



Ratings reports and resets

Last Modified on 07/29/2025 2:11 pm EDT

Access your Article Ratings Report and reset ratings.

Ratings reporting

You can view the article ratings report in **Reporting > Dashboard**.

Reset article ratings

Once you're using article ratings, you may want to reset an article back to zero ratings. This might be:

- When you publish a new version, to ensure that all ratings apply only to the latest version.
- On a set schedule, depending on your quality control processes.

From **Reporting > Dashboard**, you can delete all article ratings:

- For an individual article
- For all articles' ratings, ever



Point of no return

Resetting an article's ratings will permanently delete all existing ratings from the dashboard and the CSV export. This action cannot be undone!

Authors with the default Editor or Writer role can reset article ratings. If you're using a **custom role**, you'll need to have the **Dashboard Permission** to **Reset individual article ratings** and **Reset all article ratings**, respectively.

Delete an individual article's ratings

To delete all ratings for an individual article:

1. Go to **Reporting > Dashboard**.
2. In the **Article Ratings Report**, find the table row of the article whose ratings you'd like to reset.
3. Select the **Reset Ratings** trashcan in that row. The **Article Ratings Reset** modal opens.
4. If the article name displayed in the modal is the article whose ratings you want to delete, select **OK** to

complete the reset. The article's ratings will be removed from the dashboard and the CSV export.

Delete all articles' ratings



Point of no return

Resetting all articles' ratings will permanently delete all existing article ratings from the dashboard and the CSV Export. This action cannot be undone!

To delete all ratings for all articles:

1. Go to **Reporting > Dashboard**.
2. In the **Article Ratings Report**, select the **Delete All** link above the report. The **Article Ratings Reset** modal opens.
3. If you're ready to continue and delete all ratings, select **OK**. This action cannot be undone. All articles' ratings will be removed from the dashboard and the CSV export.