

Set up required reading (Must Read)

Must Read functionality allows you to set up a mandatory reading requirement. It allows you to make sure that members receive information.

When a member signs on to the KB, they are notified that there is a mandatory reading item, and they are directed to it. After reading the article or news, the staff member acknowledges the new information. The system maintains a list of who has and hasn't read the Must Read items.

Set an item as "Must Read" (required reading)

To set a Must Read requirement for an item:

- Create a new article or news item or edit an existing one.
- If you are in an article, click the "Advanced" tab.
- Select the "Must Read" checkbox.
- Fill out Must Read block. For more detail, see the section below.
- Click **Save**.

Set multiple items as "Must Read" (required reading)

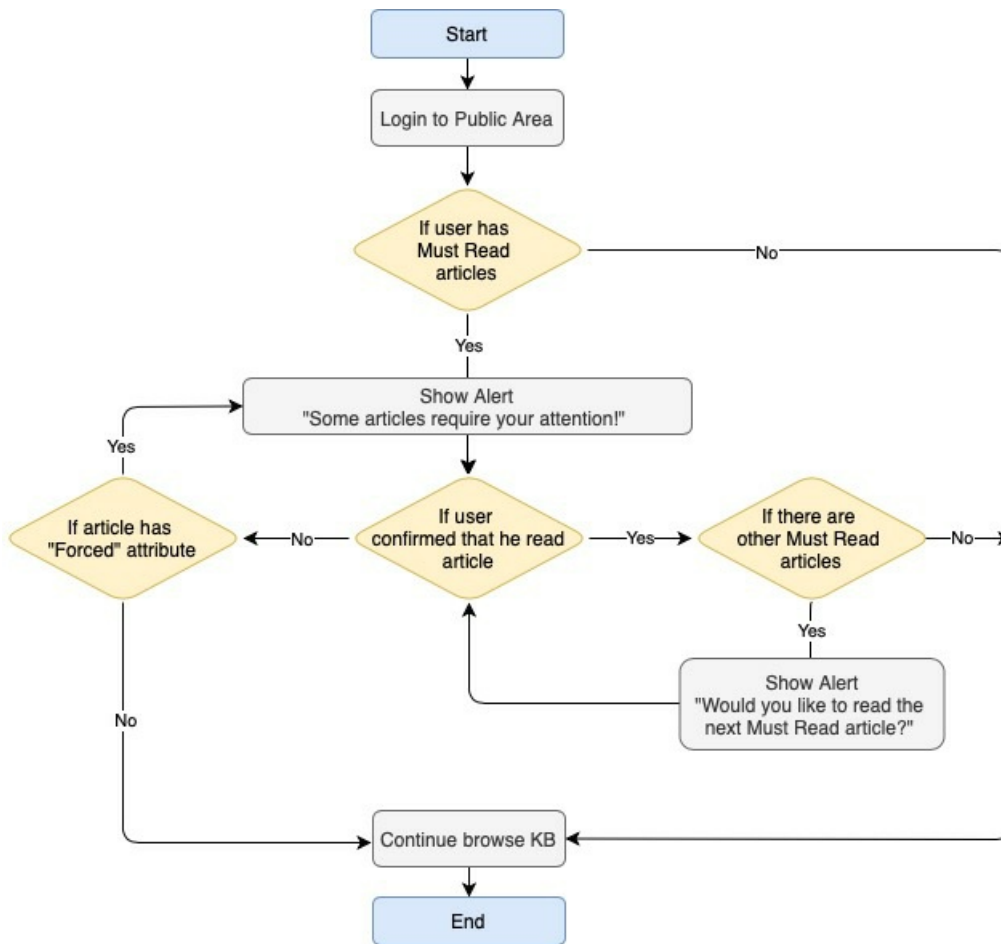
- In the articles or news listing, check required articles on the left.
- From the "Actions with selected" menu at the bottom on the page, choose **Set Must Read**.
- Fill out the Must Read block. For more detail, see the section below.
- Click **OK**.

Must Read input block explained

The screenshot shows the 'Must Read' configuration interface. At the top, there is a 'Must Read:' section with a checked 'Yes' radio button and an unchecked 'Reset read confirmations' radio button, labeled with a red '1'. Below this is a list of audience options: 'All users' (unchecked), 'All staff users' (checked), 'Specified users' (unchecked), 'Users with a privilege' (unchecked), and 'Users with a role' (unchecked), labeled with a red '2'. A text area for 'Notes' is shown below, labeled with a red '3'. At the bottom, there is an 'Expires:' field with a date '06/12/2021' and a '(mm/dd/yyyy)' label, labeled with a red '4', and a 'Force users to read the article' checkbox, labeled with a red '5'.

1. Set or unset reading requirements.
If you update an article set as "Must Read" you have a "**Reset read confirmations**" option. This resets all read confirmation, which requires assigned users to confirm it again.
2. Select **who should read** the article.
Audience assignment is very flexible: you can assign all users, all staff users (user with privilege), designate specific users, or assign to users based on specific roles or privileges.
3. **Add notes** that your users will see with the Must Read notification.
4. Set if the **reading requirement will expire**.
If not checked, Must Read will never expire, and the following rules apply:
 - Users who did not confirm it will get a notification until they confirm it.
 - All new matched users will get a Must Read notification.If an expiration date is specified:
 - Users who did not confirm it will get a notification until they confirm it or the expiration date is reached.
 - All new matched users will get a Must Read notification before the expiration date.
5. **Force users to read** the article.
OFF (not checked) - Users are notified about Must Read items at login, but are allowed to read them later.
ON (checked) - Users are notified about Must Read items at login, and are not allowed to go further until confirming they have read all Must Read items. (*Exception*: Users are still allowed to go to the Admin Area and their own My Account area.)

Must Read Flowchart



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