



Topic display categories

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Topic display categories display the full text of all articles they contain on a single page, like one very long article. Readers can view all the topic display category's articles on a single page, reading it like a book or choosing which articles to read.

[Example: Authors](#)

Topic display categories:

- Can only contain articles (not subcategories)
- Can be displayed accordion style, with each article collapsed below its title and clicking the title expands the content
- Can be displayed tabs style, with each article in a different tab at the top of the page
- Can have quick links, or a mini table of contents, at the top of the article that link to each article on the page
- Can have the first article set as an "intro" which will display above any of those controls
- Include their own Display Options to set all of that behavior 😊

Recommended use cases

Topic display categories are ideal for topics where you want a series of articles presented on a single screen, like chapters from a book or steps in a process. These are great for Frequently Asked Questions (FAQs) or long user guides.

For example, you might have an FAQ page with 20 frequently asked questions and answers. If you set this up using a topic display category, you would create the 20 FAQs as 20 separate articles.

When someone wants to read your FAQs, they can browse to the topic display category and view all the FAQs in one place. However, when someone searches for one of the FAQs, the individual FAQ article comes up in search, giving them the answer immediately rather than sending them to the FAQ page and requiring them to browse to their question.

Besides FAQs, longer documentation with multiple steps or sections are often good candidates for topic display categories. Some readers might want to view the full documentation in one place like a guide, whereas others might only need or want help with one section or step. Breaking up the documentation into separate articles in a topic display category allows people searching to get straight to the step or section they need, while people who want to view the documentation in full can use the topic-based category page.

Quick links

User management

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Users are people who can log in to create and manage content in your knowledge base. In this guide, we'll cover everything you need to know about setting up and managing users in KnowledgeOwl

- What is a user?
- Add a user
- User login type
- Edit users and permissions
- User permissions
- Custom roles
- Available custom role permissions
- Reset a user password
- What is the difference between an editor and a writer?
- Can users share logins?

What is a user?

A user is someone who can log in to the backend of your KnowledgeOwl account to create and edit content, customize settings, or view reporting. Users are your admins and authors, and they are different than the people who can view your content, who we call readers.

Sample topic display category, using quick links and override article links options

Layout options

There are three available layout options:

Layout Options

- Default — Display all articles using the default layout
- Accordions — Collapse all articles into expandable blocks
- Tabs — Display all articles as tabs

1. **Default:** This option will display the full text of all articles in the topic display category.

2. **Accordions:** This option places each article into an expandable block, with the article title displayed as the block heading. The blocks are collapsed and include a + / - icon displayed before them:

The screenshot shows a KnowledgeOwl interface with a dark header. The main content area is titled 'Test topic display category' and contains three accordion-style links: '+ Owl intro', '+ Barn owl', and '+ Barred owl'. The interface includes a search bar, navigation menu, and user options like 'Contact Us', 'Logout', and 'Resource guide'.

Related Articles

Accordions display option

3. Tabs: This option creates a separate tab for each article, using the article's title as the tab label.

The screenshot shows a website header with a navigation menu, a search bar, and links for 'Contact Us', 'Logout', and 'Resource guide'. Below the header, the page title is 'Test topic display category' with social media icons and a star. A 'Home' link is visible. The main content area features three tabs: 'Owl intro' (selected), 'Barn owl', and 'Barred owl'. Under the 'Owl intro' tab, there is a description: 'Here is my intro article: Here's an alphabetical list of owls commonly found in North America.' Below the content, there is a 'Related Articles' section, and a dark blue button labeled 'Tabs display option' is positioned at the bottom of the screenshot.

Display options

There are five additional display options for topic display categories. You can select as many or as few of these as you'd like:

Display Options

- Quick Links — Include a clickable table of contents at the top of the category
- Short Article Titles — Display the short article titles when available
- Override Article Links — Always navigate to the article section within this category page when the article link is clicked
- Intro article — Set the first article in this category to display at the top of the page with no title
- Hide description — Hide the category description on this category page

The Display Options available

1. Quick Links: creates a clickable Quick Links section, like a table of contents, at the top of the category.

Clicking a link jumps you to that section of the category:

- For the Default layout option, this will scroll you to the article.
- For the Accordions layout option, it will expand the accordion and scroll you.
- For the Tabs layout option, this will navigate to the appropriate tab.

