# **Table of Contents**

Table of Contents	1
Privileges	2
Agile Permission Management for Your Knowledge Base	3
How privileges work	4
Create new user privilege	5
Change user privilege	6
Set default user privileges	7
The Privilege Screen Explained	8

Privileges

Any user can read articles, but in order to create articles and to publish them to the knowledgebase, users must have certain privileges.

For example, to actually write articles a user must have author or contributor privileges.

To publish the article for other users to read, they must be in the author, editor or moderator privilege groups. KBPublisher comes with five default privilege groups, and you can also create your own.

There are five default privilege groups.

- Administrator sets up the system, controls user accounts, designs the site and so on
- Moderator has access to every part of the system except Settings and Import/export. The moderator generally creates users, organizes categories and manages the knowledgebase on a day to day basis
- Editor can add, edit and delete their own and other users articles, files, comments and visitors' questions. This is the person responsible for the overall content of the knowledge base.
- Author provides the actual content. An author can add, edit, delete or publish their own articles and files. When they have completed an article and published it, the article appears immediately in the article list
- Contributor also provides content, and can add edit or delete their own articles and files but the articles and files do not
  appear in the knowledgebase immediately. They must be approved by an editor or a moderator. Once an article or file is
  approved, the contributor can no longer edit it.

You can also create your own privilege groups.

	No privileges	No privileges	Contributor	Author	Editor	Moderator	Admin.
Read published articles/files	•	•	•	•	•	•	•
Read private published articles/files		•	•	•	•	•	•
Add comments*	•	•	•	•	•	•	•
Rate articles*	•	•	•	•	•	•	•
Email administrator*	•	•	•	•	•	•	•
Create articles			•	•	•	•	•
Edit/delete own draft articles/files			•	•	•	•	•
Edit/delete own published articles/files				•	•	•	•
Edit/delete other authors' articles/files					•	•	•
Publish articles				•	•	•	•
Add/edit delete glossary items					•	•	•
Manage user comments					•	•	•
Manage categories						•	•
Create/edit/update users						•	•
Manage templates						•	•
Import/export articles/users							•
Change KBPublisher settings							•

### Here is a quick chart of default user types in KBPublisher

## **Privilege levels**

Each user type has a **privilege level**. The privilege level defines who can edit users of this level. Users cannot edit other users with a privilege level lower than or equal to their own.

Admin users always have a privilege level of 1. They can edit any other user. In the standard setup editors have a privilege level of 3, while authors have a privilege level of 4 and contributors 5. This means that an editor could--if he had edit user access--edit author and contributor users while a contributor could not edit any users except other contributors (again, and only if he had edit user access). None of them can edit admin users.

This gives an extra level of security when editing users.

\* Adding comments, rating articles and sending emails to the administrator are all options that can be turned on or off in the settings. Hence while these options are available, they must also be <u>turned on</u> if you wish to use them.

User access is controlled by privileges.

There are five default privilege groups.

- Administrator sets up the system, controls user accounts, creates templates, designs and so on
- **Moderator** has access to every part of the system except settings. The moderator generally creates users, organises categories and manages the knowledgebase on a day to day basis
- **Editor** can add, edit and delete articles, files, comments and visitor feedback. This is the person responsible for the overall content of the knowledge base. They are also the person who manages visitor comments and feedback.
- Author (trusted) provides the actual content. A trusted author can add, edit or delete articles and files. When they have completed an article and published it, the article appears immediately in the article list
- Author (untrusted) also provides content, and can add edit or delete articles and files but their articles and files do not
  appear in the knowledgebase immediately. They must be approved by an editor or a moderator. Once an article or file is
  approved, the untrusted author can no longer edit it.

### **Default privileges**

	No privileges	No privileges	Contributor	Author	Editor	Moderator	Admin.
Read published articles/files	•	•	•	•	•	•	•
Read private published articles/files		•	•	•	•	•	•
Add comments*	•	•	•	•	•	•	•
Rate articles*	•	•	•	•	•	•	•
Email administrator*	•	•	•	•	•	•	•
Create articles			•	•	•	•	•
Edit/delete own draft articles/files			•	•	•	•	•
Edit/delete own published articles/files				•	•	•	•
Edit/delete other authors' articles/files					•	•	•
Publish articles				•	•	•	•
Add/edit delete glossary items					•	•	•
Manage user comments					•	•	•
Manage categories						•	•
Create/edit/update users						•	•
Manage templates						•	•
Import/export articles/users							•
Change KBPublisher settings							•

You can also create your own privilege groups.

You can stop all users in a privilege group from logging on by making the privilege inactive.

Privileges control what a user can do on the system. There are five default privilege groups, but you can also create your own. You must have administrator access to create new privileges.

To create a new privilege group:

- Click on Users
- Choose the **Privileges** tab
- Click Add New

Complete the following:

- Title is compulsory
- **Privilege level** is also compulsory. This controls user security. Users cannot edit users with a privilege level less than their own, even if the access settings allow them to edit users.
- Check privileges as required. A user will be able to do anything that is checked. The <u>privilege screen explained</u> tells you how each of the options work.

