



Internal note

Last Modified on 11/12/2024 3:04 pm EST

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 we designed the **Internal Note** field for.

Internal notes:

- Are notes you want front-and-center when you or other content creators are editing a given article or category.
- Are displayed only in [app.knowledgeowl.com](#), not to your readers.
- Accept very simple HTML markup, so you can include hyperlinks and lists.
- 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 internal note

Authors with the default Editor or Writer role can add internal notes. If you're using a [custom role](#), you'll need to have the **Internal Notes 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 internal notes created by other authors who do.

To add an internal note:

1. Select the **Add Internal Note** link to the right of the title:

The screenshot shows the top section of the KnowledgeOwl article editor. At the top, there are two links: 'Full Article Title' and 'Add Short Title'. Below these is a text input field containing the text 'Internal notes'. To the right of this field, there are two more links: 'Add Internal Note' and 'Add Internal Title'. A blue arrow points from the 'Add Internal Note' link to the text input field. At the bottom of the editor, there is a dark blue button labeled 'Click Add Internal Note'. To the right of the button, there is a link labeled 'Switch Editor: Legacy'.

2. Add the HTML you want to use for your note. If you're just putting in regular sentences, you don't need to add HTML, but you can use it for formatting lists, hyperlinks, and so on.

3. Select the style you want to use for your note from the dropdown; we default to Alert Info. Here, we've added a one-line note and selected the Alert Warning style.

Create Internal Note

Note HTML:

Here's a test note

Style

Alert Warning

[Cancel](#)

Create Note

Sample Create Internal Note pop-up. Click Create Note to add it.

4. Select Create Note.

5. This creates the note and displays it using the style you selected between the title and the editor. You do not need to resave the article itself for the note to be saved.

Full Article Title [Add Short Title](#) [Add Internal Title](#)

Internal notes

[Edit Note](#) [Remove Note](#)

Here's a test note

Sample Internal Note from the configuration used above

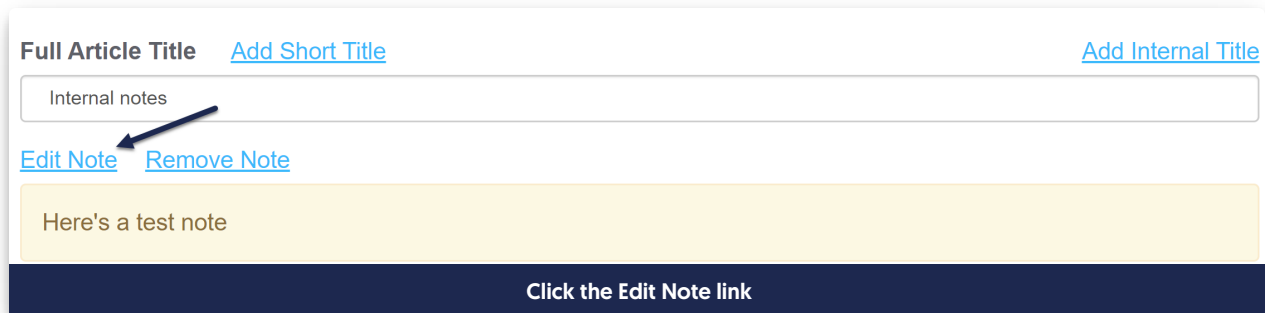
Edit an internal note

Authors with the default Editor or Writer role can edit internal 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.

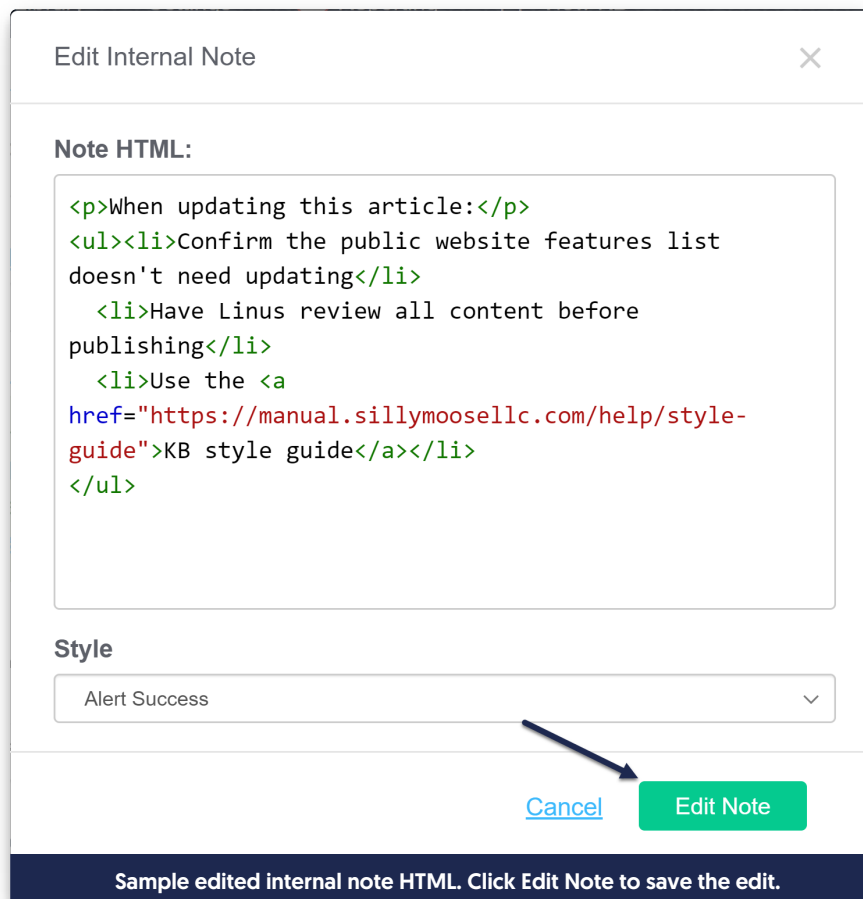
Once an internal note exists, you can edit it to make updates. To do so:

