



Updates to shared content article messages

Last Modified on 12/28/2022 12:24 pm EST

We've been slowly trying to improve the messaging and documentation around our [shared content articles](#) (see [Updates to "link to existing article" wording & messaging](#) for the last round of updates we made here).

These changes were helpful, but we knew there was still some confusion about whether an article was a parent or child just by looking at it. We've updated the messages again so that they explicitly say whether the article is a child or parent:

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

How do I know when there are comments pending approval?

⚠ This is a child shared content article. Updating it will update its parent shared content article. [Stop sharing this content](#)

- [View comments pending approval](#) in [KnowledgeOwl Support](#)

New child article message

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

View comments pending approval

⚠ This is a parent shared content article. Updating it will update these child shared content articles:

- [Comments reporting](#) ▶ [How do I know when there are comments pending approval?](#) in [KnowledgeOwl Support](#)

New parent article message

We hope this makes it a little easier at a glance to distinguish between the two.

Next up in this land of shared content messaging updates are the messages we show for articles that are synced as part of a category sync between separate knowledge bases. Stay tuned!