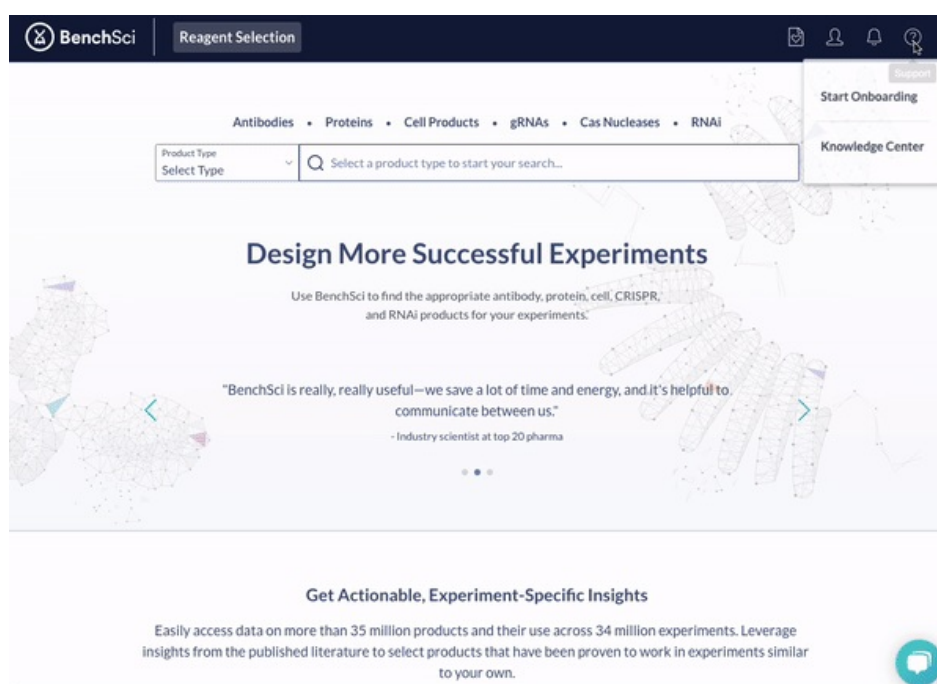


Explore the Knowledge Center widget

Last Modified on 04/03/2026 4:40 pm EST

The knowledge center widget integrates guide content from the knowledge center website (knowledge.benchsci.com/home) with the application (app.benchsci.com)

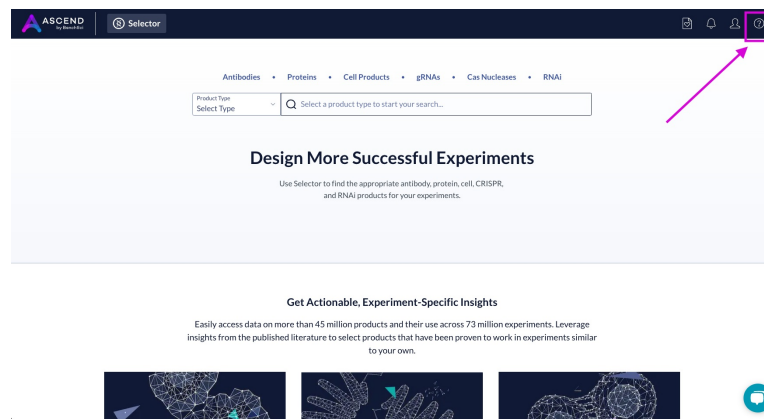
This widget is an alternative way for you to access existing articles in the **knowledge center**. With this widget, you can preview these articles while remaining within the app. We also show **Recommended articles** depending on what page you are viewing in the app.



Help content from the **Knowledge Center** may be informative as you are performing your searches in the app. For longer articles or those with visuals you may want to view in a full window, there is an option to view the article in a new tab by clicking **Open in full website**.

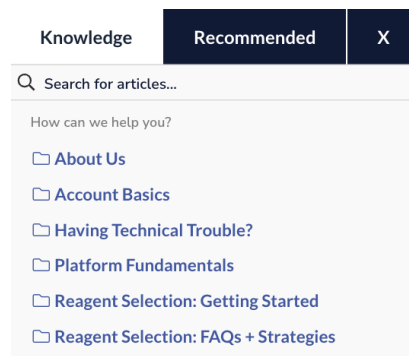
How to open the widget

1. Click the question mark (?), and then click **Knowledge Center**



2. Once the widget is open, there are three main components:

- **Knowledge tab:** see all articles and browse the folders
- **Recommended tab:** curated articles based on the webpage you are on, such as **Products** vs. **Figures** results
- **Search bar:** users can search for articles of interest using keywords



3. It may be easier to view longer articles with visuals on the main knowledge center website. At the bottom of the widget, there is an option to **Open in Full website** to view the article in a new tab.

 **Open in Full Website**

4. Note: If you are accessing ASCEND through a private/incognito window you may not be able to open the widget.

- To ensure you are seeing relevant content, the widget feature relies on cookies from your session.
- Because cookies are generally blocked in private/incognito windows, this *may* affect the functionality of the widget.
- If the widget doesn't open, clicking **Knowledge Center** within the app will still take you to knowledge.benchsci.com/home in a new tab in your browser. You may be asked to **log in** again.