

Welcome to ASU Connections Knowledge & Article Management Training

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ASU Connections: <https://salesforce.asu.edu>

This guide will help you create and manage Knowledge Base Articles.

Contents

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| | |
|----------------------------------------------------------------------|----|
| Introduction | 2 |
| Key Terms | 2 |
| My ASU Integration | 3 |
| Customize Your Tabs..... | 5 |
| The Article Approval Process Workflow | 6 |
| From Draft to Published – Working Articles through the Process | 7 |
| Initial Creation and Submission Article Creator | 8 |
| Content Review & Collaborative Creation Functional Group(s) | 15 |
| Format Review ASU Standards & Communications Team..... | 19 |
| Final Step - Publishing Review Knowledge Manager Team | 19 |
| Editing an Article after it is Published | 20 |
| Article Writing Best Practices | 22 |
| Before and After Example: | 25 |
| Before example (internal) | 25 |
| After example (published version) | 26 |

Introduction

The goal of the ASU Connections implementation is to enhance the student experience across the ASU community. ASU Knowledge provides students with a centralized, easily accessible, 24-7 self-service, and consistent experience when seeking help or information specific to all college and business units at ASU.

Key Terms

The following are some terms you will hear referenced frequently throughout this document.

| Terms | Definition |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Functional Group | The Functional Group is a department or college that will own the Article |
| Category Group | Category Groups corresponds to the <i>My ASU tab/page</i> : Category Groups = Finance Service Center Campus Service |
| Categories | Categories corresponds to the informational box within each Category Group in <i>My ASU tab/page</i> : Category Group = Finances Categories = <ul style="list-style-type: none"> My ASU Account Charges My ASU Financial Aid & Scholarships |
| Channels | Channels for the article in relation to the article audience: Customer: Displayed in the Authenticated (My ASU – Service Center) Knowledge base Public Knowledge Base: Article will be available to unauthenticated users |
| Approval Process | The Article Approval Process flow has 4 components, it is integrated into the stages from a <i>Draft Article through Publishing the Knowledge Article</i> <ul style="list-style-type: none"> Draft Creator Content Reviewer Format Reviewer Publish Reviewer |

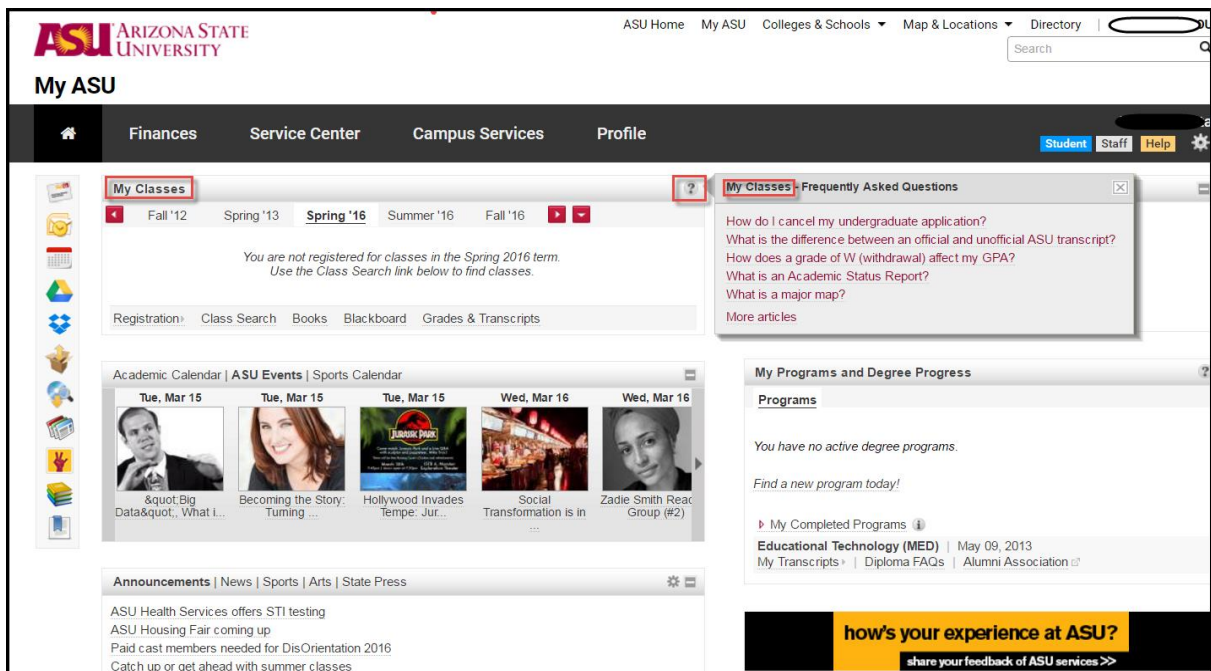
My ASU Integration

Integrating Knowledge with the My ASU student portal is an integral part of the relationship management with the student. By tagging Knowledge articles in ASU Connections to My ASU Category Groups and Categories within them that correspond to particular My ASU tabs/pages and boxes, students have the ability to:

- See quick information and a “Top 5” in association to knowledge articles, as related to particular areas within My ASU
- Search the Knowledge Base for articles, for answers to common questions and issues
- View a list of top articles

The below image shows one of the informational, icon pop-outs that students are able to hover over, within My ASU boxes, and be shown the following data as pulled in from Salesforce:

- Articles related to areas within said My ASU box (Category)
- The top 5 articles that are tagged in Knowledge, to said My ASU tab and box



- Students are able to click on a suggested article from the icon pop-out, as shown below, as well as search the Knowledge Base for other articles.

The screenshot shows a web browser window displaying the ASU Knowledge Base. The URL is <https://asu.secure.force.com/kb/articles/FAQ/What-is-the-difference-between-an-official-and-unofficial-ASU-transcript>. The page features the ASU logo and navigation links at the top. A search bar is present in the header. The main content area displays the article title, a search bar, and a 'Search' button. Below the title, there is a 'Back to search results' link and social media sharing icons. The article content is organized into sections: 'Information', 'Functional Group', 'Registrar', 'Question', and 'Answer'. The 'Answer' section provides detailed information about official and unofficial transcripts. A 'Feedback' section at the bottom asks if the article was helpful, with 'Yes' and 'No' buttons.

Related Articles

- What types of scholarships are available?
- How do I transfer to ASU?
- How do I apply for financial aid?
- Where do I go to get my honor cords for graduation?
- How does a grade of W (withdrawal) affect my GPA?

Search by Category

Academics
--No Filter--

Finances
--No Filter--

Campus Services
--No Filter--

Can't find what you need?
[Contact Us](#)

What would you like to know? **Search**

< Back to search results

What is the difference between an official and unofficial ASU transcript?

