



Restrict content to logged in readers

Last Modified on 04/29/2026 11:14 am EDT

You can restrict some content so that it is only visible to readers belonging to specific reader groups. To do so, [create a reader group](#) or groups, add readers to those groups, and then restrict the category or individual articles to that group. This page walks through how to restrict categories and articles to reader groups. Refer to [Reader Groups overview](#) if you're new to reader groups.

How restrictions work

Reader group restrictions can be set at the category and article level:

Category restrictions

Restrictions set in the **Restrict Viewing to Reader Groups** section are automatically inherited by all subcategories and articles in the category. Basically, this locks down all content in the category to the reader groups you select, without you having to do any additional work in the individual articles or subcategories!

A few things to keep in mind if you set reader group restrictions at the category level:

- Groups inherited from a category are identified in the **Inherited Reader Groups** section of the editor.
- By default, articles and subcategories are set to **Use Inherited Only**, which means they'll only use the groups they've inherited from the category.
- You can add additional groups to individual subcategories and articles by using the **Add More Restrictions** checkboxes within those pages.

Refer to [Content with multiple reader groups](#) for more information about the expected behavior when you select multiple groups in these sections.

Article restrictions

If an article is within a category that has no reader group restrictions, you can use the article's **Restrict Viewing to Reader Groups** section to show it only to specific groups. This approach allows you to restrict only specific articles within the category to reader groups.

If an article has inherited restrictions from its category, by default it is set to **Use Inherited Only**. But you may **Add More Restrictions** to require additional group membership to view the article. **Add More Restrictions** selections don't impact other articles or categories in any way.

Refer to [Content with multiple reader groups](#) for more information about the expected behavior when you select multiple groups in these sections.

Restrict categories to reader groups

Before you begin, make sure you have reader groups set up in your knowledge base. Refer to [Create a reader group](#) for detailed instructions. Once your reader groups exist:

1. Create a new category or edit an existing one.
2. If the category has **None** selected in the **Inherited Reader Groups** section of the editor, use the checkboxes under **Restrict Viewing to Reader Groups** in the righthand column to set which groups can see this content.
3. If the category has groups listed in the **Inherited Reader Groups** section of the editor, use the checkboxes to **Add More Restrictions** to the the content. Readers will have to belong to at least one of these additional groups **AND** at least one of the inherited groups (possibly more, depending on your knowledge base reader logic; refer to [Content with multiple reader groups](#) for more info).
4. Be sure to **Save** your changes.
5. Once you're done, consider following the steps in [Test reader group access](#) to make sure the correct groups can access the article.

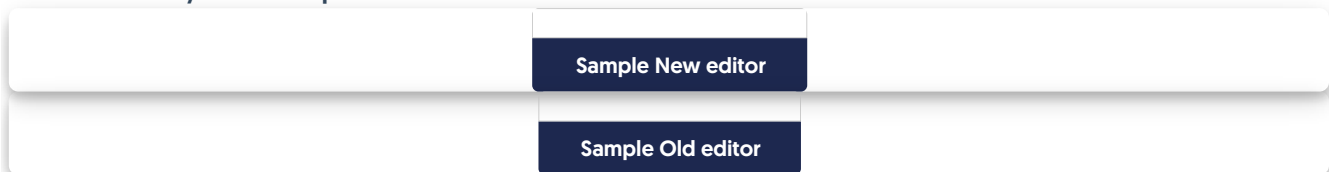
Restrict article access to reader groups

The information below varies based on whether you're using our 2026 new editor or old editor.

To figure out which instructions to follow:

1. Open any article for editing.
2. If the lefthand navigation is collapsed and there's a link near the top of the page to **Switch to old editor**, follow the **New editor** documentation.
3. If the lefthand navigation is expanded and the top of the editor and the righthand column have a heavier grey background, follow the **Old editor** documentation.

Here are side-by-side examples of the new editor and the old editor:




Try out the new editor

We'd love your feedback on the new editor. To switch to the new editor, open any article for editing and select the **Switch to new editor** link at the top of the editor.

Restrict article access to reader groups in new article editor

Before you begin, make sure you have reader groups set up in your knowledge base. Refer to [Create a reader group](#) for detailed instructions. Once your reader groups exist, follow these steps to restrict article access to reader groups in the new article editor:

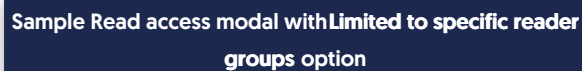
1. Open the article for editing.
2. Select any of the text in the **Permissions** section next to **Read access**:



Select any of the text next to **Read access** to edit reader groups

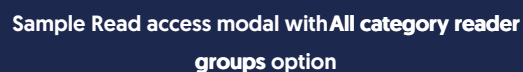
The **Read access** modal opens.

3. If the **Read access** section originally read **All readers** (as in the screenshot above), this article has no inherited restrictions. Select **Limited to specific reader groups** in the modal, then use the checkboxes to add or remove reader groups who should be able to view this content.
4. If the **Read access** section originally read **Limited to specific reader groups** and the **Read access** modal options include **All readers**, this article has already been restricted to one or more reader groups. Use the checkboxes to add and remove reader groups who should be able to view this content:



Sample **Read access** modal with **Limited to specific reader groups** option

5. If the **Read access** section originally read **Limited to specific reader groups** and the **Read access** modal options include **All category reader groups**, this article is inheriting reader group restrictions from its category. This is a slightly more complicated setup:



Sample **Read access** modal with **All category reader groups** option

- a. To use all the reader groups assigned to the category, select **All category reader groups**.
 - b. To limit this article to viewing by a subset of the category's reader groups, select **Limited to specific category reader groups**, then check the boxes next to the reader groups you want to restrict viewing to.
 - c. If the reader groups you want to display this article to don't appear in the list, you'll need to edit the category this article's within to add those reader groups. Refer to [How inherited reader groups work](#) for a more detailed explanation of how inherited reader groups work.
6. If the **Read access** section originally read **Limited to specific reader groups** and the **Read access** modal

has the option for **Limited to specific category reader groups** selected, this article has already been restricted to one or more reader groups it inherited from its category.

- a. Use the checkboxes to add and remove reader groups who should be able to view this content.
 - b. If you want to add a reader group that doesn't appear in this list, you'll need to update the category to add that reader group to its **Read access** so that this article inherits that reader group. (If you add a new reader group to a category, you may want to review the other articles in that category to confirm which groups can access those.)
7. Be sure to **Save** your changes.
 8. Once you're done, consider following the steps in [Test reader group access](#) to make sure the correct groups can access the article.

Test your settings

If this is your first time using reader groups or you're not entirely sure you set things up properly, you can always test to see what a reader in a given group will be able to access. Refer to [Test reader group access](#) for more detailed instructions.