knowledgeowl

Change existing article to a URL redirect article

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URL redirect articles let you direct your readers to a URL outside of KnowledgeOwl or a file stored within KnowledgeOwl.

To convert an existing article to a URL redirect article:

1. Open the article in the editor.

2. In the **URL Redirect** section of the righthand menu of the article editor, check the box to **Redirect this article to a different URL.**

   > The URL Redirect section is located between Article Callouts and Inherited Reader Groups

3. Checking this box adds a section between the full article title and the editor where you can add the URL you'd like to redirect to:

4. Add the URL you'd like to redirect to.

   a. For external URLs, type or paste the URL you'd like to use into the **Redirect URL** field.

   b. To redirect to a file uploaded to KnowledgeOwl (or to directly upload a file to KnowledgeOwl to redirect to), select **Redirect to File:**

      > Select Redirect to File

      i. The **Add from Library** modal opens.

      ii. Browse or search for the file. (Or select **Upload New File** to add a new one.)

      iii. Once you've found the file you want to use, select it and then select **Insert File.** The file's URL is added to the **Redirect URL** field.

5. Use the **Redirect Link Behavior** section to set whether you'd like the redirect link to open in a new tab or in the same tab. (Open link in new tab is used by default.

6. **Save** your article.

Not for use in some topic display categories
URL redirect articles don't work within topic display categories that use the **Override Article Links** setting. This is because the override gets applied before the URL redirect.

To switch an article from being a URL redirect to being a normal article, uncheck the **Redirect this article to a different URL** box. Once you save, the article will function normally and display whatever content is in the editor.

Pro tip for search indexing
Anything included in the body of the article *will still be indexed for search* even though it won't be displayed. You can use this to your advantage to help provide additional words or terminology to help people find this article!

For example, if you're using a file stored within KnowledgeOwl, the content of that URL redirect file will not automatically be indexed for search. If you'd like it to be:

- For PDFs, insert the PDF into the body of the article using the Upload File option. When you save the article, we'll scrape the contents of the PDF for search.
- For non-PDF files, you can open the file, copy text in it, and paste that into the article body. You don't have to worry about how weirdly it's formatted, since it's not displayed, but having the text here will help it get indexed for search!