# How can I make knowledgebase articles visible to specific users only?

Agent - (۰) تعليقات - Simon Paulger - 2023-09-13

You can restrict Knowledgebase Articles so that only certain users can see them. The easiest way to achieve this is with **usergroups** and Knowledgebase **categories** and then setting up a category so that it's visible only to particular usergroups.

In the agent interface, go to **Help Center > Knowledgebase** and click on a KB category.
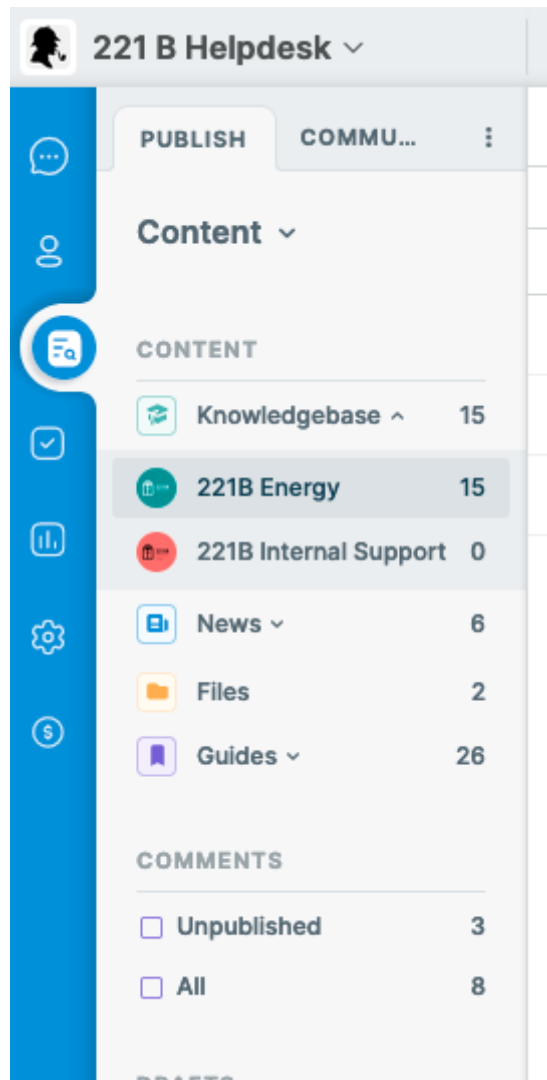
.On the right-hand side, click on the edit button for the category

How-to Articles (7)	2 of 6	✎	⠿
Manage Your Account (5)	3 of 6		⠿
Instructional Videos (4)	3 of 6		⠿

In the dialog that loads, you can select which usergroups can see this category in
.the **Usergroups** heading

Category   ✕

Name

How-to Articles

Icon

🔑 [Pick Icon] [Upload Image]

Usergroups
☑ Everyone
☑ Registered
☑ 221B Solar Trial
☑ Internal Users
☑ Contractors
☑ Support

Parent Category

🎓 Knowledgebase   ▼

Category Order

How-to Articles	⠿
Manage Your Account	⠿
Instructional Videos	⠿

[Delete]

Note

.You can have a category that's visible to everyone which contains a restricted subcategory

.To change the usergroups in your helpdesk, go to **Admin > CRM > Usergroups**

.To add users to usergroups, use the **CRM** section of the **Agent** interface