

# Answers KB

The University of Illinois KB redesign



[answers.illinois.edu](https://answers.illinois.edu)

# Our Team

- Rob Watson, Communications and Outreach Specialist (Technology Services)
- Traci Vaughan, Senior User Experience Designer (Administrative Information Technology Services)
- Allison Payne, Manager of Technology Support & Training, IT Partners (Gies College of Business)
- Shawn Lee, Assistant Director of Administrative Information (Technology Services Service Desk)
- Kevin Merrifield, Web Systems Developer, IT Partners (Gies College of Business)

# How Long???

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If we dedicated ourselves fulltime to this project, it would have taken far less time!

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- Ever used Inspect to look at HTML/CSS in a browser?
- Do you currently use Visual Studio Code (or Visual Studio)?
- Have you ever used SASS or npm?
- Are you curious about development tools that can make your KB development life easier?



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- REALLY?
- Deep breath...

# Resulting CSS

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# Resulting CSS

- Tradeoff between ease of creation vs. portability and maintenance
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- 4,000 lines

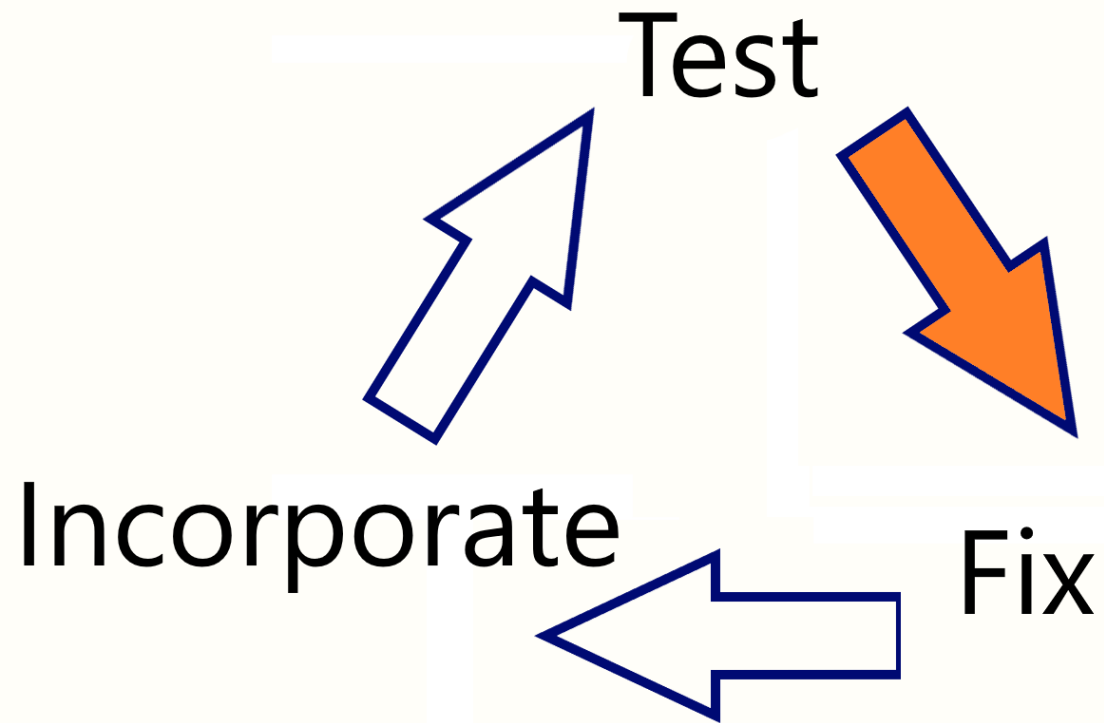
But Kevin...

How did we get this code?