Information

| Functional Group | Registrar |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Question | What is the difference between an official and unofficial ASU transcript? |
| Answer | <p>An official transcript is a copy of the student's permanent academic record issued by the University Registrar. It displays all courses taken for credit at ASU and includes all grades received. Official transcripts are signed and dated by the University Registrar and displays the ASU seal. Official transcripts are not issued for students with outstanding financial obligations to the university. ASU cannot send official transcripts via email or fax.</p> <p>Unofficial transcripts are not signed or dated by the University Registrar and do not display the ASU seal.</p> <p>Both official and unofficial transcripts can be requested online:</p> <ol style="list-style-type: none"> 1. Login to My ASU 2. Click on Transcripts & Test Scores in the My Classes box 3. Click on the type of transcript you wish to request |

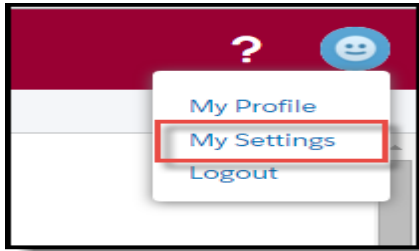
Feedback

Was this article helpful?

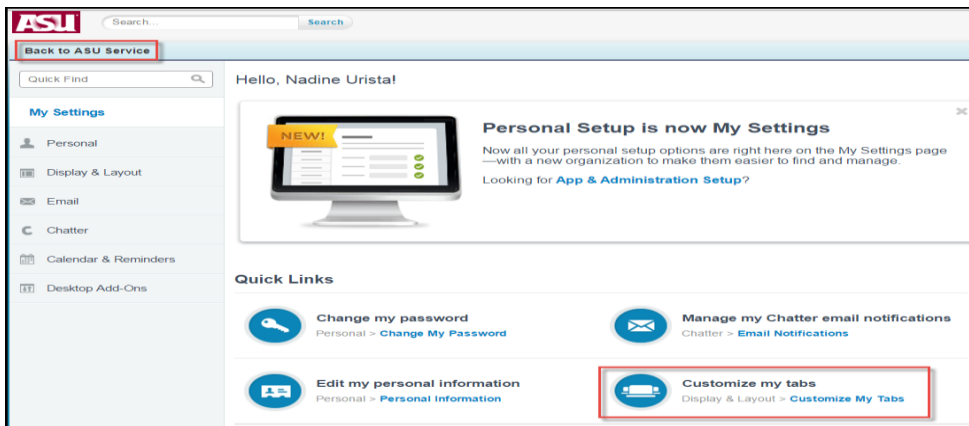
Customize Your Tabs

In order to create knowledge article in Salesforce, you must have an “Article Management” tab. To do this, follow these steps.

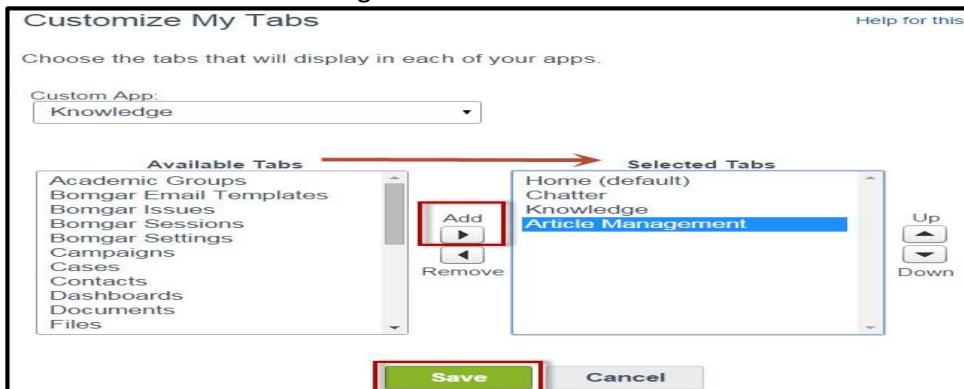
1. Click on the far right button / blue face and select “My Settings”



2. Click on Customize My Tabs, on the right bottom side of the screen. When tab selection complete click “Back to ASU Service”



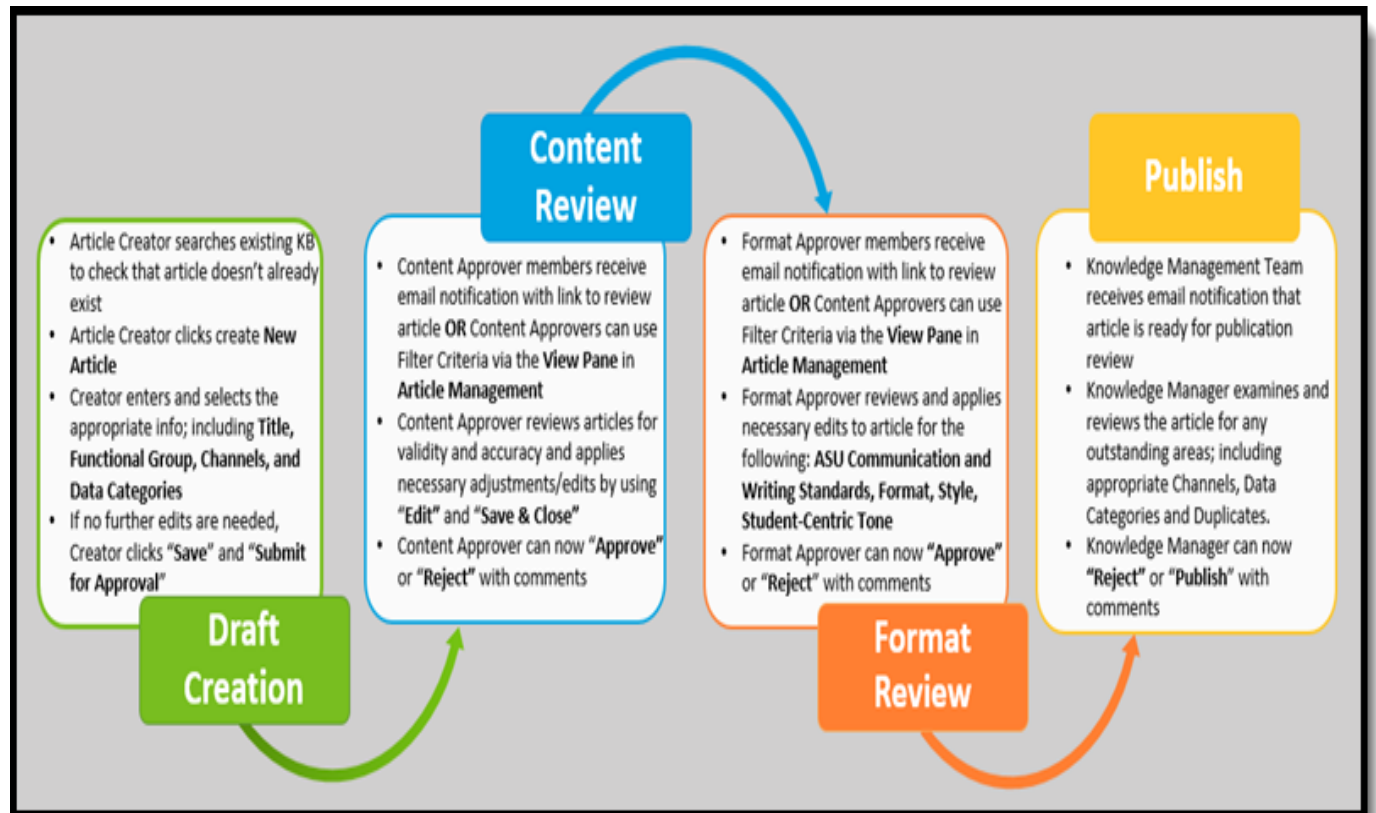
3. Select Article Management in the Available Tabs box > click Add > click Save



The Article Approval Process Workflow

Within the lifecycle of an article, there are many steps and approvals that need to take place. To ensure the necessary parties review, approve and own an article for publication, the further below approval process has been designed and configured. This model also provides an Approval / Rejection history and tracking through each of the following stages of the process.

