

# Author Teams

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You can create author teams to restrict editing of content to members of a specific team. Learn more about how to use them.

## What are author teams?



### Feature availability

This feature is available on [select plans](#).

If authors have editing privileges, by default, they can edit **all** content in your knowledge base.

However, there are times when you'd like to be able to segregate who can edit which content. This is what **Author Teams** are for!

- First, [create author teams](#).
- Then, assign authors to those teams.
- Finally, [restrict categories or articles to those author teams](#).

Any content that is restricted to one or more author teams can **only** be edited by authors who belong to that team.

Any content that is not restricted to any author teams can be edited by all authors with editing access on that knowledge base.



### Be sure you can edit all the things

If you're a full account admin and you'd like to keep editing privileges for all content, you should assign yourself to **ALL** author teams.

## Use cases for author teams

### Authors from different departments or teams

One of Linus's knowledge bases captures information for multiple departments across different lines of business. He has designated editors for each line of business:

- **Owlbus Dumbledore:** Flight & Aerodynamics; owns and manages content in the "Feathers & flight", "Aerodynamics", and "Flight Tips for Owlettes" categories
- **Minerva McGonagowl:** Nest building & Structural integrity; owns and manages content in the "Nest building", "Camouflage", and "Structural integrity" categories

- **Owl Pacino:** Defense & Food sources; owns and manages content in the "Home defense", "Hunting", and "Food sources" categories

Each of these authors is responsible for different categories in the knowledge base and might also manage contributions from other authors on their team.

To keep these authors from accidentally or intentionally editing each other's content, Linus has created three author teams:

- **Flight & Aerodynamics:** Assigned to Owlbus Dumbledore and all of his writers
- **Nest building & Structural integrity:** Assigned to Minerva McGonagowl and all of her writers
- **Defense & Food:** Assigned to Owl Pacino and all of his writers

He's then restricted each of his top-level categories to one of these teams. All subcategories and articles will inherit that author team restriction.

Finally, Linus assigned himself to all three of those author teams so he can still make edits to all content.

### **Restrict single category**

In another knowledge base, all of Linus's editors have access to all content. But his boss would like to add a section for HR staff to add HR materials. This content should only ever be updated by HR staff. HR staff can still update other knowledge base articles, though.

To solve this, Linus has created one author team called HR. He's restricted the HR category to this team. All other categories have no author team restrictions.

All authors who have no author teams can update all content that isn't restricted, but they won't be able to touch the HR content. HR members will be able to update all other content as well as the HR category.

If Linus needs access to edit/oversee that content, he should also add himself to the HR author team.

### **Prevent contractor from editing other content**

In our Support knowledge base, Linus would like to give access to an independent security consultant to update our security policies. This author needs to be able to edit only the security policy content and nothing else. All other authors should be able to edit both the security content AND the rest of the content.

In this case, Linus needs to create two author teams:

- One for his security consultant, called "Security team"
- One for all other authors, called "All content"

He'll restrict all categories to the "All content" team; he'll restrict the Security Policy category to both the "All content" team and the "Security team". He'll add himself to both teams, just to be safe.

Because all content is restricted to a specific team, and all other categories are NOT restricted to the Security team, the security consultant will only be able to edit the security category.

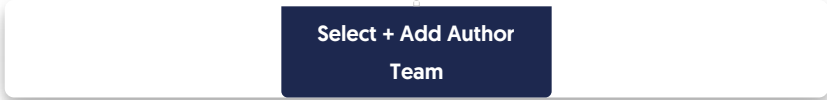
Because all categories--including the security category--are restricted to the All content team, authors with that author team will still be able to edit all content.

## Create author teams

You must have **Full Admin Access** to create author teams. This feature is available on [select plans](#).

To create a new author team:

1. Go to **Account > Authors**. The **Authors** page opens to the **Authors** tab.
2. Open the **Teams** tab.
3. Select **+ Add Author Team**.



Select + Add Author  
Team

The **Create Team** modal opens.

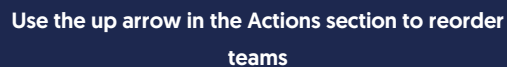
4. Enter the **Team Name** you'd like to use for this team.
5. Then select **Create Team**. Your team's created.

Once your team is created, [add authors to the team](#) and/or [restrict categories or articles to editing by that team](#).

## Change the order of author teams

To set the order of your author teams:

1. Go to **Account > Authors**.
2. Select the **Teams** tab.
3. Use the up arrows next to your team names to reorder the teams.



Use the up arrow in the Actions section to reorder  
teams

This changed order will be displayed in:

- The old article editor in the **Restrict Editing to Author Teams** section
- The new article editor in the **Edit access** section
- The category editor in the **Restrict Editing to Author Teams** section
- The edit screen for an individual author in the **Author Teams** section
- In **Manage** in the create/edit filter, the **Teams** section

Refer to [Restrict content to author teams](#) for more information on using author teams in articles and categories to determine who can edit them.

## Restrict content to author teams

You can restrict entire categories or individual articles to editing by one or more author teams.

