Get to know the article editor

Write articles

The article editor is where you write, format and publish your help articles. Here's what each part of the screen does, so you always know where to find a tool.

> **Who can do this:** Owners, Admins and Editors (Translators work in your other languages) · **Plans:** All plans

Open the editor

- **A new article:** go to **Articles** and click **New article**.
- **An existing article:** open the **…** menu on its row and choose **Edit article**. Or click the row, then **Open in editor**.

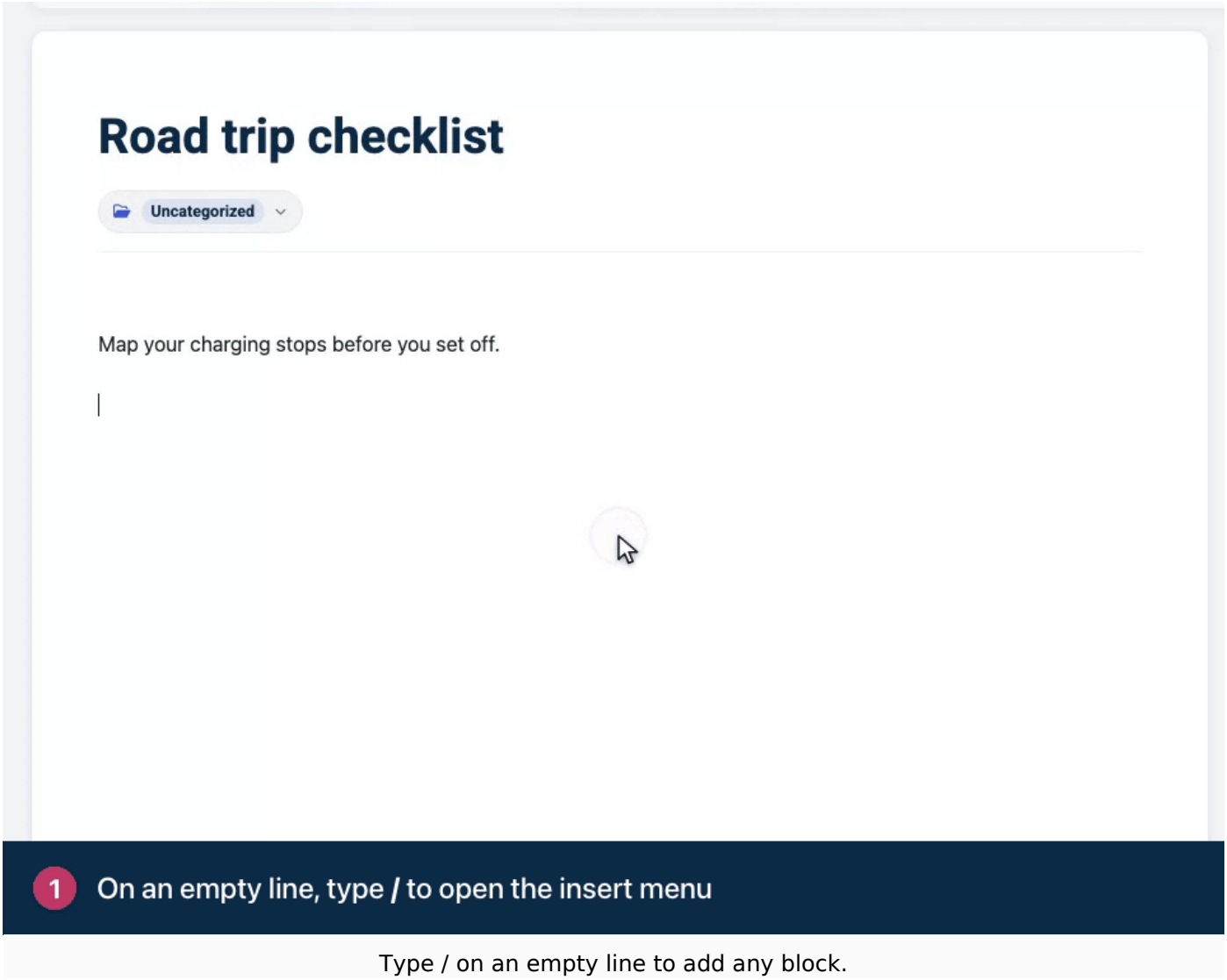
Write in the canvas

The canvas in the middle of the screen is your article.

1. Type a title at the top. Use the words your customers would search for.
2. Pick a category from the pill under the title.

3. Click below the title and start writing. On an empty line, type / to insert a block, such as a heading, a list, an image or a table.

4. Select any text to format it or turn it into a link.



Type / on an empty line to add any block.

Once the article is saved, the **Version History** pill next to the category shows earlier versions. The line under the canvas counts your words and estimates the reading time.

The top bar

- **Articles** (with the back arrow) returns to your article list.

- **New** starts another article in a new tab: **Blank article**, **From a template** or **Duplicate this article**. It appears once the article is saved. A duplicate is a draft titled with "Copy" after the original title, in the same categories. You can also duplicate an article from its row on the **Articles** page: see See article details and make quick edits.

- **Search articles…** finds and opens another article, with the best matches first. Press ⌘K (Ctrl+K on Windows) to open it from anywhere in the editor.

- The speech bubble with a number opens **Comments**: your team's comments and the ones readers left.

- The eye icon (**Preview article**) opens the saved article in a new tab, the way readers will see it.

- **Watch** notifies you when someone changes the article.

- The status pill shows if your work is saved and live (see the table below).

- **Save draft** saves your work without publishing it. On a published article, it only appears if your help center uses staged changes.

- **Publish** makes a draft live. On a published article the button reads **Update**, or **Publish changes** when you have staged changes. The arrow next to it (**More publish actions**) holds **Insert template**, **Save as template**, the review options, **Unpublish (back to draft)** and **Move to trash**.

What the status pill means

Status	What it means

Not saved	The article only exists in this browser. Click **Save draft** to keep it.
Unsaved changes	You changed a saved draft. Click **Save draft** to keep the changes.
Draft saved	Saved to your account, and not published.
Published	Live on your help center.
Unpublished edits	The article is live, but your latest edits aren't. Click **Update** to publish them.
Staged changes	Only on help centers that use staged changes: your edits are saved, and readers still see the live version until you publish them.

A brand-new article stays in this browser until you save it, and a banner reminds you. If you switch devices or clear your browser first, the draft is lost, so save early.

The right-hand panel

Card	What you do there

Access	Choose who can read the article: **Public**, **Anyone with the link** or **Private**.
Details	See the author and when the article was last updated, and by whom if it was someone else. To change the author, click the pencil icon (**Change author**) next to their name and pick a teammate. The change is kept when you next save or update the article. The author's name shows on the article and in article lists, unless your template hides it. The author also gets the review reminder email on the article's review date, and can always open the article when its access is **Private**. Set the type: **Article** or **FAQ**. Translators can't change the author or the type.
URL and search	Copy the article's link, change its slug, and set the title and description search engines show.
Attachments	See the files attached to the article and add more.
Related FAQs	Write or attach short questions and answers that belong with the article.
AI writing help	Draft the search title and description, suggest a slug, write alt text and check the structure. Catalyst plan, or the AI add-on on Bootstrap and Growth.

Drag a card by its grip to rearrange the panel. The editor remembers your layout.

Work in your other languages

If your help center has more than one language, a **Language** bar sits above the canvas. Click a language to write that version. The **Released** switch decides when readers can see a translation. See Translate an article.

Related articles

- Add headings, lists and other blocks
- Format text
- Publish an article
- Keyboard shortcuts in the article editor
- Preview an article before you publish