

# How can I restrict article creation to specific users?

## QUESTION

Our knowledgebase has three different groups of writers:

- The subject matter experts (SMEs) who write the policies and processes for front-of-house
- The IT team, who write support documents for IT issues
- The sales team, who list prices and features of our various products

How do I set up my knowledgebase so that the three groups can only write articles specific to their area of expertise?

## ANSWER

You do this using roles and categories, and set your categories to private write.

### Set up roles and categories

First, create roles for the each type of user:

- [Create a role](#) called **SME** and assign all your subject matter expert writers to this role
- [Create a second role](#) called **IT** and assign all your IT writers to this role
- [Create a third role](#) called **Sales** and assign all your sales writers to this role

Users				
Users Companies Roles Privileges				
Roles:				
All roles				
ID	Title	Description	Users	
24	<a href="#">Author groups</a>			...
27	IT	IT team	1	...
28	Sales	Sales team		...
26	SME	Subject matter experts		...

Note that you don't have to restrict these roles just to writers, it can include all your sales team, IT group and subject matter experts. The user's privilege still controls whether they can write articles or not.

Next, create private categories:

- [Create a category](#) for policies and processes
- For the **Private** field, check **Write** (Write restricts write access to the category but allows everyone to read it)
- This brings up a new option, **Access for assigned roles only**. Select **SMEs**

Articles
Drafts
Featured
Comments
Feedbacks
Glossary
**Categories**
Template

Add new

\*Title:
Policies and processes

Description:

\*Parent category:
TOP LEVEL
+

Category type:
Standard
?

Sort entries by:
Default (Use rule defined in Settings)
?

Order:
AT THE END

Private:
☒
☐ Read ☒ Write

Access for assigned roles only:

Author groups :: SME
+
-
↑
↓

Allow comments:
☒ Yes
?

Allow rate:
☒ Yes
?

Published:
☒ Yes

Supervisor
+
☒
?

Save
Cancel

- Select other options required for this category and then **OK** to complete
- Do the same for IT and Sales

## Create your articles

Everything is now set up.

- Only subject matter experts can [create or update articles](#) in the SME category
- Only IT people can create articles in the IT category
- Only Sales people can create articles in the Sales category

All users can read all articles, however.

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*This functionality works in version 3.5 and above*

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