Inserting Images into an Article

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3 Views

**Published to customer portal:** No

**Overview**

When creating an article, images often help paint a clearer picture for the end-user.  This knowledge article guides EpicCare users the best practice for inserting images into articles or forms. This ensures the same results are achieved in terms of image formatting and sizing across all devices, UI types, html form fields, and browser versions.

**Related Links**

[ServiceNow Best Practices - Inserting Images](https://hi.service-now.com/kb_view.do?sysparm_article=KB0547129)

**Inserting Images**

Knowledge Champs and EpicCare users with the knowledge role will adhere to the steps in the table below when inserting an image or screen shot into a knowledge article.

| **Step** | **Action** |
| --- | --- |
| 1 | Open the knowledge article record in EpicCare  Go to step **2**. |
| 2 | Click the **paper clip** icon to add an attachment  Go to step **3**. |
| 3 | Click **Choose Files**:   * Browse for the respective image * Select the applicable image * Click **Open** * Click **Attach**     **Note**:*If more than one image is necessary, click the* ***Add Another*** ***Attachment*** *button and repeat step****3****.*     * Click the **X** to exit the window.     **Note**: *The selected image(s) will display in the top banner in the* ***Manage Attachments*** *section.*    Go to step **4**. |
| 4 | Go to the **Article Text** field and place your cursor where you want the image to appear:   * Click the **Insert/edit image** button () from the toolbar     **Note**: *The Insert/Modify Image window appears.*     * Select **Attachment** from the **Type** field * Select the file to insert from step **3**from the**Image**field * Key **1** in the **Border Thickness** field, if desired * Click **OK**   **Action steps complete** |