



Author note (Internal article note)

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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 the editor otherwise has a totally white background, follow the **New editor** documentation.
3. If the lefthand navigation is expanded and the top of the editor and the righthand column have a 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

Add author note in new editor

To add an author note in the new article editor:

1. Open the article for editing.
2. Select **+ Add a note** next to **Author note**:
 - The **Add author note** modal opens.
3. Select the style badge you'd like your note displayed with. We default to **Neutral**. The editor block updates to preview the style you've selected.
4. Enter the text for your note in the editor pane. Use the simplified editor controls to add text highlighting, hyperlinks, and lists. Here's a simple one-line note with a hyperlink added:

Sample author note with a
hyperlink.

5. When you've finished your note, select **Save**. Your author note is instantly saved and displays in the editor using the style you selected:

Sample author note displayed in the
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.

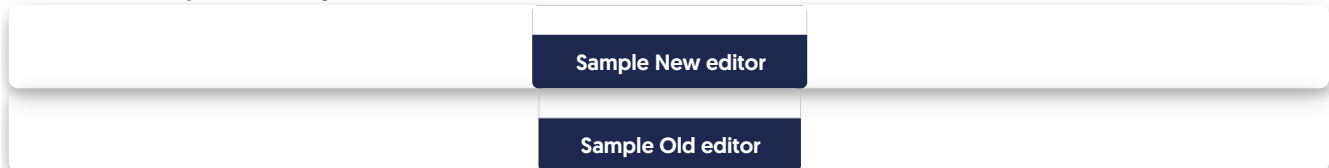
Once an internal note exists, you can edit it to make updates.

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New editor

Old editor

Edit an author note in new editor

To edit an author note in the new article editor:

1. Open the article for editing.
2. Select the triple dot menu in the upper right corner of the **Author note** card, then select **Edit**:

Select the **Author note** triple dot menu, then select **Edit**.

The **Edit author note** modal opens.

3. To change the style of the note's display, select the style badge you'd like your note displayed with.
4. Use the simplified editor controls to edit the text of your note.

5. Once you're done making changes, be sure to **Save** them. Your author note is instantly updated. You don't need to resave the article to save these changes.

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.

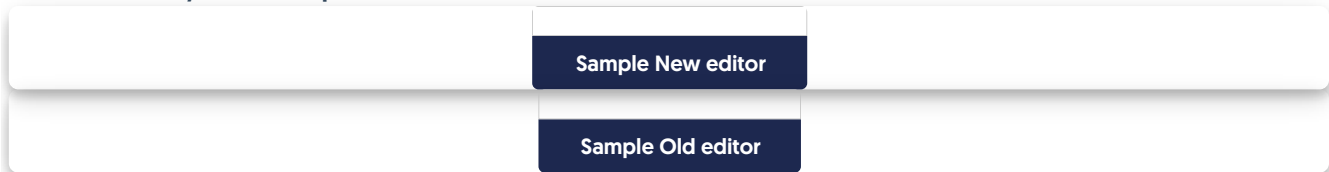
You can also delete an author note completely.

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Here are side-by-side examples of the new editor and the old editor:



Try out the new editor

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New editor

Old editor

Delete an author note in new editor

To delete an author note in the new article editor:

1. Open the article for editing.
2. Select the triple dot menu in the upper right corner of the Author note card, then select **Delete**:



Select the Author note triple dot menu, then select **Edit**.

The Delete author note modal opens.

3. To fully delete the author note, select **Delete**.
4. The note is immediately removed from the article editor. You don't need to save the article to save the deletion.

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 `
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