⊠New feature drop: Required Reading

Last Modified on 10/05/2023 5:03 pm EDT

We're delighted to announce the release of a full new feature: Required Reading.

What it does

With the feature enabled, authors can mark certain articles as required.

Readers will see a flag at the top of articles and checkbox at the bottom to acknowledge they've read the information:

Home >> Get help

Check our YouTube channel   📄 🖨 ✉ ☆

👁 This article is required to read

Last Modified on 04/10/2023 11:19 am EDT

We recently started doing a series of drop-in video sessions on select topics. Check out the recordings we have available at our YouTube channel.

☐ This article is required reading. Please click to confirm that you have read and understood it.

Sample layout for a required article

Once a reader checks the box to acknowledge they've read it, the displays change:

Check our YouTube channel 📄🖨✉☆

👁 Acknowledged

Last Modified on 04/10/2023 11:19 am EDT

We recently started doing a series of drop-in video sessions on select topics. Check out the recordings we have available at our YouTube channel.

✓ Thank you for reading the article and confirming that you completed it.

Related Articles

Sample layout for a required article after the reader's acknowledged it

Those acknowledgements are stored in a **CSV report** in **Reporting > Required Reading.**

Readers can also view a full list of all Required Reading by going to **/required-reading** in your knowledge base. This view updates based on the reader to show icons about what they have and haven't acknowledged reading:

☰   Search for articles... 🔍   Contact Us   Logout

Required Reading

👁 Required   ✓ Acknowledged

👁 Check our YouTube channel `Updated`
Published on: 01/10/2023 in Get help
Check out our small-but-growing YouTube channel.

✓ Orientation
Published on: 27/08/2023 in Welcome to KnowledgeOwl!
Why is this content here? Learn what we've put in this knowledge base and why.

👁 Schedule a demo `New`
Published on: 01/10/2023 in Get help
This is a URL Redirect article. You can use URL Redirects to send your end-readers to files or resources stored within KnowledgeOwl or anywhere else on the internet. Open this article and you'll see.

Sample Required Reading page

Who can use it

Any knowledge base that is using individual reader logins (KnowledgeOwl readers, SAML/SSO, or remote authentication) can use Required Reading.

How to set it up

Check out the instructions at **Enable and configure Required Reading** for the full details, but the quick summary:

- **Enable the feature in Settings > Required Reading**
- **In Settings > Style, add the Required Reading flag and Required Reading acknowledgement merge codes to your Custom HTML article template**
- **Mark some articles as required with a Start Date**

We've also built this feature into **Customize Text** and **Manage filters** and **bulk edit**, and we've wrapped the settings and the report in separate permissions for **custom author roles**, too!

Training

Would you like to see a Wisdom Wednesday session on this feature? Drop a comment below and let us know!