- **Draft Creation** – by the **Article Creator**
- **Content Review** – by **Content Approver(s)**
- **Format Review** – by a **Format Approver(s)**
- **Publishing** – by the **Knowledge Management Team** (University Provost)

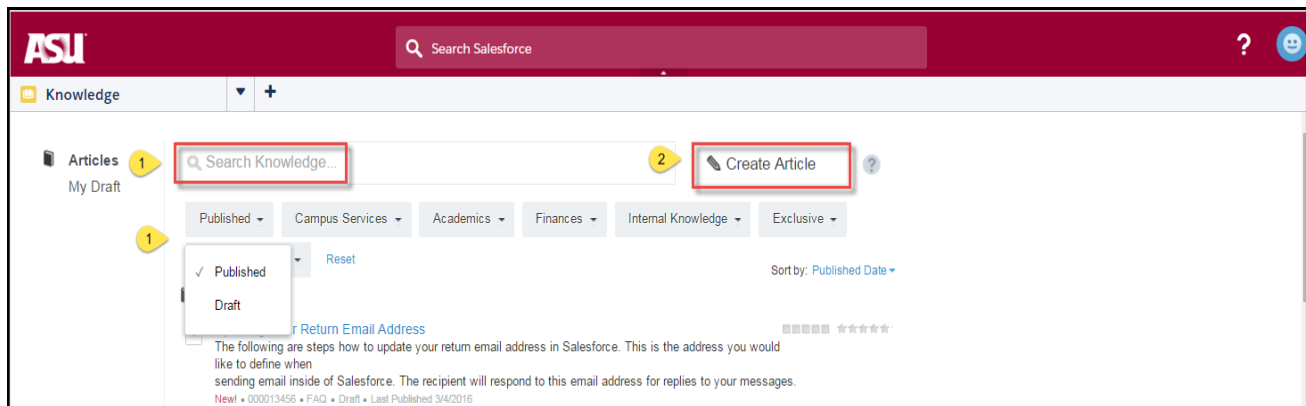


From Draft to Published – Working Articles through the Process

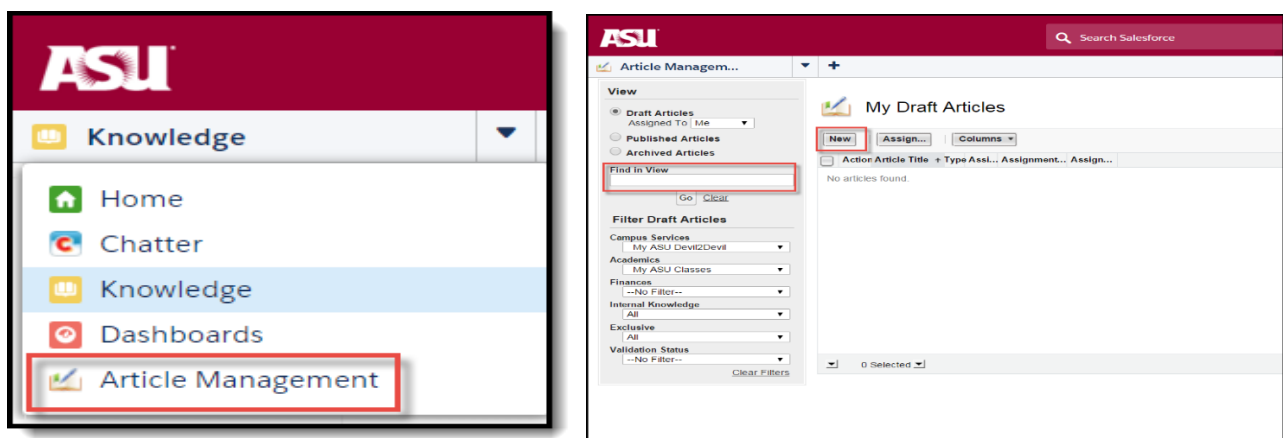
Below are the outlined stages and steps, to move an article from a submitted draft to a published, live article in the knowledge base.

Initial Draft Creation | **Article Creator**

1. Click on Knowledge Tab and *complete a general search* within the current **Knowledge Base**, for both Published and Draft, to ensure the article does not already exist.
2. If the article does not already exist, Click on “**Create Article**” and select FAQ - You will be taken to the **Article Management** tab and will see the *Article Edit | New Article* form




OR Go Directly TO **Article Management** tab, and search. If article does not exit click New



3. Create article In **Article Management** you will complete the *Article Edit / New Article* form. Enter the appropriate information / populate the following fields:
 - a. Title (complete this field, then press Tab)
 - b. URL Name (auto-populated by the above "Tab")
 - c. Validation Status = Draft (this field is updated automatically, within the approval process)

***Note:** Please remember when copying/pasting it is best to use **Notepad (PC)** or **TextEdit (Mac)**, for plain text content – then format the content.

OR

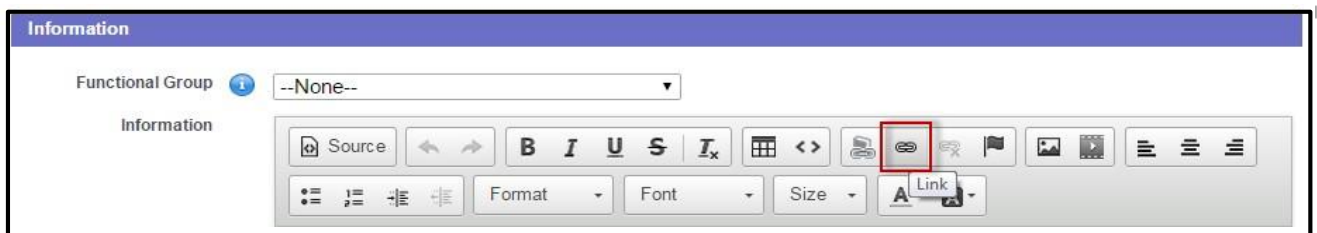
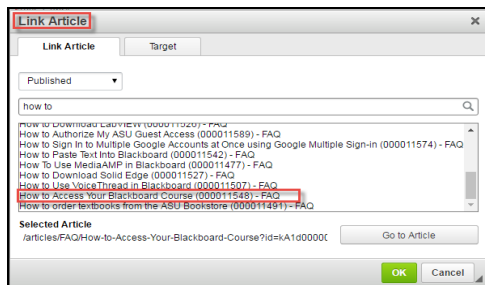
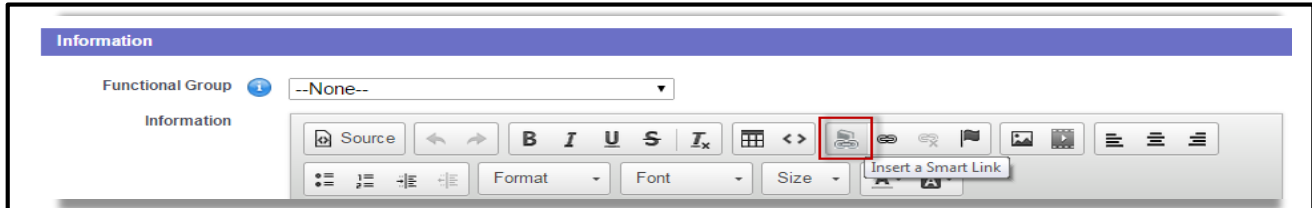
Click on  (remove format tool) to remove any formatting from the original source

***Note:** Bottom of **Article Edit / New Article form** the Article Expiration Date will be auto-set (creation date + 180 days) upon the article being published (final stage).