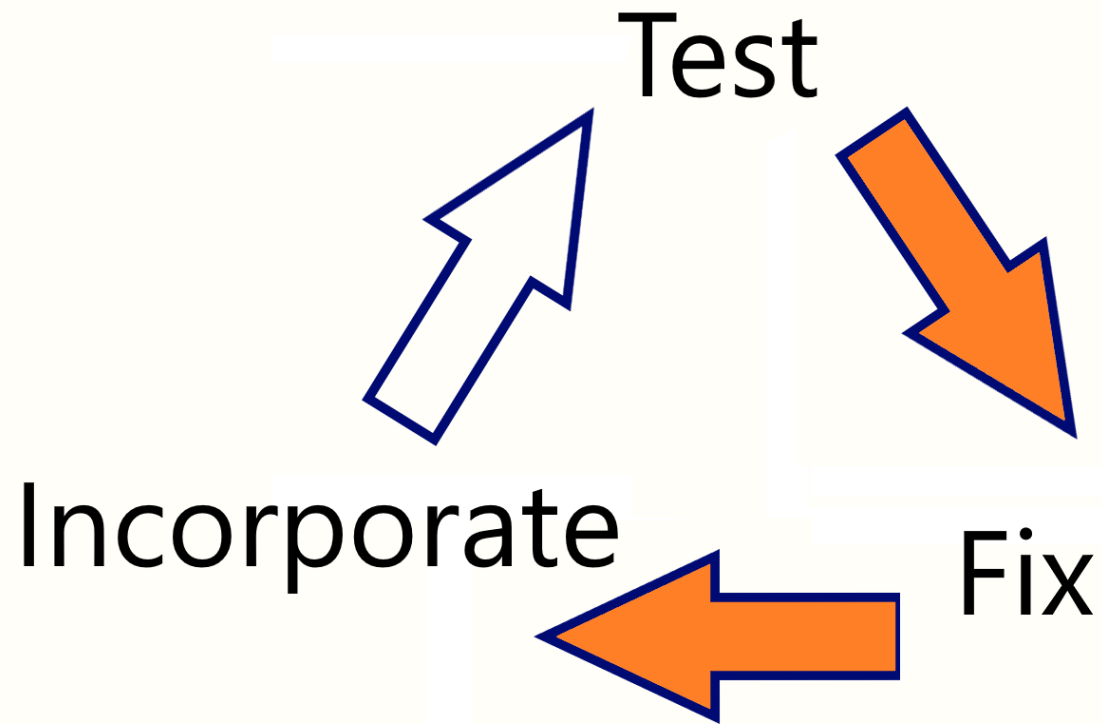
# Process

- Design handed me the code built with CodeKit
- I went over the initial batch of CSS, and it mostly worked. Mostly...
- I fixed some things (really odd things, at times)
- We tested
- We sent my fixes back to Design

