

How can I show different content for different users?

QUESTION:

Is it possible to create "user areas"?

We would like our customer A to see all our general documentation plus articles specific to company A, customer B to see all general documentation plus articles specific to company B (but not A) and so on.

ANSWER:

Yes, this is possible. You do it using roles and private categories.

Set up roles and categories

First, create roles for the each company:

- [Create a role](#) called **Company A** and assign all users from company A to this role
- [Create a second role](#) called **Company B** and assign all users from company B to this role.

Users

UsersCompanies**Roles**Privileges

Roles:

All roles

+

ID	Title	Description	Users	
39	<u>Customers</u>			...
41	Company B	Role for company B		...
40	Company A	Role for company A		...

Next, create private categories:

- [Create a category](#) specifically for Company A. Let's call it **Company A documents**.
- For the **Private** field, check **Read** (note that there is a second option here, Write. This controls who can [edit](#) an article)
- This brings up a new option, **Access for selected roles**. Select **Company A**

Articles
Articles
Drafts
Featured
Comments
Feedbacks
Glossary
Categories
Template

Edit

*Title: Company A documents

Description: These documents are only visible to users from Company A

*Parent category: TOP LEVEL

Category type: Standard

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

Order: AFTER: New Category

Private:
☒ Read

Access for assigned roles only (no role - access for all authorized (logged on and has enough privileges) users):

Customers -> Company A

☐ Write

Allow comments: ☒ Yes

Allow rate: ☒ Yes

Published: ☒ Yes

Supervisor

Save Cancel

- Select other options required for this category and then **Save** to complete
- Do the same for Company B

Create a general category:

- [Create another category](#) -- let's call it **User Manual** -- that users in both companies can look at. Do not assign a role this time.

Create your articles

Everything is now set up.

- When you [create articles](#), assign them to the appropriate category - **User Manual** category if you want all users to read it, Company A if you only want users from Company A to read it, and Company B if you only want users from Company B to read it.

Articles
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Template

Category: Status: Type: Search:

Records: 1 - 10 of 142
Pages: 1 of 15
Records per page: 10

ID	Posted	Updated	Title	Category	Rating	Views	Status	
105	29 Nov, 2007	03 Aug, 2019	Article workflow	Company A documents	★★★★☆	98		...
106	30 Nov, 2007	03 Aug, 2019	User privileges	Company B documents	★★★★☆	119		...
62	03 Nov, 2007	03 Aug, 2019	The category input screen explained	Comments	★★★★☆	43088		...

What users see

Once this is done, users from Company A can log on and read all User Manual articles, plus all Company A articles.

Knowledgebase
> FAQ
> User Manual
> Company A documents

While a user from Company B sees:

Knowledgebase
> FAQ
> User Manual
> Company B documents

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