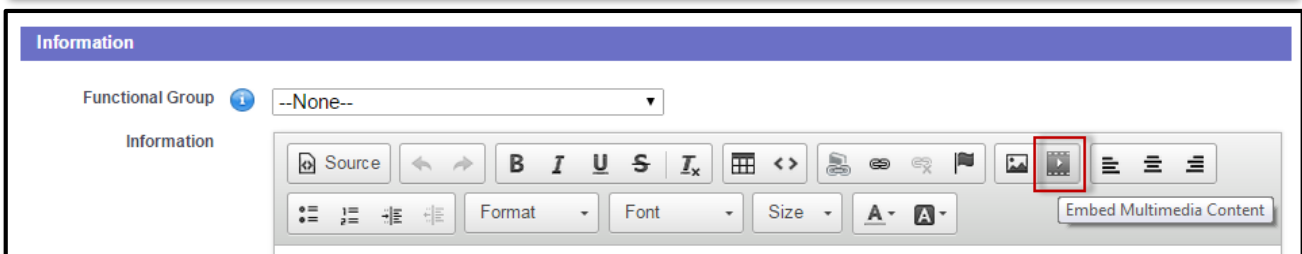
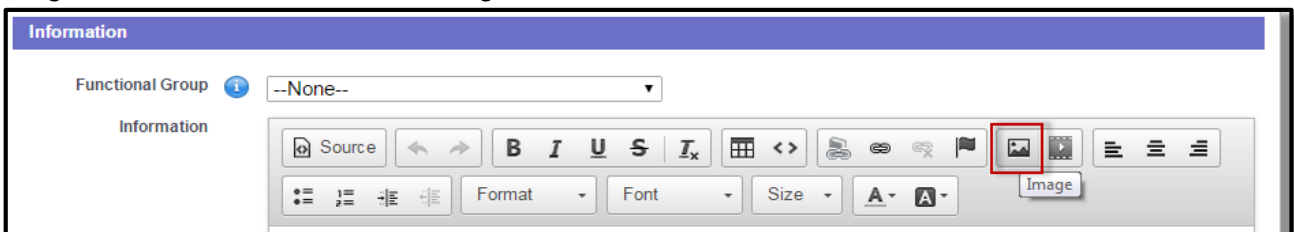
4. Select **your** Functional Group – the group that will own the article

You will also find particular features in the toolbars of the content areas such as:

Insert Smart Link (Used to Link existing Articles to your Article) & Link

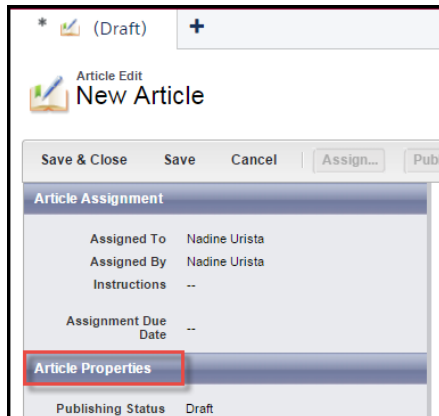


Image, and Embed Media for inserting a video.

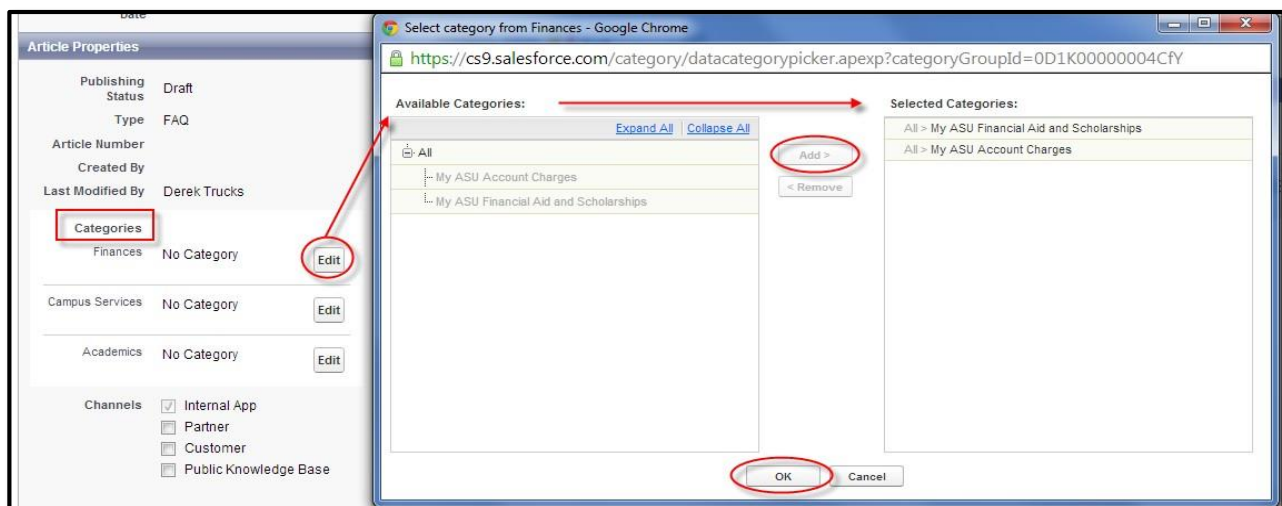


Complete **Articles Properties** on Left side pane of *Article Edit | New Article template*

5. Scroll up, and review the Article Properties in the left pane



6. Click on Edit next to the **Categories section** for your functional group.
This is where an article will be tagged to particular attributes, for the My ASU integration



Category Groups and Categories

Category Group = corresponds to the **My ASU tab/page**

Categories = corresponds to the informational box on the tab/page

Category Group = Finances

Categories:

- My ASU Account Charges
- My ASU Financial Aid & Scholarships

Category Group = Campus Services

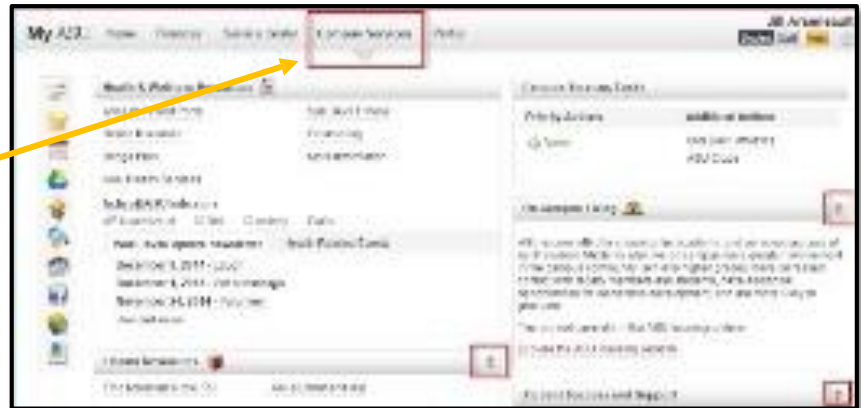
Category:

