



Disable Commenting on Help Center Content

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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**.

The screenshot shows a list of permissions for the 'Everyone' usergroup. The 'Submit comments on articles' permission is highlighted with a red box. The 'Toggle All' button is at the top right. The permissions listed are: Can use Knowledgebase (on), Can rate articles (on), Submit comments on articles (off, highlighted), New comments are visible immediately (do not require agent review) (off), and Can share articles (off).

Permission	Status
Can use Knowledgebase	On
Can rate articles	On
Submit comments on articles	Off (highlighted)
New comments are visible immediately (do not require agent review)	Off
Can share articles	Off

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.