

Turn off ratings for specific articles

Last Modified on 04/16/2026 2:26 pm EDT

Your KnowledgeOwl knowledge base comes with **ratings** turned on across the knowledge base. New articles will automatically have ratings turned on so your readers can rate your articles with thumbs up/down or five stars.

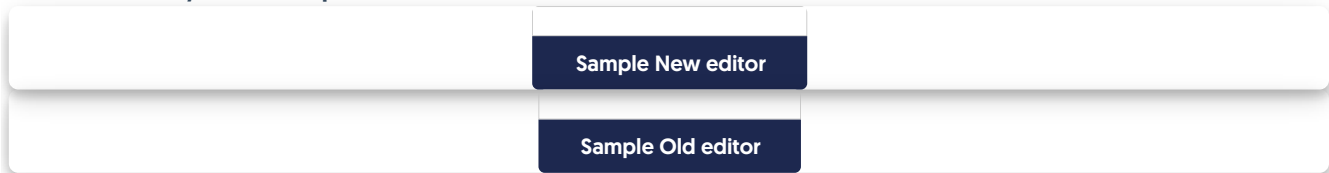
You can disable ratings for certain articles. This action removes the ratings section from the article completely.

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.

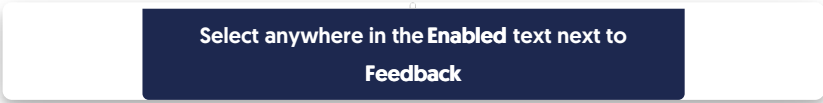
New editor

Old editor

Disable article ratings in new editor

To disable article ratings for a specific article in the new editor:

1. Open the article for editing.
2. In the **Other** section, select anywhere in the **Enabled** text next to **Feedback**:



Select anywhere in the Enabled text next to
Feedback

The feedback modal opens.

3. Select Disabled:



Select Disabled

4. Once you make your selection, the modal closes.

5. Be sure to Save your article changes.

The ratings section won't be shown in this live article.

If you'd prefer to disable ratings completely across your entire knowledge base, refer to the instructions in [Disable ratings](#).