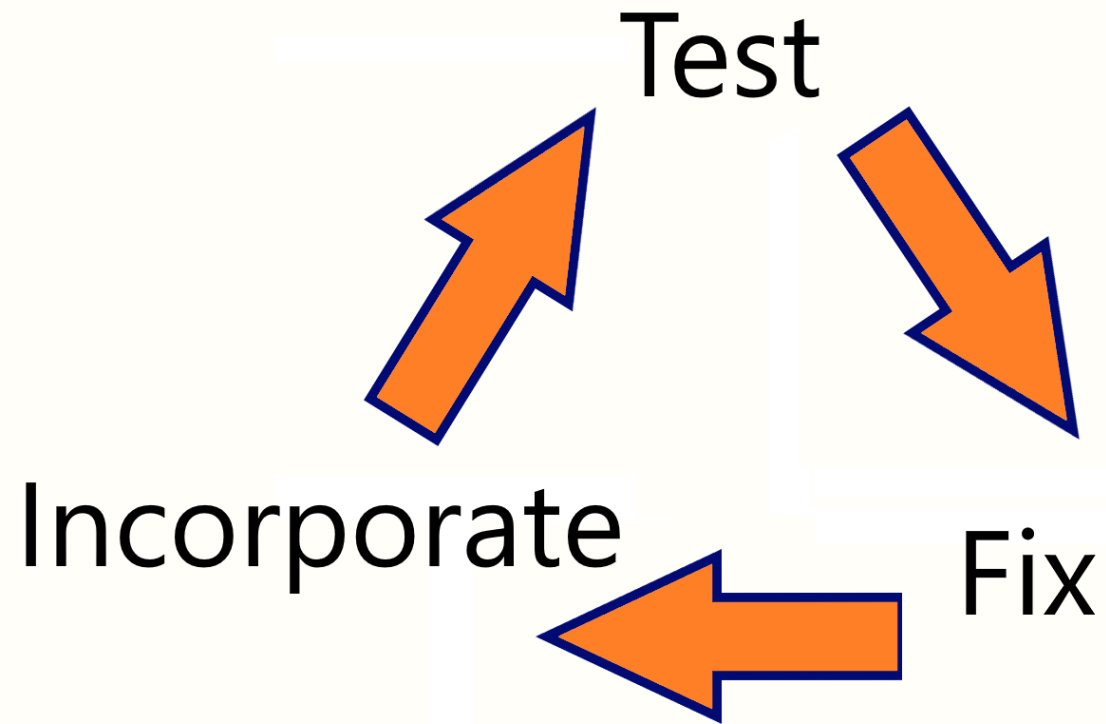
# Process ... is iterative



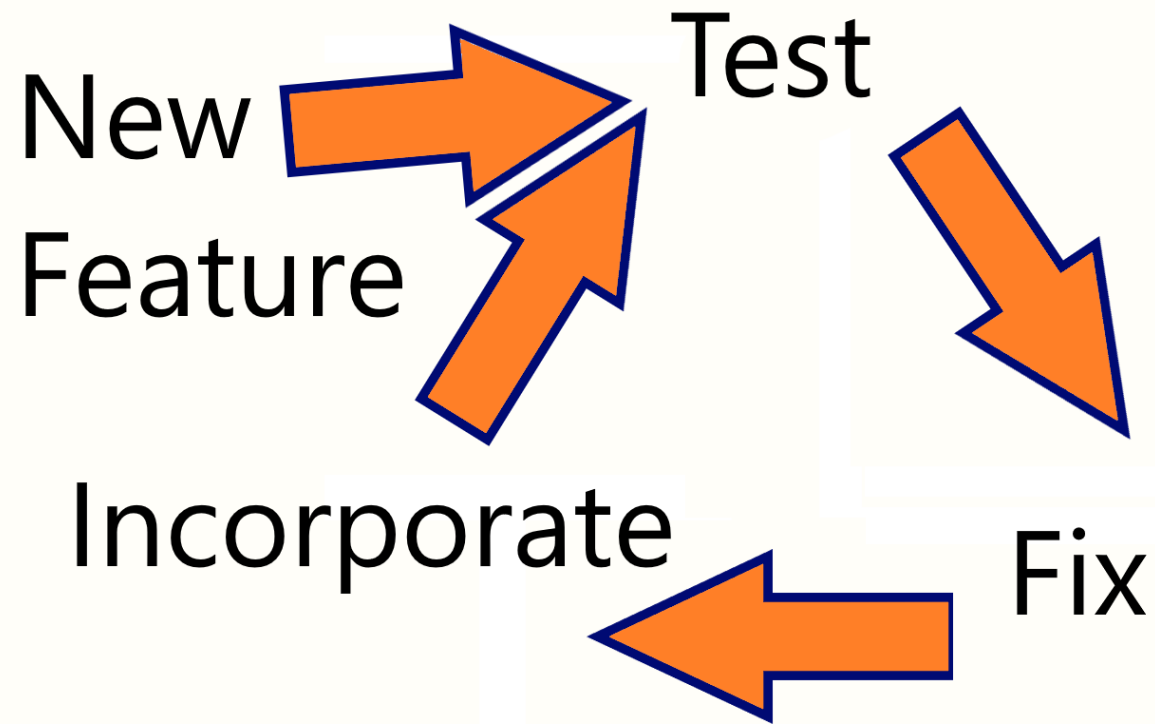
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# Tools

- “Save Page As...” → “Web Page complete”
  - Folders that contain images and .css
  - The CSS you want is in the page body, second group

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- Visual Studio Code
  - npm, gulp, SASS, Git (optional) (can be ala carte)
  - many cool plugins