- My ASU Devil2Devil

Category Group =Academics

Categories:

- My ASU Classes
- **Herberger**
- W. P. Carey



7. Confirm / select the **Channels for the article** (in relation to the article audience)

Channels

| Categories | | |
|--------------------|-------------|----------------------|
| Campus Services | No Category | Edit |
| Academics | No Category | Edit |
| Finances | No Category | Edit |
| Internal Knowledge | No Category | Edit |
| Exclusive | No Category | Edit |

Channels

☒ Internal App
☐ Partner
☒ Customer
☒ Public Knowledge Base

- Internal App (default)
 - Partner : No Check
 - Customer: Is to ensure it's displayed in the Authenticated (My ASU – Service Center) Knowledge base
 - Public Knowledge Base: **MUST** be checked.
The public (article will be available to unauthenticated users)
8. Click **Save**, at the top of the page.
 9. Once you are ready to submit the draft article, Click Submit for Approval, then OK

ASU Search Salesforce

* Nadine 2nd Test A... +

Article Edit
Nadine 2nd Test Articles

Save & Close Save Cancel **Submit for Approval** Assign... Preview

The page at <https://asu--uat.cs9.my.salesforce.com> says: ×

Once you submit this record for approval, you might not be able to edit it or recall it from the approval process depending on your settings. Continue?

[OK](#) [Cancel](#)

10. Scroll down to **Approval History**, and you will notice the draft article has entered the approval process and is currently in the Content Review stage, with a date/time stamp and an Overall Status = Pending.

Approval History

Recall Approval Request

| Action | Date | Status |
|-----------------------------------------------------------------------------|-------------------|-----------|
| Step: Content Review & Collaboration (Pending for first approval) | | |
| Reassign Approve / Reject | 10/6/2014 3:30 PM | Pending |
| Approval Request Submitted | | |
| | 10/6/2014 3:30 PM | Submitted |

11. Did you submit the article in error and need to **recall the approval request**? If so:

- Click Recall Approval Request at the top of Approval History
- Enter comments in the window and click Recall Approval Request

| Approval History | | | Recall Approval Request | | | |
|-------------------------------------------------------------------|-------------------|-----------|--------------------------|--------------------------|----------|----------------|
| Action | Date | Status | Actual Approver | Assigned To | Comments | Overall Status |
| Step: Content Review & Collaboration (Pending for first approval) | | | | | | |
| Reassign Approve / Reject | 10/6/2014 3:30 PM | Pending | Knowledge: Financial Aid | Knowledge: Financial Aid | | Pending |
| Approval Request Submitted | | | | | | |
| | 10/6/2014 3:30 PM | Submitted | Jill Arseneault | Jill Arseneault | | |

Recall Approval Request

When Will Financial Aid Disburse?

« Back to FAQ: When Will Financial Aid Disburse?

Please enter comments to remove this object from the approval process

Recall Approval Request

Related To: When Will Financial Aid Disburse? Created By: Jill Arseneault

Comments

Recall Approval Request

- Action = Initial Submission | Article Creator
 - Expectations after action
 - Validation Status = Content Review
 - Triggered email sent to the appropriate functional group queue, to review and/or collaboratively add article content
 - Lock the article from being edited

12. You can return to Article Management or Knowledge at any time, to review and preview articles

The screenshot shows the ASU Article Management interface. The top navigation bar includes 'Home', 'Chatter', 'Article Management' (selected), and 'Knowledge'. The left sidebar has a 'View' section with radio buttons for 'Draft Articles' (selected), 'Published Articles', and 'Archived Articles'. Below this is a 'Find in View' search box and a 'Filter Draft Articles' section with dropdown menus for 'Finances', 'Campus Services', 'Academics', and 'Validation Status'. The main content area is titled 'My Draft Articles' and contains a table with columns 'Action', 'Article Title', and 'Type'. The table lists two draft articles: '(Sample) I own property in Arizona; doesn't that make me a resident?' and 'When Will Financial Aid Disburse?'. A red callout box with an arrow pointing to the first article title says: 'Click a title, to view details and the article Approval History.'

The screenshot shows the ASU Knowledge Management interface. The top navigation bar includes 'Home', 'Chatter', 'Article Management', and 'Knowledge' (selected). The left sidebar has a section for 'Articles' with a link to 'My Draft'. The main content area has a search bar and a 'Create Article' button. Below these are filter buttons for 'Draft' (selected), 'Published', 'Finances', 'Campus Services', 'Academics', 'All Article Types', and 'Validation Status'. A red callout box with an arrow pointing to the 'Draft' button says: 'Click a title, to view details and the article Approval History'. The main content area displays a list of articles, including 'When Will Financial Aid Disburse?' and '(Sample) I own property in Arizona; doesn't that make me a resident?'. The 'Sort by: Last Modified Date' dropdown is visible on the right.

Content Review & Collaborative Creation | Functional Group(s)

Once the article creator has submitted the article into workflow, it moves into the Content Review stage. An email was sent to your functional groups content approver(s) to review and/or collaboratively add article content.


1. Article Approvers, you will receive an email notifying you that an article is pending your review.
2. From the email click the article link or go directly to Article Management. Locate the article to be reviewed. Click on the title.

***Note:** If the article in question is not seen, use the filters in the View section on the left to locate it

The screenshot shows the ASU Article Management interface. On the left, the 'View' sidebar is expanded, showing 'Draft Articles' selected. The main area displays a table of draft articles. The first article, 'Nadine 2nd Test Article', is highlighted with a red box. The table has columns for Action, Article Title, Type, Assigned To, and Assignment Details.

| Action | Article Title | Type | Assigned To | Assignment Details |
|------------------------------------------------|---------------------------------------------------|------|----------------------|--------------------------------------------------------|
| Edit Preview | Nadine 2nd Test Article | FAQ | Nadine Ursta | Instructions: -- Assigned By: Nadine Ursta |
| Edit Preview | Nadine Test Article | FAQ | Nadine Ursta | Instructions: -- Assigned By: Nadine Ursta |
| Edit Preview | Installing Desktop Chatter | FAQ | Helen Lueck | Instructions: -- Assigned By: Helen Lueck |
| Preview | How do I upgrade to a Pitchfork ID? | FAQ | Matthew Keller | Instructions: -- Assigned By: Matthew Keller |
| Preview | Are Study Abroad Programs Competitive? | FAQ | Carrie Herrera Ni... | Instructions: -- Assigned By: Carrie Herrera Niesen |
| Preview | Blackboard Maintenance | FAQ | Susan Barrett | Instructions: -- Assigned By: Susan Barrett |
| Edit Preview | What Are the Eligibility Requirements for Stud... | FAQ | Carrie Herrera Ni... | Instructions: -- Assigned By: Carrie Herrera Niesen |

3. Review the article properties and content for validity and accuracy, for said functional group and topic.
4. Will you be rejecting the article?
 - a. If no, continue to 5
 - b. If yes, skip to 10
5. Do you need to make any changes to the article? If so:
 - a. Click Edit
 - b. Make the necessary changes
 - c. Click Save & Close
 - d. Click on the article title, to continue / move towards approving this step

-  **All Draft Articles** Help

| <input checked="" type="checkbox"/> | Action | Article Title | Type | Assigned To | Assignment Details |
|-------------------------------------|------------------------------------------------|------------------------------------------|------|---------------|-----------------------------------------------|
| <input type="checkbox"/> | Edit Preview | Nadine 2nd Test Articles | FAQ | Nadine Urista | Instructions: – Assigned By: Nadine Urista |

- Assign Articles

Article Title

Nadine 2nd Test Articles

Assign To

Nadine Urista

Instructions

Due Date

Send Email

☐

OK

Cancel

- c. Provide instructions for the user.
- d. Assign a due date if necessary
- e. Check send email to notify the user that you have assigned the article to them.

