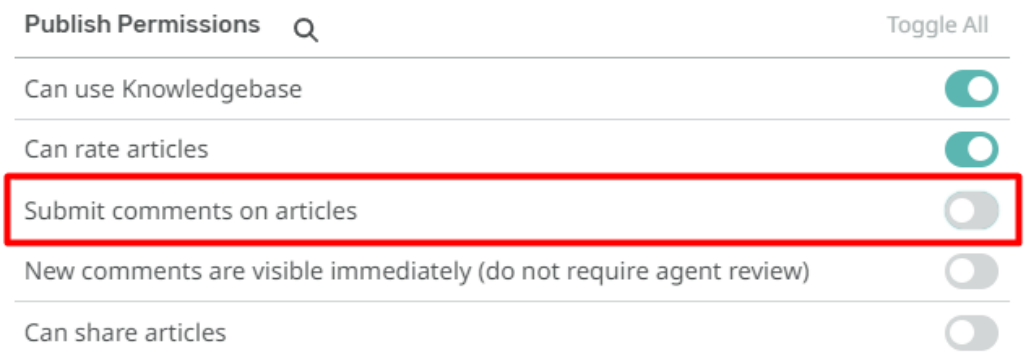
Disable Commenting on Help Center Content

Chris Padfield - 2023-08-17 - Comments (0) - Help Center

If you want to stop users from being able to leave comments on your Help Center Content, including Guide Pages, Knowledgebase Articles, News Posts, Community Topics, and Files, you can disable the feature using Usergroup Permissions.

Go to **Admin** > **CRM** > **Usergroups**. To disable commenting you will need to update the Permissions for the two built-in Permission Groups.

First, go to the **Everyone** Usergroup, from here select the **Permissions** tab, and **Help Center** then for the specific items you want to disable the commenting for, toggle off the permission for **Submit comments on X** and **hit Save**.



You will then need to repeat the same steps for the **Registered** Usergroup.
Once you have completed this, the Help Center items you have disabled commenting on will no longer offer the option to comment for any Registered or Guest users.

Note

These instructions will disable the ability to comment on Help Center content provided you do not have additional Custom Usergroups that offer this feature to specific users.