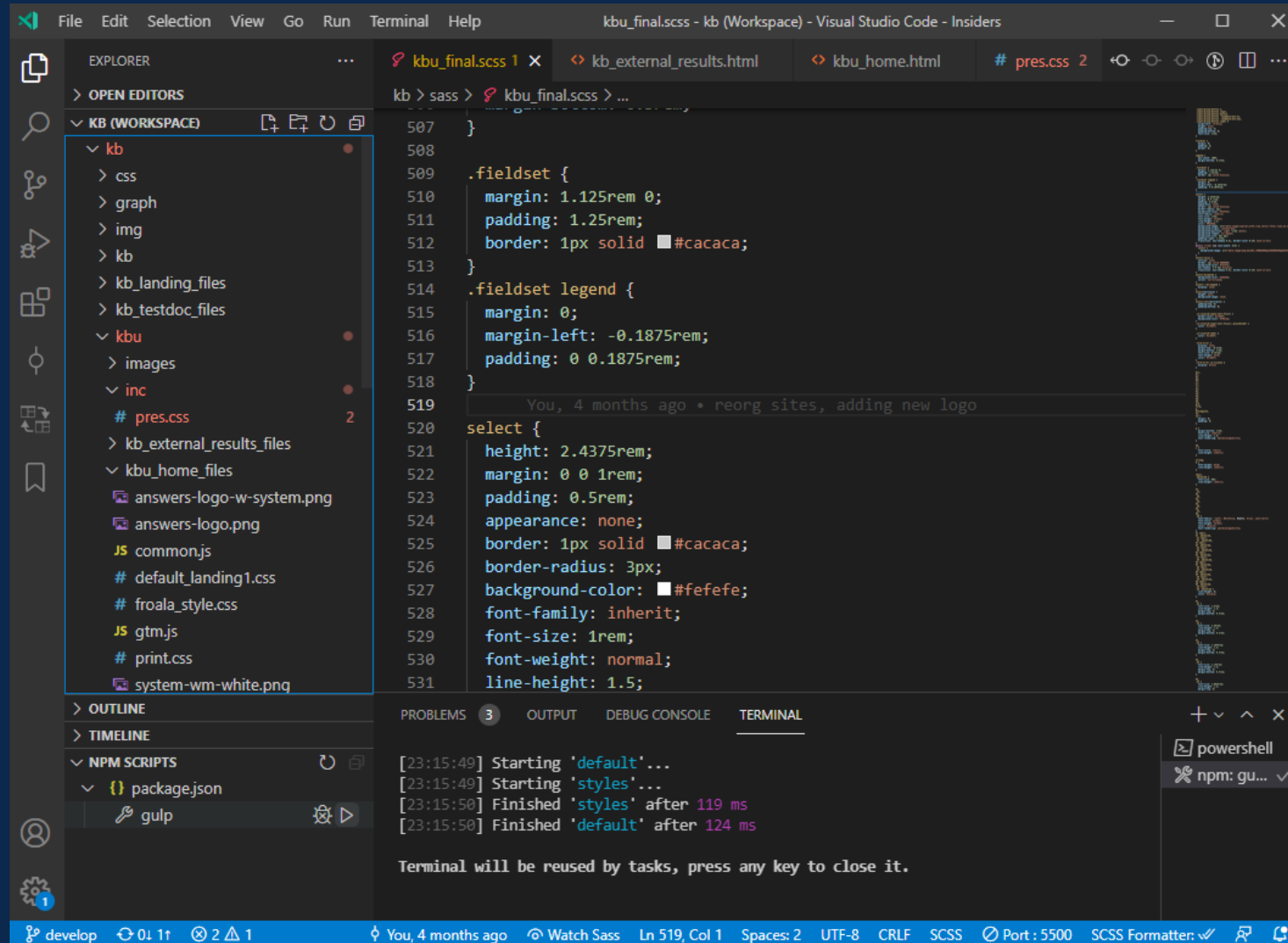
# Tools

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  - Folders that contain images and .css
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- Visual Studio Code
  - npm, gulp, SASS, Git (optional) (can be ala carte)
  - many cool plugins
- Why use SASS?