8. Is further cross-functional content and/or review needed? Will you be reassigning the article to another functional group to add and review more content?
 - c. If yes, continue to 9
 - d. If no, skip to 10
9. To reassign to another functional group
 - a. Scroll down to Approval History section
 - b. Click on Reassign, within Step: Content Review

| Approval History | | | Recall Approval Request |
|-------------------------------------------------------------------|-------------------|-----------|-------------------------|
| Action | Date | Status | |
| Step: Content Review & Collaboration (Pending for first approval) | | | |
| Reassign Approve / Reject | 10/6/2014 3:30 PM | Pending | |
| Approval Request Submitted | | | |
| | 10/6/2014 3:30 PM | Submitted | |

- c. Find and select the functional group queue, to be reassigned to

Reassign Approval Request

When Will Financial Aid Disburse?

Reassign Approval Request Cancel

Related To: When Will Financial Aid Disburse?

Approver: Queue Knowledge: Financial Aid

Comments: Please review for the content to be provided by SBS.

Reassign Approval Request Cancel

Lookup

Type in a key word and Click Go!

Know*

Go!

You can use "*" as a wildcard next to other characters to improve your search results.

< Clear Search Results

Search Results

Queue Name

Knowledge Format Approval

Knowledge: Academic Technologies

Knowledge: Admission Services

Knowledge: ASU Online

Select the Functional group queue the article needs to be reassigned to.

- d. Enter comments for the "next" functional group.
- e. Click Reassign Approval Request

*This concludes the Reassign for Content Review, and triggers an email to the "next" functional group queue members. Revert back to Step 1, of Content Review stage.

10. To approve or reject the article
 - a. Scroll down to the Approval History section
 - b. Click on Approve / Reject

Approval History

Recall Approval Request

| Action | Date | Status |
|-------------------------------------------------------------------|-------------------|-----------|
| Step: Content Review & Collaboration (Pending for first approval) | | |
| Reassign Approve / Reject | 10/6/2014 3:30 PM | Pending |
| Approval Request Submitted | | |
| | 10/6/2014 3:30 PM | Submitted |

- c. To Reject
 1. Enter comments regarding the rejection
 2. Click Reject

Approval Request

FAQ: Nadine Test Article

Approve/Reject Approval Request

| | |
|-------------------|---------------------|
| Title | Nadine Test Article |
| Functional Group | Provost Office |
| Validation Status | Content Review |
| Summary | |
| Comments | test |

Approve **Reject** Cancel

*Rejecting an article will send an email to the creator/submitter and unlock the article

- d. To Approve
 1. Enter comments regarding the approval
 2. Click Approve

| | |
|-------------------|--------------------------------------------|
| Title | When Will Financial Aid Disburse? |
| Functional Group | Financial Aid |
| Validation Status | Content Review |
| Summary | Financial Assistance FAQ |
| Comments | Content looks good on the <u>SBS</u> side. |

Approve **Reject** Cancel

Format Review | Functional Group(s)

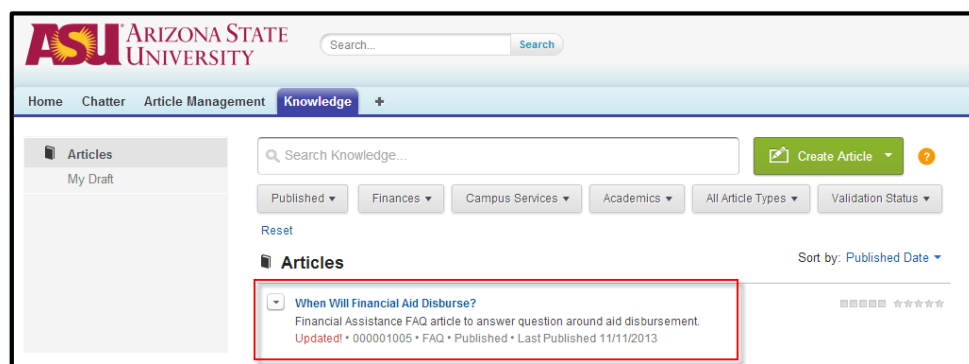
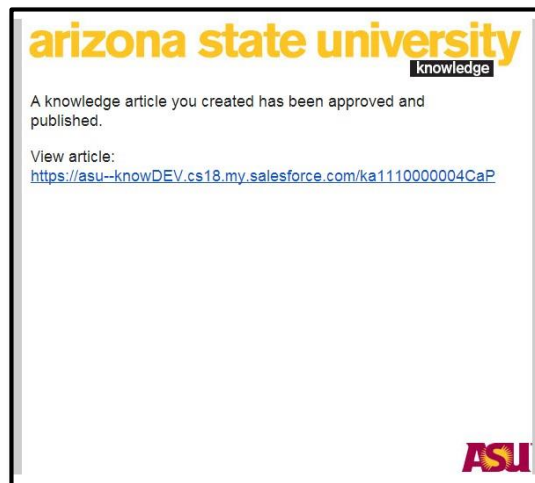
Once the article has been approved by the Content Approver it moves into Format Review. An email will be sent to the Format Approver to review formatting and ASU standards. During format review, the article will be reviewed to make sure that it adheres to the ASU Writing Style Guide and ASU communication standards. If additional edits are needed or the article does not it will be rejected back to the content review status with notes as to why it was rejected.

Final Step - Knowledge Management Team

Once the article has been approved by the Format Approval the article moves into final review. An email will be sent to the Knowledge Manager to provide final review of the article and to publish the article.

Expectation after Publishing Approval

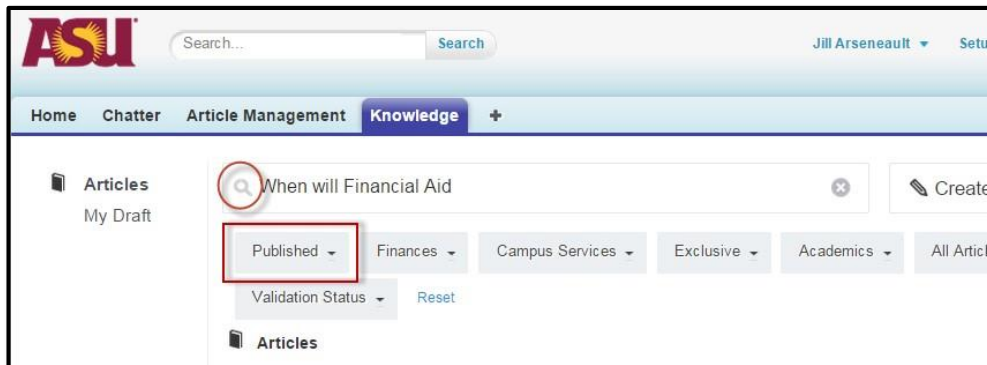
1. Triggered email sent to members of the Functional Group informing of publication
2. Article Expiration Date auto-set to: creation date + 180 days
3. Article published / available online to the appropriate Channels and audiences
4. Article can also be shown as published or updated in "Knowledge" tab.



