

## Delete a category and its content

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You can delete a category in two places:

- From the Articles page, using the trashcan icon.
- From the Category Editor when you're viewing that category, selecting the Deleted status from the dropdown.

Below, we walk through each method in more detail.

When you delete a category, you also delete all the content inside the category. If you want to delete a category but not the content inside it, move the content out of the category before deleting. If you delete a category by accident or need to recover a deleted category, contact support so we can recover the category and all of its articles and subcategories.

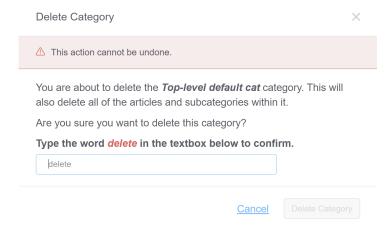
## **Delete category from the Articles page**

To delete a category from the Articles page:

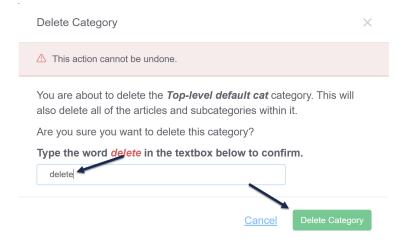
- 1. Go to Knowledge Base > Articles.
- 2. Find the category you want to delete. If it's a subcategory, you'll need to open the category it's located within.
- 3. Hover over the category you want to delete.
- 4. Select the Trashcan / Delete icon.



5. This will open a confirmation pop-up which will display the category name and warn you that all content within the category will also be deleted. Be sure the category name displayed here matches the category you want to delete!



6. If it does, type the word delete into the textbox and select Delete Category.

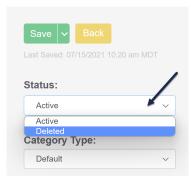


7. The category and all of its subcategories and articles will be set to Deleted.

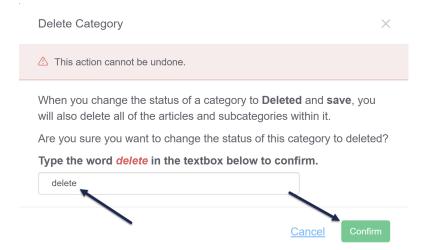
## **Delete category from the Category Editor**

To delete a category from the Category Editor:

- 1. Open the category you'd like to delete as if you're going to edit it.
- 2. In the Status dropdown, select Deleted.



3. This will open a confirmation pop-up which will warn you that once you save the category with this status, all content within the category will also be deleted. If you want to proceed with deleting, type the word **delete** into the textbox and select **Confirm**.



- 4. Save your category to finalize the status change and deletion.
- 5. Your category and all of its subcategories and articles will be set to Deleted.