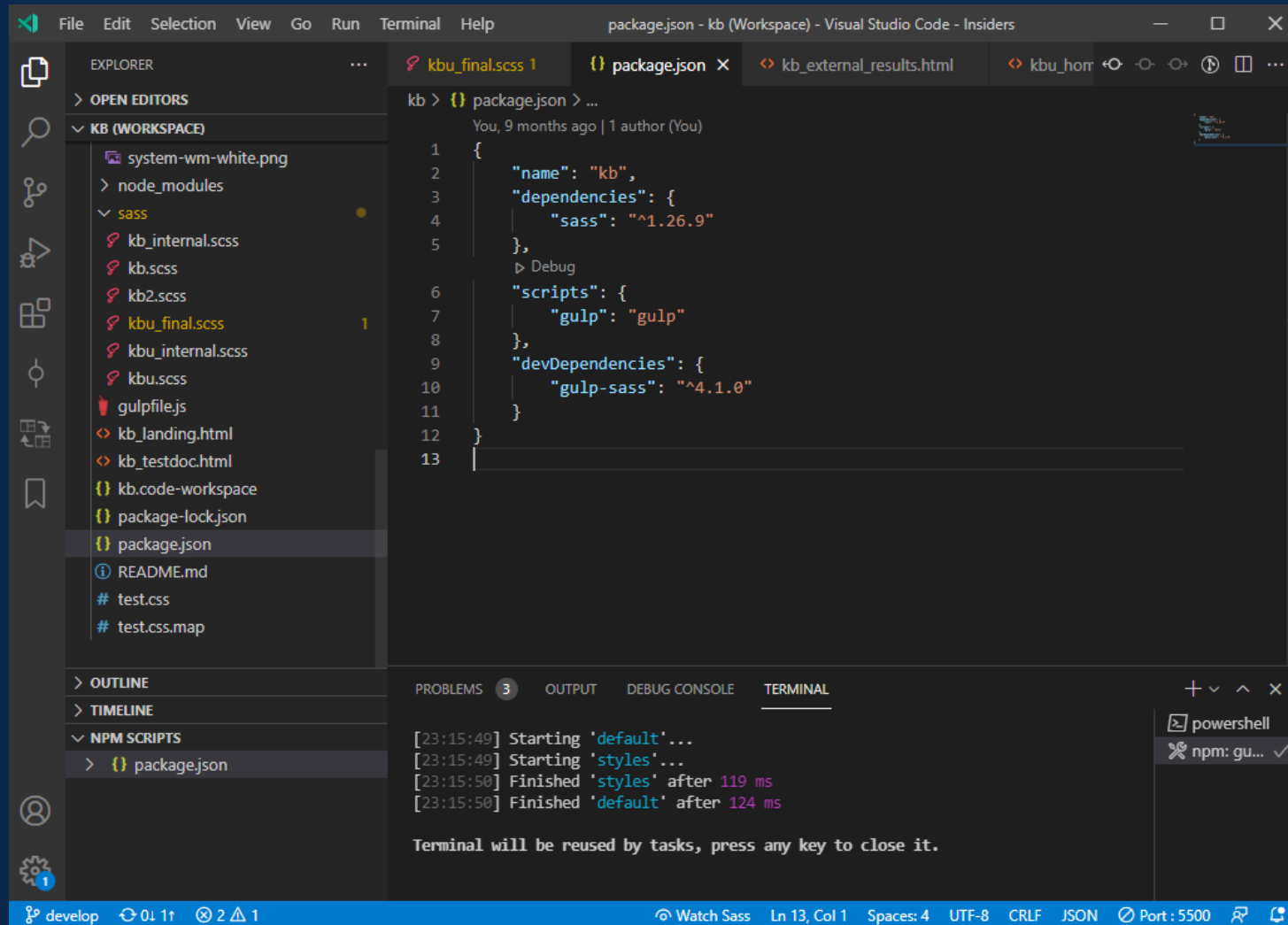
# Tools files view

Right-click  
on a filename  
to open and  
test in IIS  
Express

Run button



# Tools package.json



The screenshot displays the Visual Studio Code interface with a workspace named 'kb'. The Explorer sidebar on the left shows the file structure, including a 'node\_modules' directory and a 'sass' subdirectory. The 'package.json' file is selected and open in the editor. The code in the editor defines the project name as 'kb', lists 'sass' as a dependency, and sets up scripts