

Reset article ratings

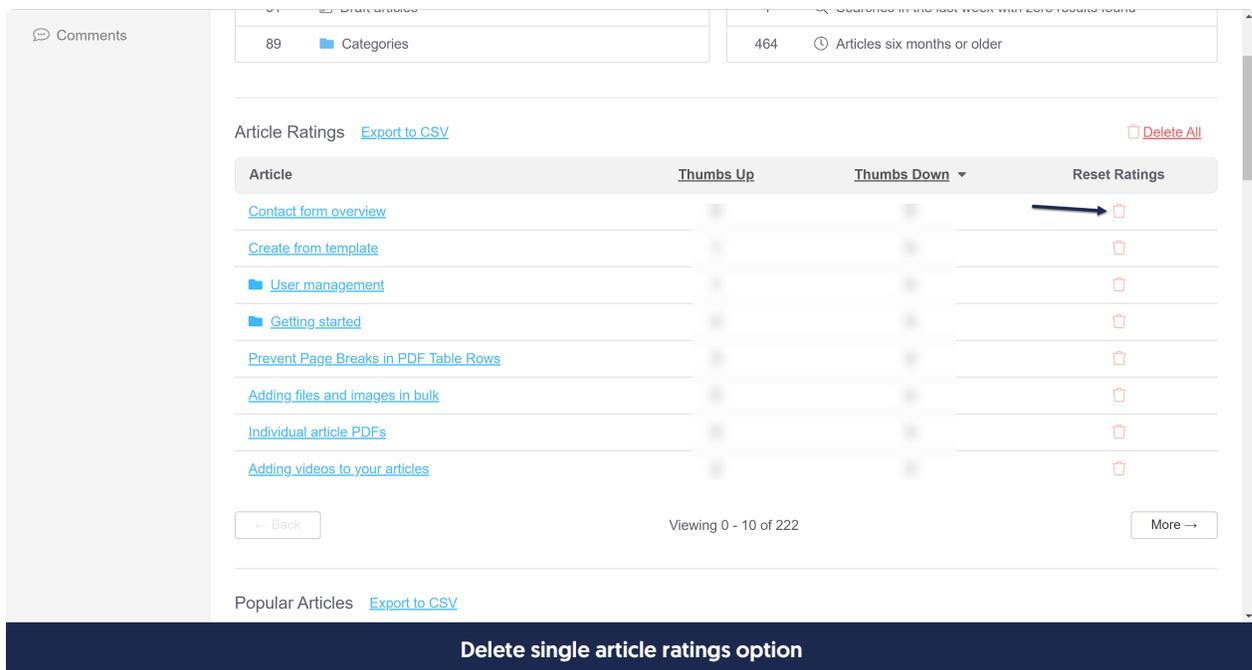
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If you've been using article ratings, you've probably run into instances where you'd like to be able to reset those ratings--maybe you had a couple test articles you were using previously that are now cluttering up your dashboard/CSV export, or perhaps you want to reset the ratings when you publish a new version to guarantee the ratings reflect the current content. Previously, you'd have had to contact our support team to do this behind the scenes, or create new articles.

No longer!

We're pleased to announce the release of our Reset Article Ratings feature. Now, you can reset the article ratings for:

- Individual articles



The screenshot shows a dashboard interface for managing article ratings. At the top, there are search filters for '89 Categories' and '464 Articles six months or older'. Below this is a table titled 'Article Ratings' with columns for 'Article', 'Thumbs Up', 'Thumbs Down', and 'Reset Ratings'. The 'Reset Ratings' column contains a trash icon for each article, with a blue arrow pointing to the first icon. The table lists several articles, including 'Contact form overview', 'Create from template', 'User management', 'Getting started', 'Prevent Page Breaks in PDF Table Rows', 'Adding files and images in bulk', 'Individual article PDFs', and 'Adding videos to your articles'. At the bottom of the table, there are 'Back' and 'More' buttons, and a status 'Viewing 0 - 10 of 222'. A dark blue banner at the bottom of the screenshot reads 'Delete single article ratings option'.

- All ratings for all articles

The screenshot shows a web interface for managing article ratings. At the top, there are two search filters: '89 Categories' and '464 Articles six months or older'. Below these is the 'Article Ratings' section, which includes a table with the following columns: 'Article', 'Thumbs Up', 'Thumbs Down', and 'Reset Ratings'. The table lists several articles with their respective thumbs up and down counts. A red box highlights the 'Delete All' button in the top right corner of the table, with an arrow pointing to it. Below the table, there are navigation buttons for 'Back' and 'More', and a status indicator 'Viewing 0 - 10 of 222'. At the bottom of the screenshot, there is a dark blue banner with the text 'Delete All article ratings option'.

Delete All article ratings option

You can initiate these resets from the Article Ratings Report in the Reporting Dashboard, right where you see the article rating data displayed.

These actions are split out under separate permissions. Both permissions are automatically given to our default **Editor** role. If you're using custom author roles that you'd like to have one or both of these permissions, you'll find them in the **Dashboard Permissions** section of the author role permissions configuration screen.

See [Reset article ratings](#) for the full details!