



# Automatically redirect when you update an article's URL

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When you change the permalink of an article, what happens when someone navigates to that old URL?

If you don't do anything, they'll usually hit a 404 page.

If you use the [Old Links](#) feature, they'll be seamlessly 301-redirected to the new URL. You have two options for using old links:

- **Adding old links manually.** Refer to [Redirect old articles to a new permalink](#) for more information on adding old links manually.
- **Turning on a setting that will automatically prompt you to add an old link if you save an article or category with an edited permalink.** Follow the instructions on this page to use this setting.

## How automatic redirect prompts work

With this setting turned on, if you edit an article or category to change its permalink, when you **Save your changes**, you'll be prompted to add the permalink you just removed as an [Old Link](#) automatically.

This saves you manual work, reminds you to set up the redirect, and keeps your content redirecting smoothly.

This setting is turned on in new knowledge bases by default. If you have an older knowledge base, we recommend you use it too!

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:

A dark blue rectangular button with the text "Sample New editor" in white, centered within a light grey rounded rectangle that represents a sample editor interface.

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

## Old link prompts in new editor

In the new article editor, the **Add old link** modal opens:

Sample Add old link modal in new article editor

If you select **Add old link**, KnowledgeOwl automatically adds the old link for you.

If you select **No thanks**, no old links are created.

## Turn on automatic redirect prompts

To turn it on:

1. Go to **KB settings > Article editor**.
2. Under **Content editor**, check the box to **Automatically prompt to create a redirect link when changing the content's current permalink**.
3. **Save your changes**.

You'll now be prompted to add a previous permalink as an old link whenever you save changes to an article or category permalink.