

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

Ben Henley - 2018-03-14 - Comments (2) - Using Deskpro

Question:

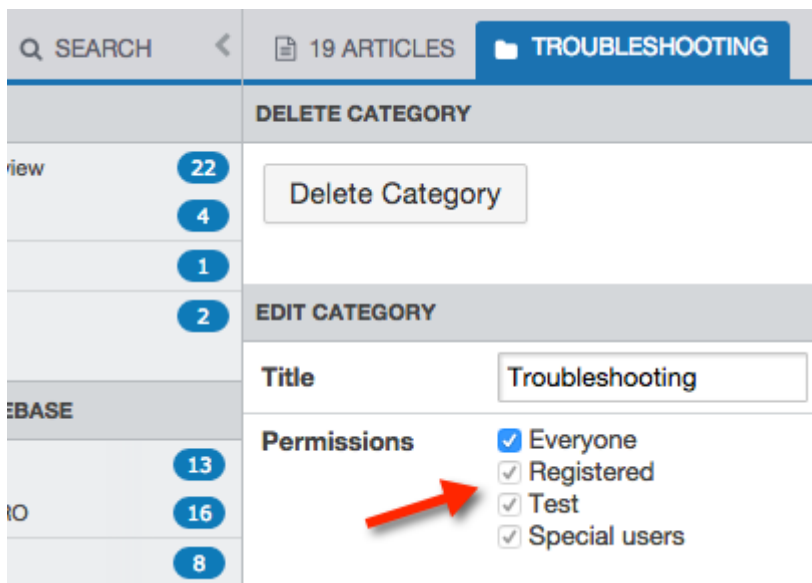
Can I have articles that are restricted so that only certain users can see them?

Answer:

Yes, this is easy to achieve with **usergroups** and Knowledgebase **categories**. You can set a category so that it's visible only to particular usergroups.

In the agent interface, go to **Publish** and click on a KB category.

Click on its name in the list pane to edit the category settings. You can select which usergroups can see this category in the **Permissions** section.



The screenshot shows the 'TROUBLESHOOTING' category settings in the Deskpro interface. The 'Permissions' section is expanded, showing a list of usergroups with checkboxes: 'Everyone' (checked), 'Registered' (checked), 'Test' (checked), and 'Special users' (checked). A red arrow points to the 'Registered' checkbox. The 'DELETE CATEGORY' and 'EDIT CATEGORY' sections are also visible.

Note that 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.

Tags
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