Author reader group troubleshooting

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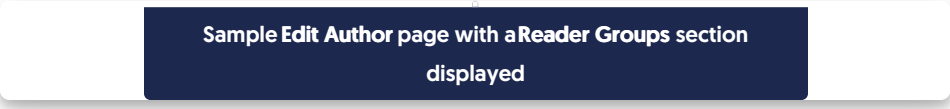
Use the information here to troubleshoot author content access issues when the author's profile page includes a **Reader Groups** section below the **Author Teams** section, like this:



Sample **Edit Author** page with a **Reader Groups** section displayed

Deprecated feature
Author reader group restrictions are no longer available in new accounts. Only use these instructions if you have an older account that still has the **Reader Groups** section at the bottom of the **Edit Author** page.

Why can't my author see some content?

The primary reason an author may not be able to see some content in your knowledge base is the use of a now-deprecated feature called author reader groups.

By default, authors can access all content in your knowledge base. But if you were using author reader groups, you could create a situation where an author could only access content belong to specific reader groups.

How do I fix it?

You have two possible fixes:

1. If you want to continue using author reader group restrictions in general and only want to fix the issue for this particular author, follow the Fix for this author only instructions.
2. If you want to disable author reader groups in your account completed, which guarantees that you'll never create this situation, follow the Disable author reader group feature instructions.

Fix for this author only

To fix this issue for this author only:

1. Go to **Account > Authors**.
2. Select the author whose content access issue you want to fix. The **Edit Author** page opens.

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3. In the **Reader Groups** section at the bottom of the page, update the author's reader groups:
    a. To grant the author to all content regardless of what reader group it's restricted to, uncheck all the **Restrict to Reader Groups** boxes.
    b. To grant the author access to content belonging to specific reader groups only, check the box next to the appropriate group(s) in the **Restrict to Reader Groups** section.
4. Be sure to **Save** your changes.

Disable author reader group feature

If you never meant to restrict any of your authors to specific reader groups only, the best course of action is to contact support and request us to disable the author reader group feature completely.

To do so:

1. Contact us with the **Subject** set to `Feature flag change request`.
2. In the request **Details**, tell us that you want to `disable reader group restrictions for authors in your account`.
3. Be sure the form includes **your name** and **your email address**.
4. Select **Send email**.

This opens a support ticket with our team and one of our support owls will be in touch to make the change and confirm it with you.

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