You may also wish to:

- Add a description to explain why this group has been set up and how it should be used
- Prevent users in this group from logging on by making the group inactive.

There are two ways to change the user's privilege.

The quickest way allows you to update the privileges of more than one user at the same time.

- Click on the **Users** menu
- Check the box to the left of the user or users you wish to change
- Choose Set Privilege from the Actions with selected drop down box

_		_	· _	• _	•	5		2	ld ne
Record	ls: 1-4 from 4						Pages: 1 Reco	rds per page:	10
	Segund	· Name			Dermane	***	Proclage	Status	***
R	20 0x8, 2007	TestUser Karen			kteat				1
	18 Oct, 2007	Test Test			tertiest			1.1	ø
1	10 Oct, 2007	Test Test			test@contractor.com	Tech Writer	Author (trusted)		1
E 1	35 Dec, 2969	Leanter Ergeny			atm		Admin		1

- This brings up another drop down box with a list of privileges to choose from. One of these options is to 'remove all privileges'. This sets the user back to a standard public user.
- Select the privilege you wish to change to
- Click OK
- You will be asked if you really want to change the privilege. Click**OK** to confirm.

The other way to change the privilege of the user is to:

- Click on the **Users** menu
- Click on the paintbrush under Actions to edit the user
- Change the Privilege
- Click OK.

This second method only allows you to change the privilege of one user at a time.

New users can be created two ways. They can be set up by the knowledgebase administrator, or users can register themselves.

By default, when users register KBPublisher creates them with no privileges. You can change this so that new users are created with a specific default privilege by:

- From the Settings menu choose the Public Area tab
- Go to the Security / Privacy / Registering section
- Select the appropriate Privilege for new registered users from the drop-down list of privileges
- Click Save.

All new users who register after this are created with the new default privilege.

You must have administrator access to change the settings.

KBPub	olishe	er				Ð	٩	
ជ	ι	lsers						
Π		Users Companies	Roles	Privileges				
Å		Add new						
Q	1	* Title:						
<u>99</u>	2	Description:						
<u>.lı.</u>	3	Active: 🖌 Yes						
Þ								
*		Module title	Privilege					
Z		Home	✓ Read					
Ô		- Statistics	Read					
C	4	News	✔ Read	Add	Update	Status	Delete	
٥		News 5	Read	Add	Update	Status	Delete	
Ē		Articles	✔ Read	Add	Update	Status	Delete	
			Read	Add	Update	Status	Delete	

- 1. **Title** is the name of the privilege. Title is compulsory.
- 2. **Description** is used to remind you what the privilege is for. For example, when the administrator creates a new privilege, he or she would use the description to explain what the privilege does and how it should be used.
- 3. When the privilege is set to **Active** (that is, active is checked), users with this privilege can log in. If it is not set, then users with this privilege cannot log in. Thus, with one click you can prevent all users with a specific privilege from logging in.
- 4. You can control the privileges for each module in KBPublisher separately. This means you can give access just to one area only if you wish. For example, you may allow access to the knowledgebase, but not to Files, Feedback, Users, Settings or Import/Export. Or you may have hired a contractor to import a list of users for you, and you give them access to the Import/Export section only, but not to other areas of the knowledgebase.
- 5. Or you can apply privileges to each sub-module.
- 6. Most of the privileges are self-explanatory.
  - When Read is checked the user can view items. If own records is also checked, they can only read records they
    have created. Otherwise they can read all records. Belong to own records denotes items like comments, and
    allows the user to manage comments that belong to items where own records is checked.
  - When Add is checked they can create new items. if As draft only is checked, they can add only drafts.
  - When **Update** is checked they can change existing ones. If**own records** is also checked, they can only update records they have created. Otherwise they can update any record. If **As draft only** is checked, they can update articles as draft only. **Belong to own records** means that the user can update comments for items they own.

**If status**, then the user can only update articles with the assigned status. (To select more than one status hold the <Ctrl> key down and click each status you want.) If no status is selected, the user will be able to update records with any status.

- When **Delete** is checked the user can delete items. If**own records** is also checked, they can only delete records they have created. Otherwise they can delete any record. **Belongs to own records** means that the user can delete comments for items that are designated as their own.
   If one or more statuses are selected under **If status**, then the user can only delete articles with the assigned status(es).
- **Status** allows the user to change the status of an article from, say, unpublished to published. If **own records** is checked, then the user can only change the status of records they have added. If one or more status is selected under **allowed status to set**, then the user can only change items to the selected status(es). If no status is selected, the user can change the record to any status.

### **Privilege levels**

Privilege level denotes the level of security for this privilege. Users cannot update other users with a privilege level lower than or equal to their own, even if they have user update access.

You can manage Privilege level by clicking [...] icon on the right in privilege list view screen.