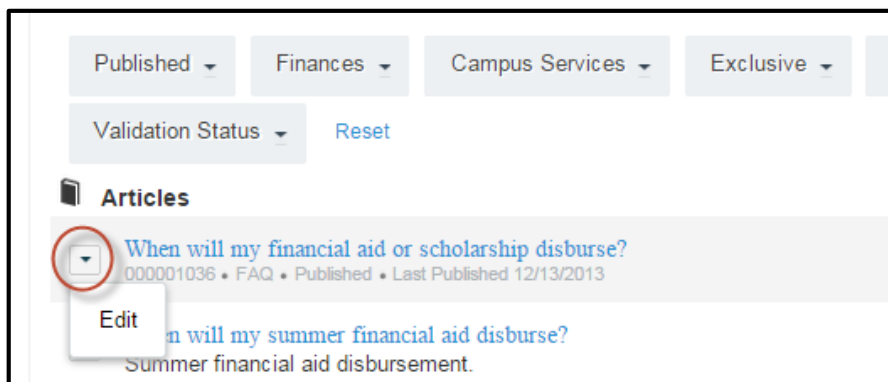
Editing an Article after it is Published

Below are the steps to edit an article after it has been published in the knowledge base.

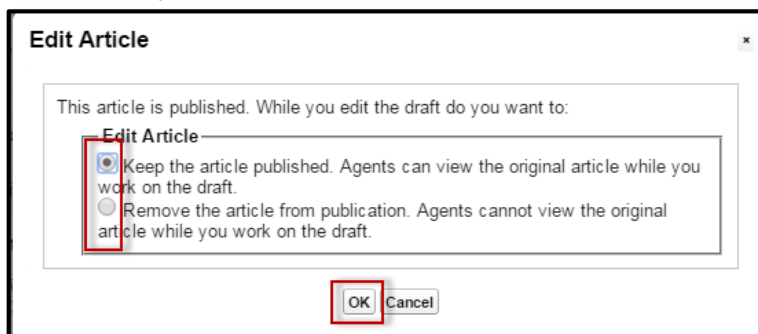
1. Click on the Knowledge tab
2. Complete a search for your article within the current Knowledge Base and be sure you are searching the Published articles.



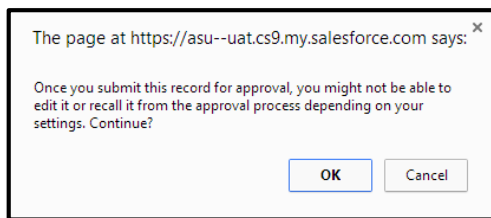
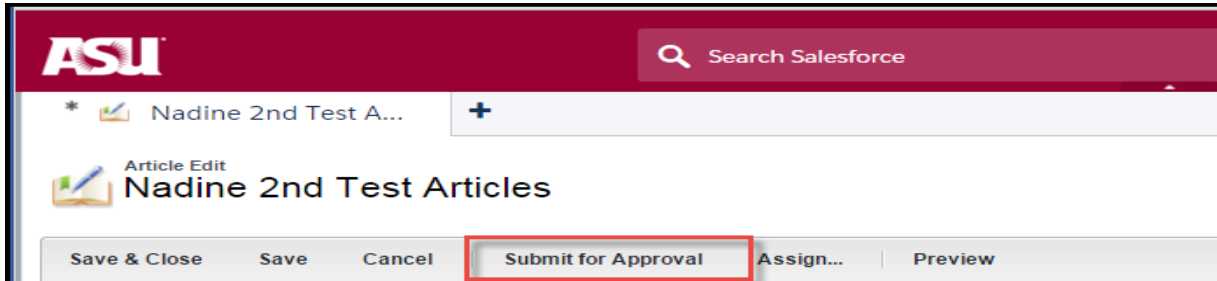
3. When you locate the article you want to edit, Click on the drop down arrow next to your article and Click Edit.



4. Determine if you want to keep the article visible by students until you complete the new version or if you want to remove the current article until the next version is complete.



5. Complete your edits to the article and then Click Save.
6. Once you are ready to submit the draft article, Click Submit for Approval, then OK.



Article Writing Best Practices

How to write Knowledge articles

When writing a knowledge article, you want to be clear and concise; factual and engaging all at the same time. To help make the balancing act of creating knowledge articles a little easier, we recommend following the “**Rules to live by**” and following the “**ASU Writing Style Guide**” as listed below:

ASU Writing Style Guide (<https://brandguide.asu.edu/identity-standards/writing-style-guide>).

When creating articles, please remember to adhere to AP Style outlined in the guideline.

Rules to live by

1. Use student-centric language.
2. Always proofread and edit your post before submitting.
3. The title of the article should be in the form of a question or brief statement.
4. Write original, useful content. Base content on student’s most frequently asked questions.
5. Be concise. Answer the question within the first two sentences in the body of the article. If applicable or helpful to the student, provide supplemental information in the last sentence of the article such as additional details, websites and contact information.
For example: To learn more, please visit the [ASU](#) website. If you have additional questions, please contact the “said name” at xxx-xxx-xxxx or by email at xxxx@asu.edu.
6. Be specific, both in title and content of the article. **For example**, specify undergraduate or graduate if there are differences in the answer or process.
7. Only one question should be included per article. Incorporate other relevant terms within the body of the article.

Write for the students

We want Knowledge to be usable by all ASU students. This means we're writing for a general audience, rather than one very familiar with ASU. When writing an article, it's best to assume the student you're writing for is new to the university and this may be their first day.

Article functional group

Articles are categorized under a Functional Group so that they can be monitored by the appropriate unit(s). Articles will be assigned to one main "Functional Group" and associated to Categories monitored by the Knowledge Manager. This hierarchy helps tag articles appropriately and will deliver targeted search results.

Pick a good title

An article's title should try to describe what the article is about. The important thing is for the first few words to be as understandable as possible, filled with keywords that are important. This will allow students to recognize what the article is about and click confidently. In addition, a title should follow these guidelines:

- Be specific and be sure to **identify the department/unit** in the title as necessary.
- Try to vary the way you name articles. Don't use the same verbs or phrases in every title. Don't be afraid to be creative.
- Be concise with your title. Search results will display up to 99 characters. Your title can be longer than this if necessary, but make sure your important keywords are in the first 99 characters.

Remember that the entire explanation doesn't have to go into the title. You can use the answer field of the article to provide the student with the specific information about the topic.

Organize the article effectively

The general idea here is to try to develop the information from simple to complex while trying to keep the details needed by most students near the top. So a simple, common solution would usually come before a complex or specific solution. Articles should be comprehensive, so it's important to use descriptive subheadings to help students find the part of the article that they need.

