? Articles: Where Knowledge Lives in Basecamp

At DataZen, we use **Basecamp Articles** to store and share everything our team needs to know—from onboarding steps to process updates and merchant-specific notes. If you're looking at this right now, you're reading an Article!

Articles are designed to be short, specific, and easy to keep up-to-date. They're written by the people who actually do the work, so the information is clear, helpful, and grounded in real experience.

?? How to Create an Article in Basecamp

Creating an Article in Basecamp is straightforward, and helps keep our internal knowledge strong and organized.

Here's how to do it:

How to Create and Contribute to Articles in Basecamp

? Keeping Articles Up-to-Date

We don't let information go stale. Articles should be reviewed regularly, especially after a process change or system update. If you spot something outdated, jump in and make the edit—or add a comment for someone who can.

If it's a recurring update (like onboarding steps or tool permissions), consider adding a quarterly reminder in Asana to review it.

? Tips for Great Articles

- Use **real language**, not jargon

- Write as if you're explaining it to someone new

- Break it up with **headers, bullets, and visuals**

- Include helpful links and screenshots where needed

- Stay positive and action-oriented

? Example Use Cases

- How to connect a new merchant to A2X

- QBO vs Xero permissions walkthrough

- Onboarding flow for new team members

- Tips for communicating with high-volume merchants