Required Reading feature overview

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If you need to track that employees are reading updated policies and procedures, or if you want to have a set of required articles for new hires or department onboarding, consider using Required Reading.

Use Required Reading to mark articles as required, which adds them to a Required Reading list for your readers.

When readers view a required article, they'll see a required reading flag near the top of the article and a required reading acknowledgement section at the bottom, where they can check a box to confirm they've read and understood the article:

Sample required reading article with the required reading flag near the top and a required reading acknowledgement near the bottom

Reader accounts required
You must use individual reader accounts (either directly within KnowledgeOwl or via Single Sign-on or remote authentication) to use Required Reading.

Here's an outline of how Required Reading works:

- You set articles as required with a start date as to when they're required. You can also choose whether they're required for all readers or only members of specific reader groups.
- Readers will see a message in the article itself alerting them that it's required and will need to check a box to acknowledge they've read and understood the article. Once they mark that they've read the article, it's marked as "Acknowledged" and they don't need to do anything else.
- Readers can see all articles marked as Required Reading by navigating to the Required Reading page in your knowledge base. You can also choose to include a Required Reading article list on your homepage.
- Re-require acknowledgement on existing articles: If you make updates to the article and need readers to re-acknowledge having read it, add a new start date and the article will appear to readers as needing their attention again.
- Use **Reporting** > **Required Reading** to export data about required reading, including the date a reader acknowledged reading it and the approximate reading time they spent on the page before they did so.

Start using Required Reading

Refer to Set up Required Reading for full details on using the feature.

You decide where you want the required flag message and the required acknowledgement checkbox to appear in your articles. Don't like the wording we've used for any fields? Use Customize Text to tweak the wording for to fit

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your audience.



Article limitations

You cannot require reading of articles in topic display categories, URL redirect articles, or custom content categories. If you're interested in marking topic display categories' articles or custom content categories as required, please contact us and let us know you'd like to be added to our feature requests for this functionality!

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