



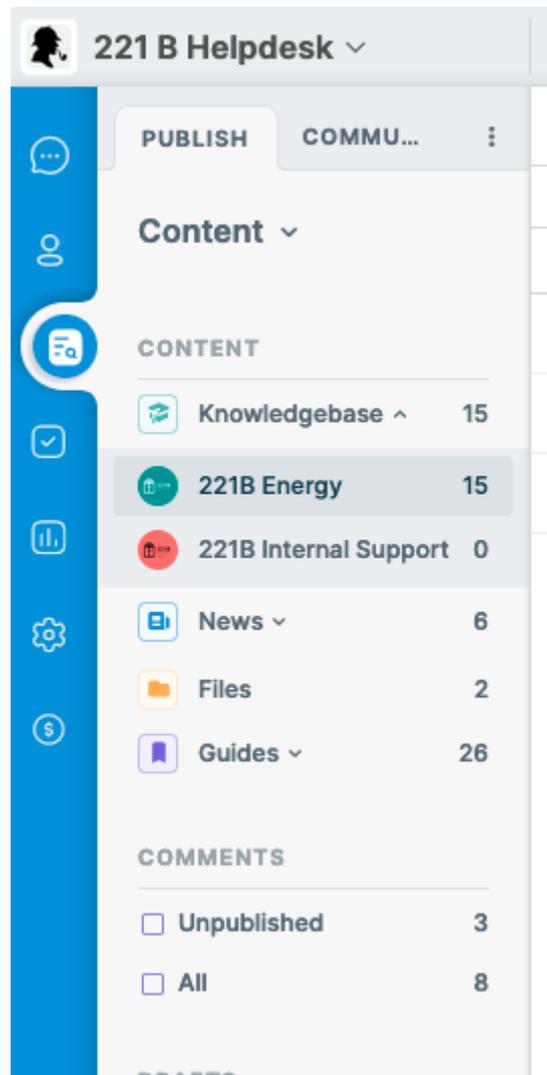
[?Using Deskpro](#) > [Agent](#) > [How can I make knowledgebase articles visible to specific users only](#) < [قاعدة المعلومات](#)

How can I make knowledgebase articles visible to specific users only

[Agent](#) - [تعليقات \(٠\)](#) - 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

Icon



Usergroups

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

Parent Category



Knowledgebase



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