

# The Public Area Tab Explained

The **Public Area** tab is the second tab under the **Settings** menu. The settings here apply to the public view -- that is, to what users see.

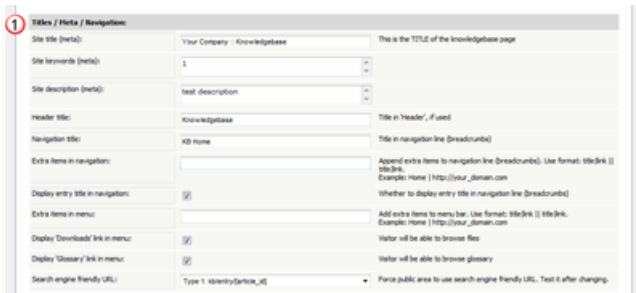
Only an administrator can change the settings on this page. The page is divided into three further tabs:

- Common, for settings which are common to the whole knowledgebase
- Articles, for settings which are specific to articles
- Files, for settings which are specific to files.

The **filter** field at the top of the screen allows you to reduce the number of fields displayed. For example, typing *Titles* into the filter field while on the Common tab, restricts the fields shown to those in the *Titles/Meta/Navigation* section.

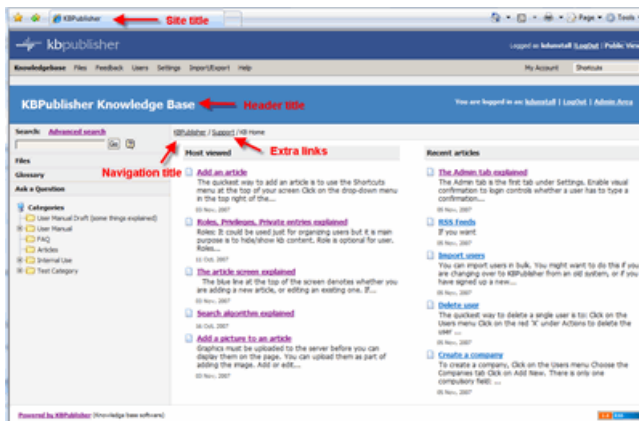
## Common settings

1. The **Titles/Meta/Navigation** section controls how the browser displays the knowledgebase.

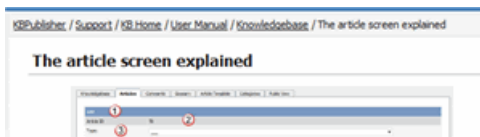


- **Site keywords (meta)** and **site description (meta)** contain keywords used by search engines to identify your site.
- The **header title** is the text displayed in the header,
- The **navigation title** is the home page in the navigation bar
- **Extra items in navigation** show any extra links in the navigation bar.

Extra links in the navigation are added as the name of the link (text to be displayed), followed by a space, followed by a pipe (|) symbol, then another space, then the address. For example, to add a link to your home page you would use 'Home | http://mydomain.com'. You can add more than one extra link by adding a double pipe (||), surrounded by spaces, between each link. e.g. 'Home | http://mydomain.com || Support | http://mydomain.com/support'.

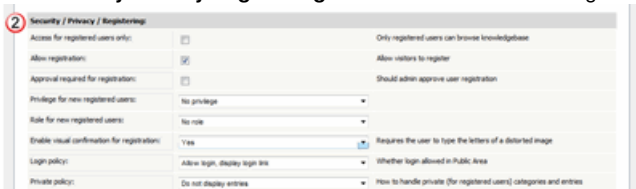


- You can show or hide the article title in the breadcrumb trail at the top of the screen by changing **Display entry title in navigation**



- You can choose whether or not users can see access downloaded files by setting the **Display 'Downloads' link in menu**
- You can choose whether or not users can view the glossary by setting the **Display 'Glossary' link in menu**
- The **search engine friendly URL** controls what you type into the address line when you want to jump direct to an item in the knowledgebase.

2. The **Security/Privacy/Registering** section controls who can log on and how they do it.



- **Access for registered only** means that only people who are registered users can view the knowledgebase. If this is set then even if a user ends up on your site they will not be able to read articles unless they are registered.

- **Allow registration** means that if a user does end up on your site and wants to view the knowledgebase, they can request and (maybe) get access.  
i.e. The user comes to the knowledgebase site, gets a message that he has to register to use the site, and gets a registration form to register.
- If **Allow registration** is set, then two things can happen. If **Approval required for registration** is *not* checked, then the user is automatically assigned a user ID and access.  
If **Approval required for registration** is set, then they cannot get access until the administrator approves their request.
- When users register they take on the **default privilege** and **default role** assigned here.
- **Enable visual confirmation to register** means the user has to type in a confirmation code before they can register. This is to stop scamming.
- **Login policy** determines whether a user gets a login option on the public view screen, whether they don't get the login option but can still login (if they know the link to the login page), or whether they cannot login at all.
- When a user has not used the public area for the number of minutes specified in the **Session expires in** field they will be logged off. If you wish to turn automatic logout off, set this value to 0.
- The **private policy** setting controls whether content that is locked because it is private is displayed in the menu with a locked symbol, or whether it is simply not visible at all. When this is set to **Do not display entries** then the user only sees items he can access. When it is set to **Display entries as 'locked' sign**, then the user can see the entries title but he cannot read them.

