



Stop syncing a synced category

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You may reach a point where you don't want a shared content category to keep syncing content. Perhaps you've decided to more heavily customize the information in one knowledge base, or maybe you created the shared content category just so you could quickly create and copy content from one knowledge base to another.

Since these are complex operations, please [contact us](#) and provide our support owls with:

- The knowledge base where the category you want unsynced is located
- The name of the shared content category you want unsynced. Even better if you include a link to it.

Our team will stop syncing this category and all of its subcategories and articles and notify you once this is complete.

If you have multiple synced categories and you want to remove all syncing relationships from a knowledge base, we can also do that without having to have the category's details.