2. Short Article Titles: When this box is checked, if the articles in this category have **short titles**, those will be used for:

- The article's title (for Default this adjusts the title as it displays; for accordions it adjusts the accordion text; for tabs it adjusts the tab label)
- The article's Quick Links link, if selected

3. Override Article Links: By default, articles in topic display categories can also be accessed as standalone

articles from search.

- Checking this box means that any time a link for this article is clicked (permalink, search result, and so on), it will open the topic display category with this article open/visible instead. This can be useful if you want to force people to view the content in-context.
- Leave this box unchecked if you also want the article to appear as a standalone article.

4. Intro Article: You can check this box to set the first article in your topic display category to be an "intro article".

- The intro article is displayed at the very top of the category with no article header, immediately under the category header. If you've used the Accordions or Tabs layout options or the Quick Links display option, the intro article will appear above those. With this option selected, reorder the articles to change which one is used as the intro. Here, we've used the option so that our intro article text displays above our other controls:

The screenshot shows a web interface for a topic display category. At the top is a navigation bar with a menu icon, a search bar with a 'Refine' dropdown and 'Search here...' text, and links for 'Contact Us', 'Logout', and 'Resource guide'. Below the navigation bar is a 'Home' link. The main heading is 'Test topic display category' with icons for a list, a document, an email, and a star. Below the heading is the text 'Last Modified on 02/09/2023 2:56 pm EST'. An arrow points to the text 'Here's an alphabetical list of owls commonly found in North America.' Below this text is a list of 'Barn owl' and 'Barred owl'. Underneath the list are two expandable items: '+ Barn owl' and '+ Barred owl'. At the bottom of the screenshot is a dark blue banner with the text 'Intro article + Quick Links + Accordion display options. Whew!'.

The callout box features an owl icon with an information symbol. The text inside reads: 'The intro article title will only be hidden in the topic display category and its PDF. It will be displayed in the **Standard PDF** and **Custom PDF** exports. And if the category is set up to display articles as standalone articles, too (you don't have the **Override Article Links** option checked), the title will display normally in the standalone article, too!'

5. Hide description: By default, the topic display category page will display the category description between the category's title and the rest of the content. Check this box to hide that description. We find this especially useful when you're using the Intro article, since usually the Intro article is more detailed than the category description!

Table of Contents options

As with other categories, you have the option to set whether a click in the table of contents will Toggle the

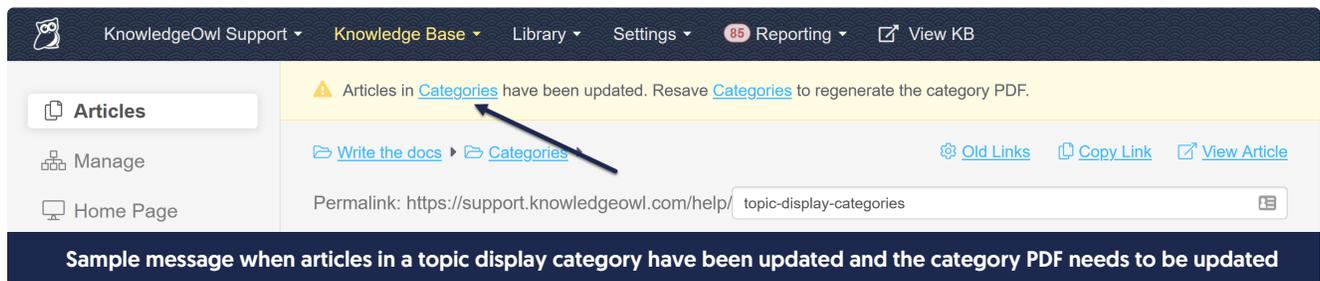
category open/closed in the table of contents or Navigate to it. You can also choose to Hide contents of the category. See [Customize category behavior in the table of contents](#) for more details.