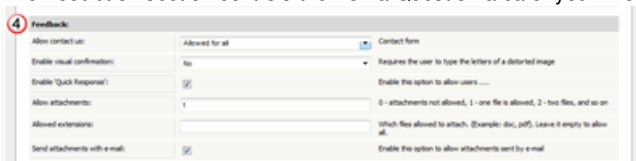
### 3. Look and feel



- You can use the default knowledgebase template, or you can specify your own in **Template page to load**. Your template can be pretty much any HTML, with a few extra commands to display the content and RSS feeds. This [article](#) explains more about the template.
- The **View format** allows you to set your knowledgebase up with a left menu or without. The sample screen in section 1, above, shows a knowledgebase with the left menu set.
- The **left menu type** can be a standard menu tree, or it can be a follow-on menu that allows users to click on one article after another to read them.
- If you choose not to display the **header** then the header title (specified in section 1, above) is not be displayed.

Setting up the look and feel is covered in more detail in the article that explains how to [change the way articles are displayed](#).

### 4. The Feedback section controls the Ask a Question area of your knowledgebase .



- You can set whether users can contact you using the Feedback facility through **Allow contact us**. You can set this so that all users can contact you, only registered users can contact you, or no users can.
- If **enable visual confirmation for contact form** is set then the user must type in a visual code before they can add any feedback
- **Unchecking enable quick response** turns off the automatic searching and turns the form into a static feedback form. i.e. users type their message into the form and email it to the supervisor, but KBPublisher doesn't do the search.
- **Allow attachments** says whether users can attach documents to their mail. The value here is the number of files that can be attached. When this is set to 0, attachments cannot be included.
- **Allowed extensions** controls the type of files that can be attached.
- **Send attachments with e-mail** must be set if a user is allowed to send attachments in the Feedback form.

### 5. The News section controls whether you have a news section, and if you do, how it is displayed.



- **Enable news module** turns news on or off. If this box is checked news items can be added and users can see them. If it is not, there is no news functionality.
- If you select **display news link in menu** then there a News menu option will be included in the knowledgebase main menu.



- You can control how many news items are displayed on the Public Area home page with the **number of news items on index page**. You can display a maximum of five news items, the last five items added. Set this to 0 to hide news items.

### 6. The Tags section controls tag options

- Check **Display 'Tags' link in menu** to allow visitor browsing tags
- Check **Display tags** to display tags for articles, files, news, etc.

### 7. The Search area controls search options



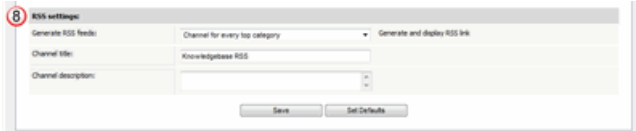
- You can set define whether the initial search searches the whole knowledges, just in articles or just in files by setting the **By default search in** field. Note that this is can always be overridden by the user in the advanced search.
- If you want users to see auto-suggestions of words as they start to type their word into the search field, set **search suggest**. These searches are based on search results of other users.

7. Whether or not users can subscribe to articles is controlled by the **Subscription** section.



- **Allow news subscription** allows users to subscribe to the news section and get a daily email when news is added
- **Allow item subscription** allows users to subscribe to be notified when articles and/or files are changed or added.

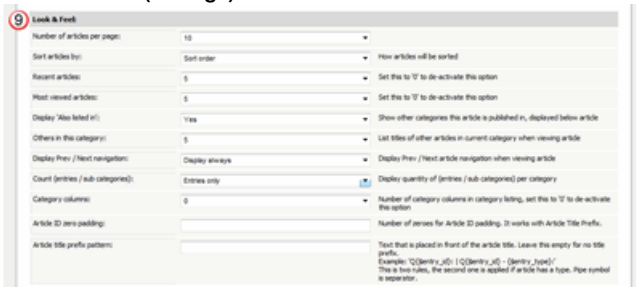
8. Lastly, the **RSS settings** control whether the knowledgebase is available as an RSS feed and how the feed is set up.



- **Channel Description** is the description included in the tag in the RSS feed.

## Articles

9. **Look and feel (settings)** control what the user sees and how he sees it.



- Articles can be **sorted** by alphabetical order, the date items were added or modified, and by popularity.
- The number of articles displayed on the page is controlled by **Default number of articles**.
- Whether or not people can see the latest articles that have been added is controlled by **Recent articles**. If it is set to 0, recent articles are not shown, otherwise the number of recent articles displayed is the number set here.
- Likewise whether or not people can see the most popular articles is set under **Most viewed articles**.
- Whether or not people can see the featured articles is controlled by **Featured articles**. If it is set to 0, featured articles are not shown, otherwise the number of recent articles displayed is the number set here.
- **Others in this category** controls whether or not the 'Others in this category' sub-heading is displayed at the bottom of the screen, and how many items are displayed if it is
- **Display prev/next navigation** controls whether the user sees links to the next article and previous article at the bottom of the screen.
- **Category cols** defines how how many columns the categories are displayed in on the page in public view. If this is set to 0, no categories are displayed.



