Linking To Knowledge Articles

To ensure a successful deployment, it is important to avoid duplication of answer content in places other than the knowledge base. Most departments will want to provide links to the knowledge base from their own web pages; and some will want to retain links to the most frequently requested information.

Including links to the knowledge base, or links to individual answers, will retain the flexibity of design for the department web site, and will ensure that the authoritative answer to a question (residing in the knowledge base) is used in all instances.

When linking to answers, consider targeting the link to a new window, so that the user still has access to your page.

Interfaces

We currently have two interfaces:
- unm – this is the FastInfo interface
- unm-student – this is the StudentInfo interface. In URLs, this may also be shown as unm_student.

When constructing links or forms to search the knowledge base, ensure the correct interface is used.

Direct Link

The simplest way for a department to reference the knowledge base from their department web page is to link to the top level page at http://fastinfo.unm.edu.

Use http://unm.custhelp.com for direct links to the FastInfo search page.
Use http://unm-student.custhelp.com for direct links to the StudentInfo search page.

The home pages for the sites are:

http://fastinfo.unm.edu – FastInfo, and
http://studentinfo.unm.edu – StudentInfo.

Link To Answer

If you need to link directly to a specific answer in the knowledgebase, use this form of link, replacing 9999 with the actual answer ID #:

```
http://unm.custhelp.com/cgi-bin/unm.cfg/php/enduser/std_adp.php?p_faqid=9999
OR
http://unm-student.custhelp.com/cgi-bin/unm_student.cfg/php/enduser/std_adp.php?p_faqid=9999
```

depending on which interface you need. Note that some answers can only be displayed in one interface; so you should check any derived links before publishing them.

(The ID # can be found in the left column of the page if you view the complete answer online.)

> **NOTE:** You should not use a direct link if you are creating answer content for the knowledge base, and need to link to another answer. You must use the RightNow metatag to link from one answer to another. In that case, to link to another answer, use this code. The content is the text for the hyperlink; the answer_id is the answer you are linking to:
>
> ```
> <rn:answer_xref contents="How do I set up a NetID?" answer_id="1" />
> ```

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Search Form

Starting 3/29/09, you can add a search form to your web page, so that the user can search the knowledge base directly, using code similar to this example:

```
<form method="POST" action="http://fastinfo.unm.edu/common/search.php" >
Search the knowledgebase for: <input type="text" name="searchstring">
<input type="hidden" value="3" name="category">
<input type="hidden" value="unm" name="interface">
<input type="submit" value="Search" name="search" >
</form>
```

Replace the value for category with the appropriate category/department name. Codes are listed at http://fastinfo.unm.edu/common/list_categories.php

Replace the value for interface with **unm** (for FastInfo searches) or **unm-student** (for StudentInfo searches)

The form does not currently support selection of sub-category codes in predefined searches.

Old Search Form (deprecated)

The current system supports forms of this type:

```
<form method="POST" action="http://fastinfo.unm.edu/search.php" >
Need help? Type your question here:
<input type="text" name="searchstring">
<input type="hidden" value="All" name="category">
<input type="submit" value="Search" name="B1" >
</form>
```

This form has been in use for several years. It will continue to work after 3/29/09, but instead of generating the required search, it will take the user to the index page http://fastinfo.unm.edu so that they can choose which interface to use. Developers are advised to replace their existing forms with the interface-enabled form shown above soon after 3/29/09.