



Author note (Internal article note)

Last Modified on 06/04/2026 2:49 pm EDT

Sometimes, you need a place to leave notes for other authors (or yourself) that isn't the [Version Notes](#) field. This might include notes on who the subject matter expert is, or that if you update this article, you should also update another article, or some type of quality control note (such as Article Confidence levels if you use KCS).

This type of note is exactly what **Author notes** are for (previously known as **Internal notes**).

Author notes:

- Are notes you want front-and-center when you or other authors are editing a given article.
- Display only in [app.knowledgeowl.com](#). Readers can't ever see them.
- Accept simple text, including lists and hyperlinks.
- Will be displayed at the top of all versions of the article.
- Are available in the [Manage Articles CSV export](#).
- If used in a template article, will be copied to new articles created from that template.
- If in an existing article, will be copied when a new article is created from that existing article.

Add an author note/internal note

Authors with the default Editor or Writer role can add author notes. If you're using a [custom role](#), you'll need to have the **Internal notes custom author role permission** to **Create new internal notes**.

Authors who don't have permissions to create, edit, or delete internal notes will still be able to see author notes created by other authors who do.

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:

Sample New editor

Sample 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.

New editor

Old editor

Edit an author note

Authors with the default Editor or Writer role can edit author notes. If you're using a [custom role](#), you'll need to have the [Internal Notes Permission](#) to Edit internal notes.

Authors who don't have permissions to create, edit, or delete internal notes will still be able to see internal notes created by other authors who do.

Once an internal note exists, you can edit it to make updates.

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:

Sample New editor

Sample 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.

New editor

Old editor

Remove an author note

Authors with the default Editor or Writer role can remove internal notes. If you're using a **custom role**, you'll need to have the **Internal Notes Permission** to Remove internal notes.

Authors who don't have permissions to create, edit, or delete internal notes will still be able to see internal notes created by other authors who do.

You can also delete an author note completely.

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:

Sample New editor

Sample 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.

New editor

Old editor

What HTML is supported in internal notes?

We've kept these notes pretty lean. They will support HTML:

- **Paragraph** `<p>`
 - **Numbered list** ``
 - **Bulleled list** ``
 - **List items** ``
 - **Hyperlinks** `Link text`
 - **Bold text** `` or ``
 - **Italics** `<i>`
 - **Paragraph breaks** `
`
-