



# Share articles between categories and knowledge bases

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You can use a single article in multiple categories and across knowledge bases. The content (body) of the article as well as all versions stay in sync across all shared articles. Each article can have its own title, restrictions, and callouts. These are called **shared content articles**.

Updating the content of any of the articles updates the content of all of them.

To share an existing article in another category or knowledge base:

1. On the **Articles** page, navigate to the location where you wish to add the article.
2. Select **+ Add Article**.
3. Select **Share content from an existing article**.

Add Article ×

① An article is an individual page that shows up in search.

**Article Title:**

New article  
Start from scratch

Create from template  
Start from an existing template

Copy from existing  
Search for any existing article to use as a starting point

Share content from an existing article  
Article body will be shared with an existing article

**Search for an existing article:**

**In Knowledge Base:**

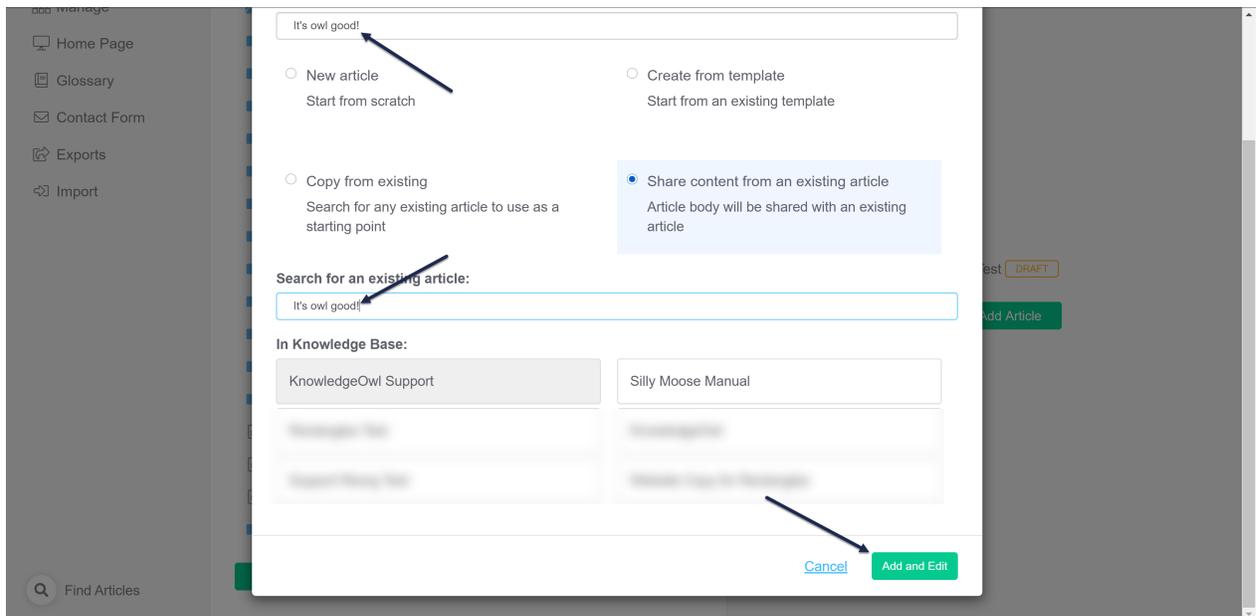
4. Additional options appear below. If you have multiple knowledge bases, the knowledge base you're

currently in is selected, but you can select a different knowledge base's articles to search.

5. Next, in the **Search for existing article** field, start typing part of the article's name. This is an exact match search, and the dropdown will offer you articles that match your search.

The screenshot shows the 'Add Article' interface. At the top, there is a title 'Add Article' and a close button 'X'. Below this is a light blue informational banner: 'An article is an individual page that shows up in search.' The main form area is titled 'Article Title:' and contains a text input field with the placeholder 'Article Title'. Below the input field are four radio button options: 'New article' (with subtext 'Start from scratch'), 'Create from template' (with subtext 'Start from an existing template'), 'Copy from existing' (with subtext 'Search for any existing article to use as a starting point'), and 'Share content from an existing article' (with subtext 'Article body will be shared with an existing article'). The 'Share content from an existing article' option is selected and highlighted with a blue background. Below these options is a search field titled 'Search for an existing article:' with a blue arrow pointing to it. The search field contains the placeholder text 'Start typing title...'. At the bottom, there is a section titled 'In Knowledge Base:' with two buttons: 'KnowledgeOwl Support' (which is highlighted in grey) and 'Silly Moose Manual'.

6. Once the article you wish to share content with appears, select it.
7. This will copy the **Article Title** field at the top, based on the shared content article's title. You can change this if you wish.
8. Once you're done selecting the article and editing the title (if needed), click the **Add and Edit** button in the lower right to complete the content sharing.



9. This will open the new, shared content article. It will have all the content of the article you selected when you created it. It will open in Draft mode and will have a banner reminding you that this content is linked to an article in another location. Use the links in this banner to quickly navigate to the synced content article or the knowledge base where this is located.

Full Article Title [Add Short Title](#) [Add Internal Note](#) [Add Internal Title](#)  
 How do I know when there are comments pending approval?

⚠ This is a child shared content article. Updating it will update its parent shared content article. [Stop sharing this content](#)  
 • [View comments pending approval](#) in [KnowledgeOwl Support](#)

Sample warning message for a child shared content article

10. You are now free to make any other changes as necessary to the article. Remember that any changes to the article body will be updated in all shared content articles.

For information on what gets shared and how, see [Shared content articles](#).