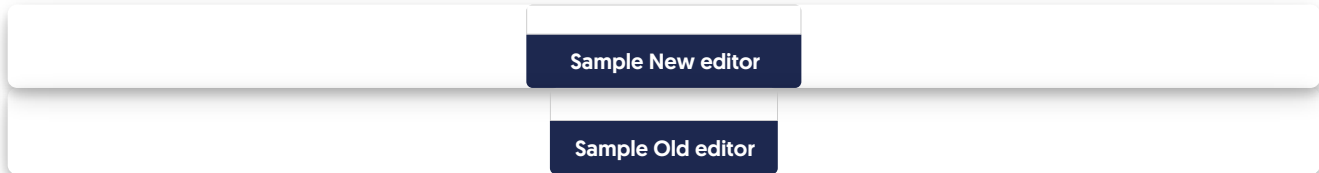
Author team restrictions set at the category level will be inherited by all articles in that category. You can choose to restrict an article or subcategory to a subset of those author teams. Refer to [Refining inherited author team restrictions](#) for more information on further refining author team restrictions.

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:



#### 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

## Restrict articles in the new editor to author teams

To restrict articles in the new editor to author teams:

1. Open the category or article in edit mode.
2. In the **Permissions** section, select anywhere in the **All authors** text next to **Edit access**:

Select anywhere in the **All authors** text next to **Edit access**.

The author teams modal opens.

3. Select the option for **Limited to specific author groups**. The modal updates to display a list of your author teams.

4. Browse or search to find the author teams you'd like to restrict this article to. Check the boxes next to the author team(s) you'd like to restrict this article to:

Check the boxes for the author teams you want to restrict this article to

5. Be sure to **Save** your changes.

Author team restrictions set at the category level will be inherited by all articles in that category. You can choose to restrict an article or subcategory to a subset of those author teams. Refer to [Refining inherited author team restrictions](#) for more information on further refining author team restrictions.

## Inherited author team restrictions

If you restrict a category to [Restrict content to author team](#), that restriction is automatically applied to all articles within that category.

This means several things:

### Articles only editable by the category's author teams

Articles within this category will all be editable by *only* the author teams set for the category overall. You cannot add additional author teams to individual articles; they must be added at the category level.

If restrictions have been set at the category level, the article's **Restrict Editing to Author Teams** section will only list the author teams that the whole category is restricted to. [There won't be any checkboxes for other author teams in your knowledge base].

Let's say we're working in a knowledge base with three author teams:

- Burrowing owls
- Owlets
- Night owls

If I restrict a category to Burrowing owls and Owlets, when I open an article within that category, I'll only see those two author teams listed in the checkboxes:

Sample article with inherited author team restrictions for Burrowing owls and Owlets

When collapsed, the summary for the section will list these inherited teams (unless you have further refined the author team restrictions; refer to [Third](#), below). So in this case, the collapsed section summary text will list both Team C and Team A.

### No action needed to restrict article to category's teams

I don't need to select any boxes for the article to be restricted to all the author teams as the category: it already carries the same restrictions.

## Use article's Restrict Editing to Author Teams to further refine those restrictions

The checkboxes in the article editor instead allow you to **further refine** the author team restrictions.

If I make no selections, the article will only be editable by the author teams inherited from the category (in this case, the Burrowing owls and Owlets teams). Those teams will be displayed in the summary text if the **Restrict Editing to Author Teams** section is collapsed.

But if I **do** check one of these boxes, it will further restrict the article so that it is only editable by the team(s) I select. When checkboxes are selected in this way, the summary section will display only the selected teams.

So if I select "Owlets" here, any author on the Burrowing owls will no longer be able to edit this article, though they'd still be able to edit other articles in the category. Only Owlets will be listed in the summary text if the section is collapsed.

## Remove author team restrictions

Removing author team restrictions depends on how the restriction has been set.

Author team restrictions can be set:

- Directly on an article itself, using the **Restrict Editing to Author Teams** checkboxes
- **Inherited from the category** the article's within, no further refinements (no boxes checked in the article's **Restrict Editing to Author Teams** section)
- Inherited from the category the article's within **AND** further refined/limited to a subset of those teams (boxes checked in the article's **Restrict Editing to Author Teams** section)

### Direct restrictions

Remove author team editing restrictions that have been added to the article directly (and aren't inherited from the category) following these steps:

1. Open the article or category in the editor.
2. Uncheck the team's checkbox in the **Restrict Editing to Author Teams** section of the editor.
3. Be sure to **Save** your changes.

### Inherited restrictions, no refinements

If an article has inherited author team restrictions from the category, the only way to remove the author team restriction is to remove it from the category.

As long as no **Restrict Editing to Author Teams** boxes have been checked in the article itself, removing the team from the category will totally remove the author team restriction from the article. If any boxes have been checked in that section for the article, follow instructions in the next section.

## **Inherited restrictions with refinements**

If an article has inherited author team restrictions from the category AND has boxes checked in the **Restrict Editing to Author Teams** section, removing the restrictions is a little more complicated.

In this scenario, you'll need to remove the author team:

- From the category's **Restrict Editing to Author Teams** section
  - From the article's **Restrict Editing to Author Teams** section
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