for 'gulp' and 'gulp-sass'. The terminal at the bottom shows the execution of 'npm run default' and 'npm run styles', both of which completed successfully. The status bar at the bottom indicates the current file is 'package.json' at line 13, column 1, with 4 spaces, UTF-8 encoding, and CRLF line endings.

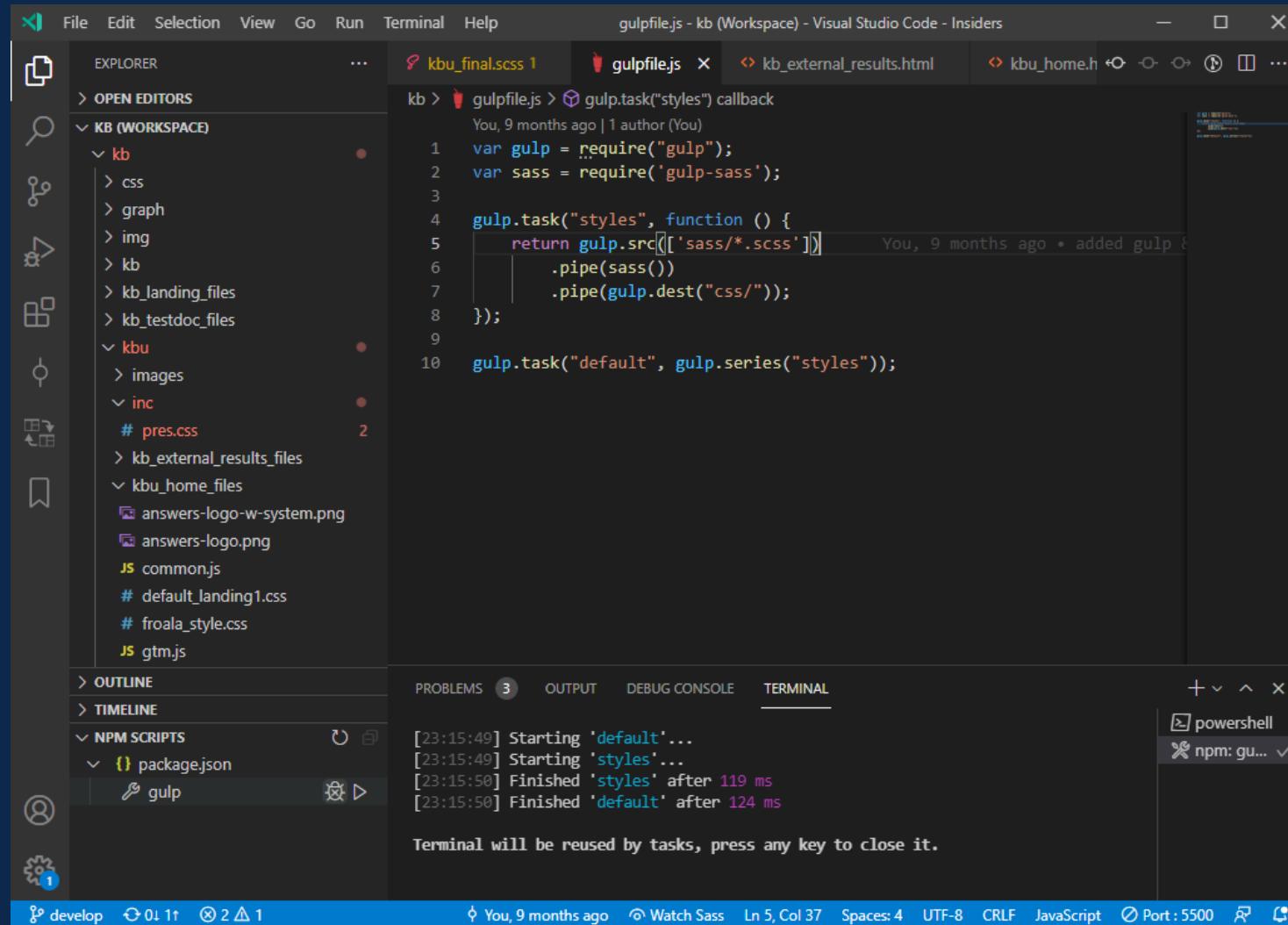
```
1 {
2   "name": "kb",
3   "dependencies": {
4     "sass": "^1.26.9"
5   },
6   "scripts": {
7     "gulp": "gulp"
8   },
9   "devDependencies": {
10    "gulp-sass": "^4.1.0"
11  }
12 }
13
```

