The purpose of this guide is to provide a step by step documentation of where and how to register and access the Life Knowledge Base.

**ACCESS OPTIONS - URL or via Life Platform:**

1. You can either access the Knowledge Base directly via [pulse-point.document360.io](http://pulse-point.document360.io) OR within the Life platform directly by clicking the “APP Picker” logo in the upper right corner seen below:

   ![Access Options via Life Platform]

   2. If accessing the Knowledge Base via the Life platform, you must then click “Knowledge Base” at the bottom of the drop-down menu seen above.
When accessing the Knowledge Base for the first time, you will first be brought to the login screen seen below. Click the “Self Signup?” button to generate your new account name and password.

3. After clicking “Self Signup?”, you will be prompted to enter your first name, last name, and email address. After doing so, click “Register”.

Please note, SSO is not currently available.
CREATING YOUR LOGIN CREDENTIALS:

5. When your registration is successful, you will receive the below confirmation, and you will need to check your email to complete your registration.

6. Check the inbox of the email address you chose to activate your Knowledge Base account with, for an email titled "You have signed up for "PulsePoint" Knowledge Base!" from ‘Document360’. Within the body of the email, click the “Activate your account” button to set up your password.
CREATING YOUR LOGIN CREDENTIALS:

7. Upon clicking the “ Activate your account” button in your email, you will be brought back to the login screen where you will be prompted to set up your password. Please re-enter the same password in the “confirm password” section.

![Set up your password screen](image)

Ensure your chosen password meets these criterias.

8. Upon successfully setting your password, you will be redirected to the Knowledge Base login screen. Enter your created credentials (your email address (Username) and Password) and click “Login”.

![Login screen](image)

we highly suggest clicking the ‘remember me’ option when logging in.

SSO coming soon

9. Congratulations! You have successfully accessed PulsePoint’s Knowledge Base homepage.
10. You can access the Knowledge Base articles by clicking “EXPLORE ARTICLES”, or if you are looking for specific information, you can use the “Search” bar to reach a relevant article directly.
Navigating the Homepage:

11. If you clicked “EXPLORE ARTICLES” rather than a specific article using the search bar, you will then be taken to this screen.

12. Expand the menus on the left to quickly find the articles you need.

If the Knowledge Base is unable to answer your question, or if you would like to request an article, please contact your Platform Solutions Manager at lifesupport@pulsepoint.com