



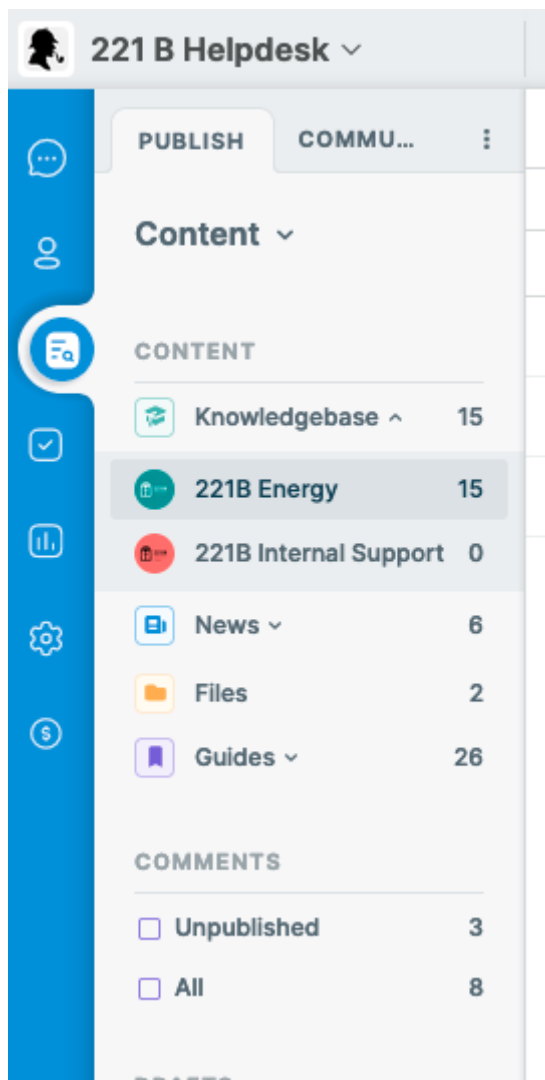
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## How can I make knowledgebase articles visible to specific users only


[Agent](#) - [\(0\) 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 ✕

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**Name**


**Icon**




**Usergroups**

- Everyone
- Registered
- 221B Solar Trial
- Internal Users
- Contractors
- Support

**Parent Category**






Knowledgebase



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**Category Order**

How-to Articles	
Manage Your Account	
Instructional Videos	

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