Terminal Output:

```
[23:15:49] Starting 'default'...
[23:15:49] Starting 'styles'...
[23:15:50] Finished 'styles' after 119 ms
[23:15:50] Finished 'default' after 124 ms

Terminal will be reused by tasks, press any key to close it.
```

# Tools gulpfile.js



# Tools formatting code

Free Formatter

<https://www.freeformatter.com/html-formatter.html>

Unminify

<https://unminify.com/>

# Tools formatting code

From this:

```
<!DOCTYPE html>  
<html lang="en"><head><title>University of Illinois Unified Knowledgebase </title><script async="" src="page_
```

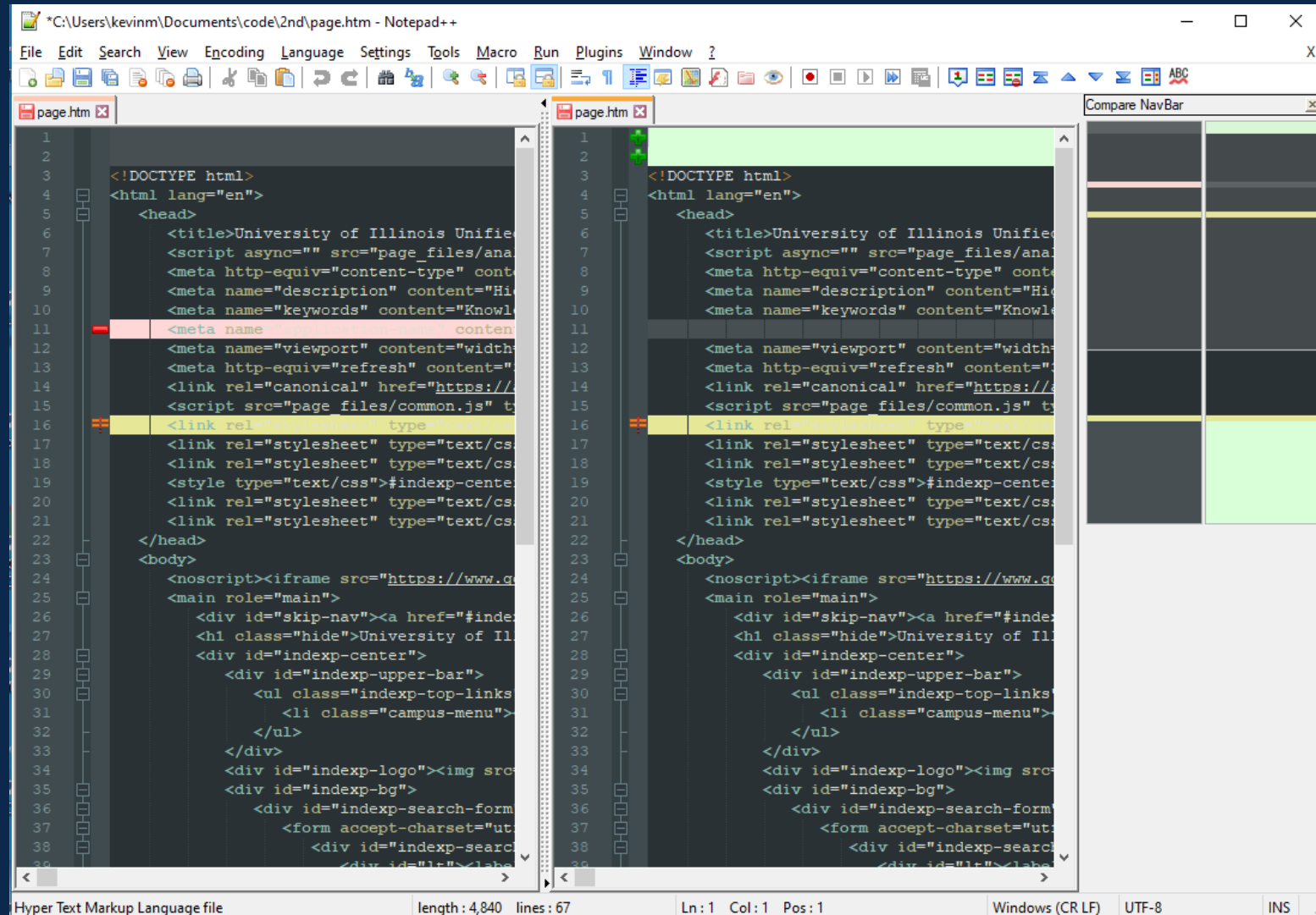


# Tools formatting code

To this:

```
<!DOCTYPE html>
<html lang="en">
  <head>
    <title>University of Illinois Unified Knowledgebase </title>
    <script async="" src="page_files/analytics.js"></script><script async="" src="page_files/gtm.js"></script>
    <meta http-equiv="content-type" content="text/html; charset=UTF-8">
    <meta name="description" content="Higher Education Knowledge Base content management, sharing and collaboration">
    <meta name="keywords" content="KnowledgeBase, knowledge base, university, universities, college, higher education">
    <meta name="application-name" content="University KnowledgeBase">
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <meta http-equiv="refresh" content="3600">
    <link rel="canonical" href="https://answers.illinois.edu/">
    <script src="page_files/common.js" type="text/javascript"></script>
    <link rel="stylesheet" type="text/css" media="screen" href="page_files/froala_style.css">
    <link rel="stylesheet" type="text/css" media="screen" href="page_files/froala_override.css">
    <link rel="stylesheet" type="text/css" media="print" href="page_files/print.css">
    <style type="text/css">#indexp-center { background-image: url('/images/group154/logo/photo_library/'); }</style>
    <link rel="stylesheet" type="text/css" media="screen" href="page_files/default_landing1.css">
    <link rel="stylesheet" type="text/css" media="screen" href="page_files/ui_unified_kb_hp.css">
  </head>
  <body>
    <noscript><iframe src="https://www.googletagmanager.com/ns.html?id=GTM-5MRHB7J" height="0" width="0"></iframe></noscript>
    <main role="main">
      <div id="skip-nav"><a href="#indexp-search-form">Skip navigation</a></div>
      <h1 class="hide">University of Illinois Unified Knowledgebase </h1>
      <div id="indexp-center">
        <div id="indexp-upper-bar">
```

# Tools formatting code – compare with Notepad ++



The image shows a Notepad++ window with two HTML files open for comparison. The left pane shows the original code, and the right pane shows the formatted code. A 'Compare NavBar' window is also visible on the right.

```
1 <!DOCTYPE html>
2 <html lang="en">
3   <head>
4     <title>University of Illinois Unified
5     <script async="" src="page_files/ana
6     <meta http-equiv="content-type" cont
7     <meta name="description" content="Hi
8     <meta name="keywords" content="Knowl
9     <meta name="keywords" content="Knowl
10    <meta name="viewport" content="width
11    <meta http-equiv="refresh" content="
12    <link rel="canonical" href="https://
13    <script src="page_files/common.js" t
14    <link rel="stylesheet" type="text/cs
15    <link rel="stylesheet" type="text/cs
16    <style type="text/css">#indexp-cente
17    <link rel="stylesheet" type="text/cs
18    <link rel="stylesheet" type="text/cs
19    </head>
20    <body>
21      <noscript><iframe src="https://www.q
22      <main role="main">
23        <div id="skip-nav"><a href="#inde
24        <h1 class="hide">University of Il
25        <div id="indexp-center">
26          <div id="indexp-upper-bar">
27            <ul class="indexp-top-links
28              <li class="campus-menu">
29            </ul>
30          </div>
31          <div id="indexp-logo"><img src
32          <div id="indexp-bg">
33            <div id="indexp-search-form
34              <form accept-charset="ut
35              <div id="indexp-search
36            </div>
37          </div>
38        </main>
39      </body>
40    </html>
```

Hyper Text Markup Language file      length : 4,840   lines : 67      Ln : 1   Col : 1   Pos : 1      Windows (CR LF)   UTF-8   INS

# Tools

## Advantages:

- A local environment that will let you use SASS and CSS together
  - Start by plunking your initial CSS into a SASS file
  - Make changes in SASS, or paste in CSS, or both
- A very fast way to make changes, test, and then deploy
  - Create your CSS by running gulp
  - Hit “Save”, and your browser auto-refreshes
- A history of your style revisions
  - Use Git, even if just for an archive
  - Work from anywhere – download the repository and upload your changes

