creating a case (Subject field):

Searching from the Home page or Navigation bar will take you to the search results page once you click the magnifying glass icon (on the search bar).

You can also amend your search or start a new one from here.

Searching from My Support or when creating a case is more automatic and will display results as you type (to ensure relevant words are searched, add a space between each word).

All searches use the same database, so it doesn't make any difference where you search from.

Viewing articles

10 results are displayed per page. If more than 10 results are available, you can click the page navigation to see the next (or previous) page.

Clicking the title of an article will open it. You can then click the back button on your browser to return to the search results, or click to another area in the Navigation bar.

Alternatively, if you wish to open the article in a new browser window or tab, right click the title and select the appropriate option.
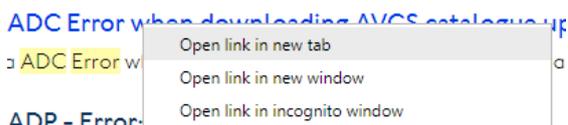
You can close the window or tab when you are finsished.

Article features

Favourite

If you access the same articles on a regular basis, you can save them as a Favourite by clicking the button from within the article.

To remove the article from your Favourites, click the button.

A list of your favourite articles can be found on the Home page.

Rating

Rating an article is a quick way to provide really useful feedback. The rating function

is found within the article and is located under the title.

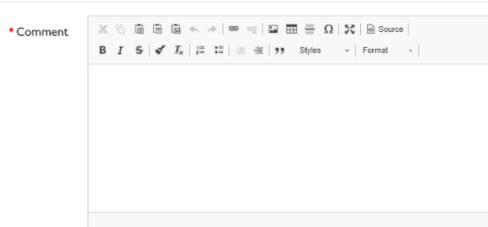Please rate the article from 1 star (very bad) to 5 stars (very good).

Top rated articles are shown on the Home page.

Comments

Commenting on an article is another way to provide feedback, with more detail. It is also found within the article and is located at the bottom of the article.

Type your feedback in to the space provided and click "Post Comment" when finished.

A comment can be added as well as a rating, so please make sure to give us extra information, especially if the rating is low.

Found my answer

If an article answers your enquiry without having to raise a case, we would really like to know. Click the "Found my answer" button to advise UKHO that the article was useful.

Once clicked, the button will change to display "Marked as your answer". You can continue to use the article or navigate away by clicking an area on the Navigation bar.

Please note: this function is currently only available when viewing an article that has been suggested while creating a new case.

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