Version review process for readers

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While the in-app version review process can work well if all of your reviewers are also KnowledgeOwl authors, it's quite possible you have reviewers or subject matter experts who don't have author accounts in KnowledgeOwl.

Or you might want reviewers to be able to see that version they're reviewing live in the full knowledge base, so they can see how it will look to your readers.

For this scenario, use the **Preview access** settings (new article editor) or the **Make Visible to Groups** settings (category editor and old article editor). These settings allow you to publish a new version of an article or custom content category to only specific reader groups accessing your knowledge base, so they can view that version as it will appear when it's fully activated. They'll also generate a version-specific URL for your reviewers to access that version in the live knowledge base.

Authors with the default Editor or Writer role can make category and article versions visible to reader groups. If you're using a custom role:

- To make article versions visible, you'll need the **Articles** custom author role permission to **Edit versions of articles.**
- To make custom content category versions visible, you'll need the **Categories** custom author role permission to **Edit categories.**

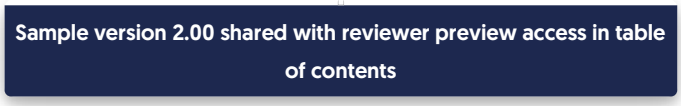
How it works

The **Preview access** and **Make Visible to Groups** settings display all the reader groups available in your knowledge base.

Use the reader group checkboxes in these sections to share the version live with members of the reader group.

Once you save those changes, a banner message near the top of the editor gives you options to view the version live or copy the version's permalink. Share that permalink with your reviewers. They'll need to be logged in and a member of the selected reader group to access the version.

For these readers, the version will also appear as a separate entry in the knowledge base's table of contents under the article's active version:



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All other readers will continue to only see the current active version in the knowledge base.

Once you activate the version, the **Preview access** or **Make Visible to Groups** section disappears entirely and the regular **Read access** or **Restrict to Groups** permissions apply.

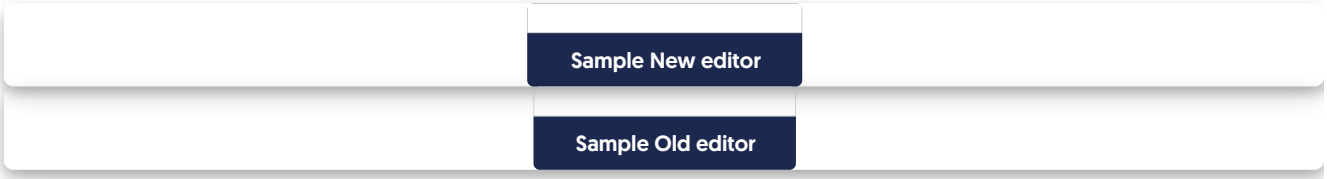
How to make a version visible to specific groups

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:



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

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