

# ? Articles: Where Knowledge Lives in Basecamp

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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.

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## ?? 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](#)

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## ? 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 If you spot something outdated, jump in and make the edit—or add a comment for someone who can.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.

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## ? 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

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## ? 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

Online URL:

[https://basecamp.datazen.org/article/\[\[?\]\]-articles-where-knowledge-lives-in-basecamp-300.html](https://basecamp.datazen.org/article/[[?]]-articles-where-knowledge-lives-in-basecamp-300.html)