1. Select the **Edit Note** link that appears just above the note:



The screenshot shows a user interface for managing internal notes. At the top, there are links for 'Full Article Title', 'Add Short Title', and 'Add Internal Title'. Below these is a text input field containing 'Internal notes'. Underneath the input field are two links: 'Edit Note' and 'Remove Note'. An arrow points to the 'Edit Note' link. Below the links is a yellow box containing the text 'Here's a test note'. At the bottom of the interface is a dark blue bar with the text 'Click the Edit Note link'.

2. Edit the HTML or change the style as you'd like. Once you're done making changes, select **Edit Note** to save your changes. Here, we've added a more complex note with a list:



The screenshot shows a dialog box titled 'Edit Internal Note' with a close button (X) in the top right corner. Inside the dialog, there is a section labeled 'Note HTML:' with a text area containing the following HTML code:

```
<p>When updating this article:</p>
<ul><li>Confirm the public website features list
doesn't need updating</li>
  <li>Have Linus review all content before
publishing</li>
  <li>Use the <a
href="https://manual.sillymoosellc.com/help/style-
guide">KB style guide</a></li>
</ul>
```

Below the HTML text area is a section labeled 'Style' with a dropdown menu currently set to 'Alert Success'. An arrow points to the 'Edit Note' button at the bottom right of the dialog. The button is green and labeled 'Edit Note'. To its left is a blue link labeled 'Cancel'. At the bottom of the dialog is a dark blue bar with the text 'Sample edited internal note HTML. Click Edit Note to save the edit.'

3. The note updates immediately based on the changes you made. You do not need to resave the article or category itself for the note to be saved.

Full Article Title

[Add Short Title](#)

[Add Internal Title](#)

Internal notes

[Edit Note](#) [Remove Note](#)

When updating this article:

- Confirm the public website features list doesn't need updating
- Have Linus review all content before publishing
- Use the [KB style guide](#)

Switch Editor: [Legacy](#)

Sample Internal Note displayed based on the HTML in the previous step

Remove an internal 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.

To delete an internal note completely:

1. Select the **Remove Note** link that appears just above the note:

Full Article Title

[Add Short Title](#)

[Add Internal Title](#)

Internal notes

[Edit Note](#) [Remove Note](#)

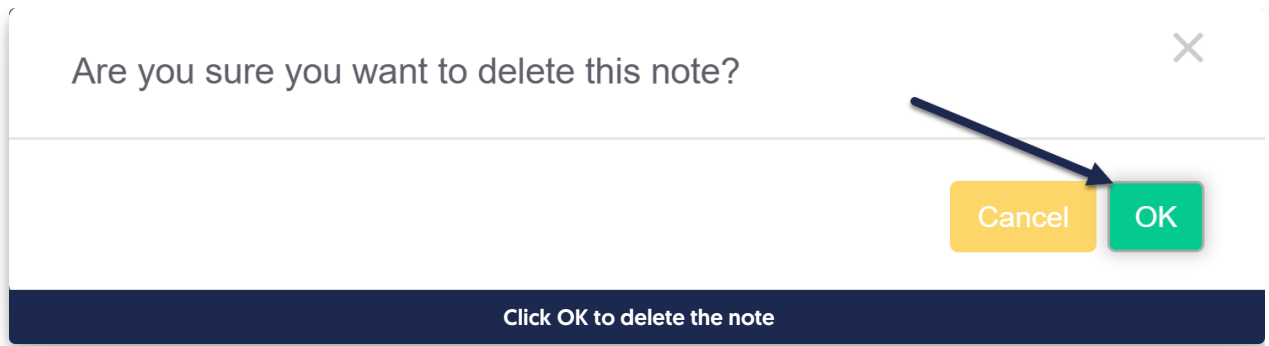
When updating this article:

- Confirm the public website features list doesn't need updating
- Have Linus review all content before publishing
- Use the [KB style guide](#)

Switch Editor: [Legacy](#)

Click the Remove Note link

2. A confirmation window will pop-up to be sure you want to delete the note. Select **OK** to delete the note.



3. The note is deleted immediately; you do not need to resave the article or category for the deletion to complete.

What HTML is supported in internal notes?

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

- **Paragraph** `<p>`
- **Numbered list** ``
- **Bulleted list** ``
- **List items** ``
- **Hyperlinks** `Link text`
- **Bold text** `` or ``
- **Italics** `<i>`
- **Paragraph breaks** `
`
- **Headers, e.g.** `<h1>`