Make step-by-step instructions easy to follow

The main thing to keep in mind when writing step-by-step instructions is to be careful to include all the actions needed to complete the task. If, for example, you have to click "OK" after selecting a preference in order to move to the next step, be sure to include clicking OK as part of that step. Some additional things to consider:

- There may be multiple ways to achieve a result. We should always pick the most student-centric way.
- Use full sentences when describing each step or how to access more information.
- Include expected results when giving instructions (Example: Click OK and the window will close).


Make your writing engaging

Using repetition and a conversational tone are some of the techniques we can use to engage students. These techniques, which are listed below, all aim to get your brain to pay attention by recreating what this interaction would be like in-person. When we do that, information is easier to understand and remember.

- **Conversational writing style** – Use an informal, active style similar to the way you’d speak to someone in person.
- **Humor and emotion** – Using humor is great but it’s sometimes hard or impossible to localize. Emotions like surprise might be easier to include.
- **Multiple learning styles** – Just like in school, students learn differently. Also, everyone benefits from seeing the same content expressed in multiple ways.
- **Repetition** – When you explain something in a different way with different media, you’re also, obviously, repeating it which is another good way to help student remember what’s important.
- **Images and video** – Using images and videos to explain things can be a great addition to include with your text since you can’t be there in person with the student to guide them through the process.

Common Formatting Issues

Below are formatting items that are most commonly reviewed and corrected in the review of Knowledge articles.

- Use the default font.
- Do not underline text or change the font color.
- Caution - If you are pasting content, click on  (remove format tool) to remove any formatting from the original source.
- Number stepped instructions and use bulleted lists.
- Use the second person – “you” or “your” – instead of “student.”
- Use full names in the first reference, before using an official abbreviation or an acronym.
- Spell out numbers one-nine, use figures for numbers 10 and higher.
- When writing about My ASU, the letter ‘y’ in My is lowercase. There is also space between My and ASU.
- Use the appropriate name of the box you are referencing in My ASU (i.e. My Classes, My Programs, Account Charges, Financial Aid and Scholarships).
- Do not use “and/or” to indicate alternatives. Rewrite the statement using more precise writing. See ASU Branding in Content. Replace “and/or” with “and” since it will encompass the “or.”
- Hyperlink names of websites instead of using “click here.” Link URLs and email addresses. If you are referring students to a site such as, <https://students.asu.edu/>, you can friendly hyperlink the URL to show [ASU Student website](#)
- Use official names of buildings, which can be found on ASU Maps (<http://www.asu.edu/map/interactive/>).

Before and After Example:

Before example (internal)

| Information | |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Functional Group | Orientation and Family Programs |
| Question | How do I pay the enrollment deposit? |
| Answer | There are three ways you can pay your enrollment deposit. Online Payments online are accepted through www.my.asu.edu . in the priority task list in MY ASU, you will see a link to Pay Your Enrollment Deposit. By mail: Checks made out to "Arizona State University" can be sent to: ASU New Student and Family Programs, PO Box 872201, Tempe, AZ 85287-2201. In person: Cash and check payments are accepted by the New Student and Family Programs office, located at MU 14. Our office hours are Monday through Friday, 8 a.m.-5 p.m. |
| Article Expiration Date | 5/31/2015 |

| Edit Assign... Publish... Submit for Approval Delete Preview | | | | | | | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--|-------------------------|---------------------------------|-----------------|--------------------------------------|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-----------|
| Article Assignment Assigned To: John Harris Assigned By: John Harris Instructions: -- Assignment Due Date: -- | | | | | | | | | | | |
| Article Properties Version: Draft Version Publishing Status: Draft Type: FAQ Article Number: 000005659 Created By: Jim Brophy Last Modified By: John Harris, 3/3/2015 3:37 AM | | | | | | | | | | | |
| Categories Finances: My ASU Account Charges Campus Services: Orientation and Family Programs Exclusive: No Category Academics: No Category | | | | | | | | | | | |
| Another version of this article has been published. Click to view the published version. | | | | | | | | | | | |
| Article Number: 000005659 Title: How do I pay my enrollment deposit? URL Name: How-do-I-pay-my-enrollment-deposit Summary: Find out how to pay your enrollment deposit at ASU. Validation Status: Published | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th colspan="2">Information</th> </tr> </thead> <tbody> <tr> <td>Functional Group</td> <td>Orientation and Family Programs</td> </tr> <tr> <td>Question</td> <td>How do I pay the enrollment deposit?</td> </tr> <tr> <td>Answer</td> <td>There are three ways you can pay your enrollment deposit. Online Payments online are accepted through www.my.asu.edu. in the priority task list in MY ASU, you will see a link to Pay Your Enrollment Deposit. By mail: Checks made out to "Arizona State University" can be sent to: ASU New Student and Family Programs, PO Box 872201, Tempe, AZ 85287-2201. In person: Cash and check payments are accepted by the New Student and Family Programs office, located at MU 14. Our office hours are Monday through Friday, 8 a.m.-5 p.m.</td> </tr> <tr> <td>Article Expiration Date</td> <td>5/31/2015</td> </tr> </tbody> </table> | | Information | | Functional Group | Orientation and Family Programs | Question | How do I pay the enrollment deposit? | Answer | There are three ways you can pay your enrollment deposit. Online Payments online are accepted through www.my.asu.edu . in the priority task list in MY ASU, you will see a link to Pay Your Enrollment Deposit. By mail: Checks made out to "Arizona State University" can be sent to: ASU New Student and Family Programs, PO Box 872201, Tempe, AZ 85287-2201. In person: Cash and check payments are accepted by the New Student and Family Programs office, located at MU 14. Our office hours are Monday through Friday, 8 a.m.-5 p.m. | Article Expiration Date | 5/31/2015 |
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| Article Expiration Date | 5/31/2015 | | | | | | | | | | |

After example (published version)

How do I pay my enrollment deposit?

Information

Functional Group

Orientation and Family Programs

Question

How do I pay my enrollment deposit?

Answer

There are three ways you can pay your enrollment deposit:

- Online:** Payments online are accepted through your **My ASU** account. Under your **Priority Tasks** in **My ASU**, you will see a link to **Pay Your Enrollment Deposit** as shown below, along with links for the next steps after you pay the deposit.

Priority Tasks

Important Next Steps

☐ **PAY ENROLLMENT DEPOSIT**

The first step for admitted freshmen is to pay an enrollment deposit. [See details.](#)

Your remaining balance for Fall 2015 is \$300.
[Pay your enrollment deposit for Fall 2015](#)

Once you pay your deposit, you must:

☐ **SELECT YOUR HOUSING**
☐ **SIGN UP FOR ORIENTATION**

Please note: Only Visa and MasterCard debit and credit cards are accepted when paying online.

- By mail:** Checks made out to "Arizona State University" can be sent to: ASU New Student and Family Programs, PO Box 872201, Tempe, AZ 85287-2201
- In person:** Cash and check payments are accepted by the New Student and Family Programs office, located in the lower level of the **Memorial Union** in MU 14. Our office hours are Monday through Friday, 8 a.m.-5 p.m.

To learn more, please visit the [enrollment deposit process](#) website. If you have additional questions, please contact the New Student and Family Programs office at 480-965-2880 or by email at orientation@asu.edu.

Related Article: [How do I defer my enrollment deposit?](#)

Feedback

Was this article helpful?

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