Support

This Wiki Help section is geared towards Wiki basics and Harvard Customizations to Confluence. There are many additional resources available to help you create, organize, and collaborate using your Harvard Wiki space.

There are also a few help resources available from Atlassian, the vendor of Confluence:

- A comprehensive user's guide
- Tutorial videos
- Getting Started documents
- A training program to become a "Confluence Ninja."

In addition to the documents from Atlassian, please check out the “Frequently Asked Questions” (FAQs) section to see if someone has already asked your question. You can also pose a new question in the comments of the FAQs.

Lastly, if you have questions, please feel free to contact the IT Help Desk at ithelp@harvard.edu. The Help Desk will be able to provide you with assistance for most of your Wiki questions - and if they can't help you, they will get you in touch with someone who can assist.

Wiki Update Blog

Blog Posts

- **Draw.io plugin upgraded** created by Carter Snowden | Wiki Help Documentation Jun 30, 2016
- **Table Filter Plugin to be retired** created by Carter Snowden | Wiki Help Documentation Apr 28, 2016
- **Gister plugin added** created by Carter Snowden | Wiki Help Documentation Jun 02, 2015
- **Favoriting Spaces** created by Carter Snowden | Wiki Help Documentation May 12, 2015
- **Blueprints functionality restored** created by Carter Snowden | Wiki Help Documentation Mar 26, 2015
- **Harvard Wiki Upgraded** created by Carter Snowden | Wiki Help Documentation Jan 14, 2015
- **January 16th Wiki Release** created by Danny Brooke | Wiki Help Documentation Jan 09, 2014
- **November Mini-Release** created by Danny Brooke | Wiki Help Documentation Nov 20, 2013
- **Wiki Upgrade News** created by Danny Brooke | Wiki Help Documentation May 23, 2013
- **January 17th Wiki Update** created by Danny Brooke | Wiki Help Documentation Jan 17, 2013
- **New Wiki Help and Trainings** created by Danny Brooke | Wiki Help Documentation Dec 06, 2012
- **Wiki Updates July 2012** created by Danny Brooke | Wiki Help Documentation Jul 17, 2012
- **Terms of Use and Group Integration with Space Permissions** created by Susan Smith | Wiki Help Documentation Sep 19, 2011