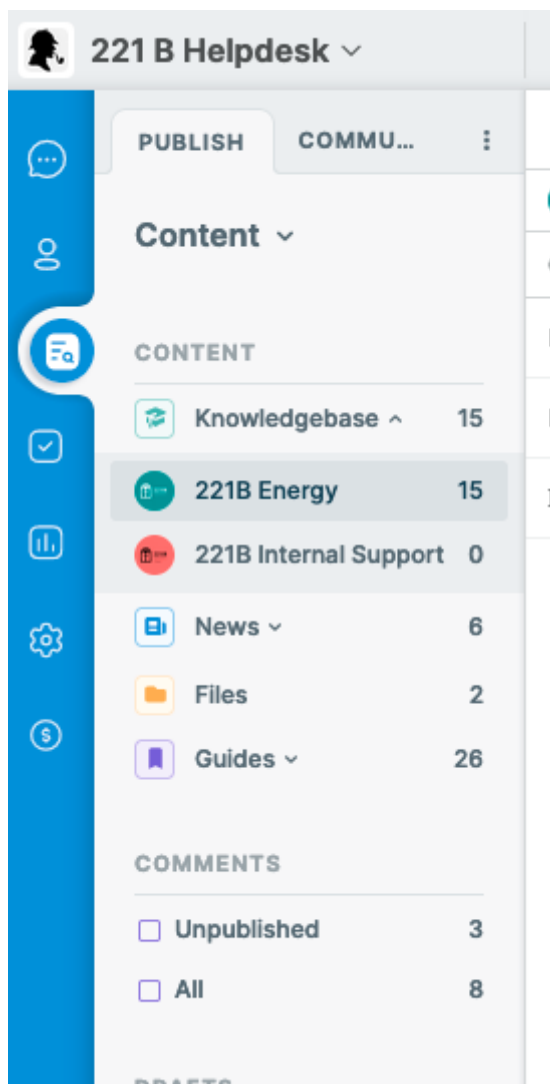


## How can I make knowledgebase articles visible to specific users only?


Simon Paulger - 2023-09-13 - Comments (0) - Agent

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.