Table of contents appearance

Since topic display categories generally contain other content, they typically have an expand/collapse icon in the table of contents. See [Category appearance in the table of contents](#) for more details.

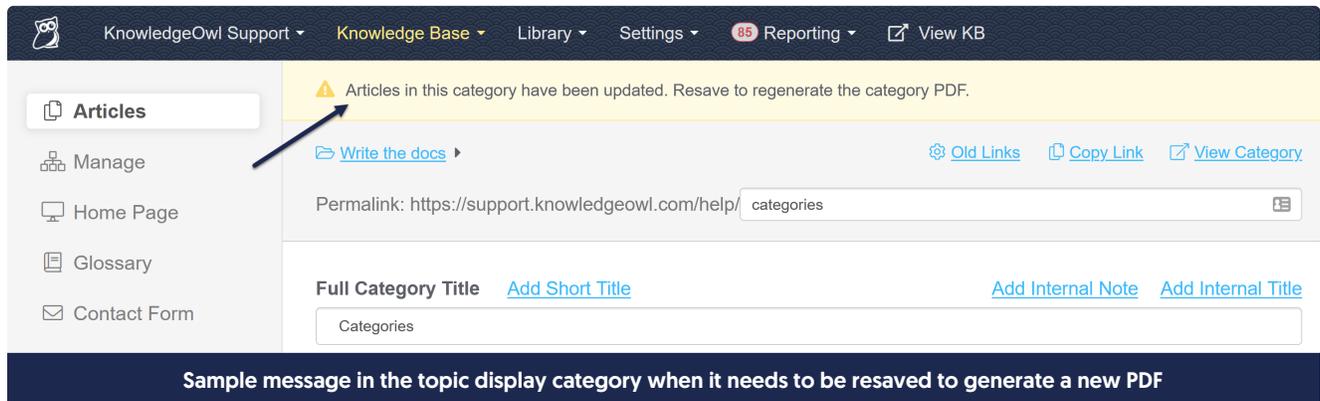
PDFs

Because topic display categories display all of their articles' content, they also get their own PDFs. When you update an article in a topic display category PDF, you'll need to resave the category itself to update its PDF. You'll see a warning message across all articles in the category once this occurs:



The screenshot shows the KnowledgeOwl interface. At the top, there is a navigation bar with 'KnowledgeOwl Support', 'Knowledge Base', 'Library', 'Settings', '85 Reporting', and 'View KB'. On the left, there is a sidebar with 'Articles', 'Manage', and 'Home Page'. The main content area shows a yellow warning message: 'Articles in [Categories](#) have been updated. Resave [Categories](#) to regenerate the category PDF.' Below the message, there are links for 'Write the docs', 'Categories', 'Old Links', 'Copy Link', and 'View Article'. A permalink is shown as 'https://support.knowledgeowl.com/help/topic-display-categories'. A dark blue banner at the bottom of the screenshot contains the text: 'Sample message when articles in a topic display category have been updated and the category PDF needs to be updated'.

As well as in the category itself:



The screenshot shows the KnowledgeOwl interface. At the top, there is a navigation bar with 'KnowledgeOwl Support', 'Knowledge Base', 'Library', 'Settings', '85 Reporting', and 'View KB'. On the left, there is a sidebar with 'Articles', 'Manage', 'Home Page', 'Glossary', and 'Contact Form'. The main content area shows a yellow warning message: 'Articles in this category have been updated. Resave to regenerate the category PDF.' Below the message, there are links for 'Write the docs', 'Old Links', 'Copy Link', and 'View Category'. A permalink is shown as 'https://support.knowledgeowl.com/help/categories'. Below the permalink, there are fields for 'Full Category Title', 'Add Short Title', 'Add Internal Note', and 'Add Internal Title'. A dark blue banner at the bottom of the screenshot contains the text: 'Sample message in the topic display category when it needs to be resaved to generate a new PDF'.

Once you resave the category, the category's PDF automatically updates.