# Summary

- A local environment lets you make fast, predictable changes to the live KB environment
- Work in an environment that mimics a live server setting
- There are so many fun tools to try out!
- You Git a backup environment, if you wish
- When you are happy with development, copy and paste your CSS to the live KB environment

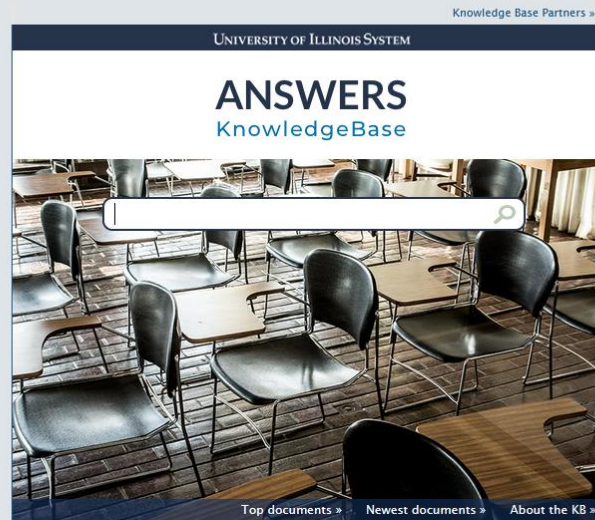
I found that using this environment let me make changes faster, but also with more confidence.

# Contact

Kevin Merrifield

[merrifld@Illinois.edu](mailto:merrifld@Illinois.edu)

# The Site



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UIUC Tech Help Center

ANSWERS  
KnowledgeBase

2fa

SEARCH

Advanced

All partner sites (36) - Limit results by relevant partner sites:

- [UI College of Veterinary Medicine \(2\)](#)
- [UI Ges College of Business \(1\)](#)
- [University of Illinois System \(23\)](#)
- [University of Illinois Technology Services \(10\)](#)

Keywords

20 per page

Results: 1-20 of 36

[XML](#) [JSON](#) [OL](#)

No.	Document Title	Site	Updated
1	**** <b>2FA, No password, 2FA device, or bank account on file</b>	University of Illinois Technology Services	2021-06-17
2	**** <b>2FA - 2-Factor authentication topics</b> [Campus login required]	University of Illinois System	2020-12-11
3	<b>2FA, Frequently Asked Questions (FAQ)</b> [Campus login required]	University of Illinois System	2020-12-13
4	<b>2FA - What is 2-Factor Authentication?</b> [Campus login required]	University of Illinois System	2021-06-07
5	<b>2FA, Why You Need 2FA and FAQ</b>	University of Illinois Technology Services	2020-11-11
6	<b>2FA - What is Remember Me?</b> [Campus login required]	University of Illinois System	2020-11-09
7	<b>2FA - Can you set up an alias account?</b> [Campus login required]	University of Illinois System	2020-11-09
8	<b>2FA - How to manage your devices</b> [Campus login required]	University of Illinois System	2020-11-09
9	<b>2FA - How to set default device &amp; automatic authentication</b>	University of Illinois System	2021-06-28

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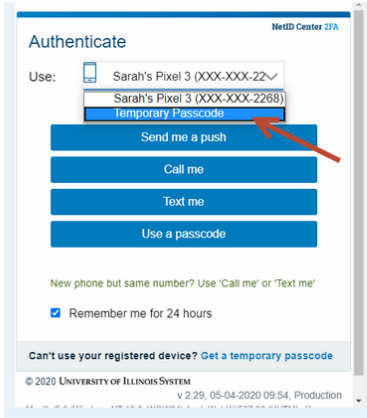
## 2FA, No password, 2FA device, or bank account on file

I'm stuck trying to access my account. I let my password expire (or forgot it) and can't get past 2FA (lost device, changed phone number, etc.). I don't have a bank account on file with the university, what can I do?

Please contact the Help Desk at 217-244-7000, they have a process to help.

When you have your temporary passcode, use it by selecting the "Use" drop down as shown in the screenshot below.

Highlight search terms



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v 2.29, 05-04-2020 09:54, Production



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UIUC Tech Help Center

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KnowledgeBase

**SEARCH** [Advanced](#)

**Advanced Search Options**

Find:

Search mode: 

Fulltext + attachments search

Matching: 

All words

Sites: 

All Sites

Updated time range: 

Any time

Sort by: 

Relevance

Results per page: 

50

Search

Reset

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**Make a Suggestion**

Use the form below to make a suggestions or contribute your own knowledge content.

Your name:

Your email:

Subject / title:

Keywords:

Suggestion / content:

5 + 23 =