

See article details and make quick edits

Organize and publish

See how an article is doing without opening the editor, and fix a typo right from the article list with a quick edit.

Who can do this: Owners, Admins and Editors (Translators can view details) · **Plans:** All plans

See an article's details

1. Click **Articles** in the left menu.
2. Click an article in the list. **Article details** opens on the right.

0 awaiting review

[View help center](#) [+ New article](#)

[Pending changes](#) [Most viewed](#) [+ Save view](#)

[Articles \(31\)](#) [FAQs \(6\)](#) [All authors](#) [English \(default\)](#) Sort by [Last modified](#)

[All \(37\)](#) [Published \(35\)](#) [Drafts \(2\)](#) [Unpublished \(0\)](#) [In review \(0\)](#) [Private \(1\)](#)

☐ Select all Showing 10 of 37

☐	⋮ Set up your first charging schedule Updated 5m ago PR Priya Raman	Getting started Published ✎ ⋮
☐	⋮ Welcome to Northwind Updated 2d ago MC Maya Chen	Getting started Published ✎ ⋮
☐	FAQ What happens during a power cut? Updated 2d ago MC Maya Chen	Uncategorized Published ✎ ⋮
☐	⋮ Update your profile Updated 2d ago MC Maya Chen	Account & security Published ✎ ⋮
☐	⋮ Update your Home Dock firmware Updated 3d ago PR Priya Raman	Home Dock charger Published ✎ ⋮
☐	⋮ I was charged twice this month Updated 3d ago MC Maya Chen	Troubleshooting Published ✎ ⋮
☐	⋮ Download your invoices Updated 4d ago MC Maya Chen	Plans & billing Published ✎ ⋮
☐	⋮ Set up your Northwind account	

1 Click an article title to see its details

Details open beside the list, so you keep your place.

Section

What it shows

Top	The article's status, its category and when it was last updated. For an unpublished article, who took it down, when and why.
Owner	The article's author and who edited it last. If a teammate has it open, you see that they're editing it now.
Views, Found it helpful, Comments, Avg. read	How often it was viewed, the share of reader ratings that were positive, how many reader comments it has and, when it's available, the average reading time.
Translations	On help centers with more than one language: each language's state (Translated , Outdated or Not translated), with a button to edit or translate it.
Recent activity	The last update, any review flag or scheduled review, when it was unpublished, and who created it.
Comments	The reader comments on the article.

At the bottom, **Publish** or **Unpublish** changes the article's status straight away, and **Open in editor** opens it for editing. For how to read the numbers, see [Find your best and weakest articles](#).

Make a quick edit

1. Click the pencil icon on the article's row.
2. Change the **Title** or the text under **Content**. Select text to format it.
3. Click **Save changes**, or press ⌘S (Ctrl+S on Windows).

The screenshot shows a knowledge base interface. At the top, there's a header with "0 awaiting review", a "View help center" button, and a "New article" button. Below the header, there are tabs for "Pending changes", "Most viewed", and "+ Save view". A filter bar shows "Articles (31)" and "FAQs (6)", with a dropdown for "All authors" and a language selector set to "English (default)". A "Sort by" dropdown is set to "Last modified". Below the filter bar, there are tabs for article status: "All (37)", "Published (35)", "Drafts (2)", "Unpublished (0)", "In review (0)", and "Private (1)". The main content area shows a list of articles. The first article is "Set up your first charging schedule" by Priya Raman, updated 5m ago, with a "Getting started" category and a "Published" status. The second article is "Welcome to Northwind" by Maya Chen, updated 2d ago, with a "Getting started" category and a "Published" status. The third article is "What happens during a power cut?" (FAQ) by Maya Chen, updated 2d ago, with an "Uncategorized" category and a "Published" status. The fourth article is "Update your profile" by Maya Chen, updated 2d ago, with an "Account & security" category and a "Published" status. The fifth article is "Update your Home Dock firmware" by Priya Raman, updated 3d ago, with a "Home Dock charger" category and a "Published" status. The sixth article is "I was charged twice this month" by Maya Chen, updated 3d ago, with a "Troubleshooting" category and a "Published" status. The seventh article is "Download your invoices" by Maya Chen, updated 4d ago, with a "Plans & billing" category and a "Published" status. A callout box at the bottom left of the screenshot contains the text "1 Click an article title to see its details".

0 awaiting review

View help center New article

Pending changes Most viewed + Save view

Articles (31) FAQs (6)

All authors English (default) Sort by Last modified

All (37) Published (35) Drafts (2) Unpublished (0) In review (0) Private (1)

Select all Showing 10 of 37

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Updated 3d ago PR Priya Raman
Home Dock charger Published

I was charged twice this month
Updated 3d ago MC Maya Chen
Troubleshooting Published

Download your invoices
Updated 4d ago MC Maya Chen
Plans & billing Published

1 Click an article title to see its details

Quick edit covers the title and the text.

For an FAQ, the fields are **Question** and **Answer**. Quick edit changes the language that's selected in the list's language menu. For anything else, such as the category, access or search settings, click **Open full editor**.

Quick edit saves straight to the live article. On a published article, readers see your change as soon as you click **Save changes**: there's no **Update** step. This is also true on help centers that use staged changes, so to stage an edit, or to change an article that already has staged changes, use the full editor.

Duplicate an article

Start a new article from one you already have, for example to write a similar how-to for another product.

1. On the **Articles** page, open the article's ... menu.
2. Click **Duplicate**.

The list stays where it is, and a message confirms the copy with an **Edit copy** button to open it. The copy is a draft with the same content and categories, titled with "Copy" after the original title. You're its author, and it gets its own URL in every language. Anyone who can create articles can duplicate one. In the editor, **New** → **Duplicate this article** does the same for the article you have open.

Troubleshooting

"A title is required before saving." Add a title, then save again.

"Your changes could not be saved. Please try again." Try once more. If it still fails, click **Open full editor** and make the change there.

Related articles

- [Find articles with search and filters](#)

- [Change many articles at once](#)
- [Find your best and weakest articles](#)