- You can add text to the front of an article heading using the **Article title prefix pattern**. For example, if your article is named *Keeping Pets*, you can use the article title prefix pattern to make this: *Question: Keeping Pets*. Even better, if you use types in your knowledgebase, you can customize the article prefix to each type. Suppose, for example, you have two types of articles. One is *Facts*, the other is *General info*. If you wish you can change the title to include the type. e.g. *Fact: Climate change is happening and General info: What are greenhouse gases?*. You can include the article number as part of the article title prefix as well. e.g. *Q: What can I do to help?*
- If you choose to include the article number in an article title prefix, you can also say how many digits the number will have by specifying an **entry ID padding** number. For exaple, if you had 100 questions and chose an article title prefix of 'Q', by default they would be numbered *Q1...Q100*. If you would prefer it to be *Q001: .. Q100* set the entry ID padding to 3.
- You can show or hide files (Download area) using the **Display 'files' link**. You might use this if you plan on creating articles only, and not uploading files to the knowledgebase.
- You can show or hide the glossary using the **Display 'glossary' link**

10. The **Comments** section controls article comments.

- You can set whether comments are allowed and who can make comments through **Allow add comments**. This can be set to all users, only registered users, or no users.
- Likewise, you can set it so that anyone who adds a comment must type a visual confirmation code before they can send it.
- Whether or not comments are published immediately, or must be approved first is controlled by the **Comment approval policy**.
- You can set the **number of comments displayed per page** to 10, 20, 30, 40 or 50.
- And you can say whether to **display comments on the article page**, or set it so that you must click on a comments link to read the comments.

11. The **Rating** section controls user ratings and feedback for negative ratings.

- **Allow rate articles** lets the user rate articles in your knowledgebase. Ratings can be text--helpful/not helpful--or you can use a star system where the user rates the article out of five stars.
- You can also turn on **allow comments**, which brings up a feedback box when a user rates an article so they can provide feedback on why they rated it the way they did.

12. The way the article is displayed on the preview screen is defined in the **Article preview format** section.

- The number of characters displayed in the preview is controlled by the **Article Character Limit**
- Whether the last date the article was updated is shown is controlled by **Display updated date**
- You can also specify whether to display the **rating, number of comments** and **number of views**.

13. This is where you define what to show the **Detailed Article Block**.

Note that if you are logged in and have edit rights, you will also see the edit options: edit, quick edit and category listing. Plus, some of the information in this block is controlled by other knowledgebase settings, particularly comments and subscriptions (see points 6 and 9 above).

- **Display article block** displays the article ID and when the article was last updated.
- **Display private block** shows whether the article is public or private. If an article is private, a user can hover his/her mouse over the key graphic to see which roles have access.
- **Display author block** displays the date an article was created and the name of the author. If the article has been updated since, it also displays the name of the person who last updated it and when that was. The format of the author/updater's name is controlled by the **user format for author block**.
- You can also choose to include **PDF, print** and **send to friend** links, and whether or not to display the number times this article has been viewed.

Article ID: 106  
 Last updated: 10 Jun, 2009

Public

[Print](#)  
[PDF version](#)  
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[Add comment](#)

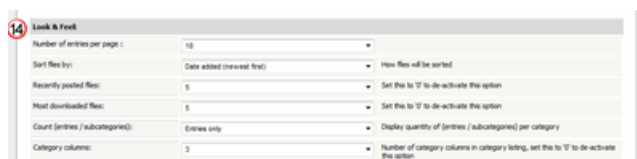
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Posted: 30 Nov, 2007  
 by Dunstall K.  
 Updated: 10 Jun, 2009  
 by Dunstall K.

[Edit Article](#)  
[Quick Edit](#)  
[Category Listing](#)

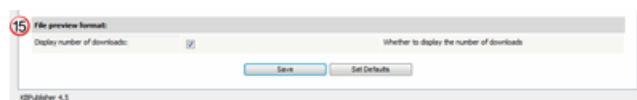
## Files

Whether or not users can see uploaded files is controlled by the **Display Files link** on the **Knowledgebase** tab, but if they can see files, then the **Files** tab under the **Settings** menu controls what they see and how they see it.



14. The **Look & Feel** section controls how files are displayed.

- How many files are displayed by default (**number of entries per page**).
- Files can be sorted (**sort files by**) by alphabetical order, date files were added or modified and popularity.
- Whether or not people can see a list of the latest files that have been added. This is controlled by **recently posted files**. If this is set to 0, recent files are not shown, otherwise the number of recent files displayed is the number set here.
- Likewise whether or not people can see the most popular files is set under **most downloaded files**.
- **Category columns** defines the number of sub-categories displayed in the drop-down category lists. If this is set to one, then only the top-level categories are displayed. If it is set to 0, none are displayed.



15. **File preview format** controls whether users see how many times the file has been downloaded.

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