

Help articles

Under *Help / Documentation*, help articles targeted to different users can be shown. Here's how to edit and create them.

Dashboard / Tools & data / Help texts							
Filter +		New help text					
Header	Ready	Companies	Tags	User types	Target Language(s)	Client Keyword(s)	Keyword(s)
⋮ A help text	Yes						+ ⋮ ✎
⋮ A child article	Yes						+ ⋮ ✎
⋮ A grandchild article	Yes						+ ⋮ ✎

Editing and sharing Help article

As a Workbench user, or Manager with sufficient privileges, you can create and edit articles under *Tools & Data / Help texts*.

Please keep the following in mind.

- No article is shown under *Help / Documentation* unless "Ready for publication" is set to "Yes".
- Try to organise content under relevant parent articles.
 - This will help both when editing and viewing.
- Editing rights is not the same as visibility
 - You may have full access to all articles under Tools & Data for editing, but you may only see some of them under Help / Documentation (see "Visibility criteria").
- Share the right URL
 - If you want to share an article using an URL, don't send the link you use to *edit* them. They will probably not have access to this page.
 - Instead, use the URL for *viewing* the article.
 - The "Copy Help URL" button shown in the article overview will send this link to your clipboard.
 - You can also use the dropdown to link to a Help article when replying to a Support case.

ID: 1
Header: A help text
Sticky: 
Companies (No company)
Tags No tags.
User types No user types.
Target Language(s) No target Language(s)
Keyword(s) No keyword(s)
Last update 2021-04-20 12:27:33
 Copy help url

A help text

[Edit help text](#)

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Visibility criteria

Various criteria can be used to determine who sees a certain article – not unlike the criteria used to assign work. To facilitate this and create a clear structure, you can start by creating a main (parent) article with certain requirements. And child article attached to this will only be shown to user who match the requirements for the parent article.

Tip: start with a main requirement for the parent article, such as a keyword or tag. You can then add child articles targeted to different users using additional requirements. Like so:

- Parent article: "Freelancer info about project A"
 - Requirement: tag "Approved for project A"
- Child articles
 - "Project A, Swedish"
 - Requirement: Target language = Swedish
 - "Project A, Norwegian"
 - Requirement: Target language = Norwegian

Only users with both tag "Approved for project A" *and* target language Norwegian will see the second child article.

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