Delete and restore articles

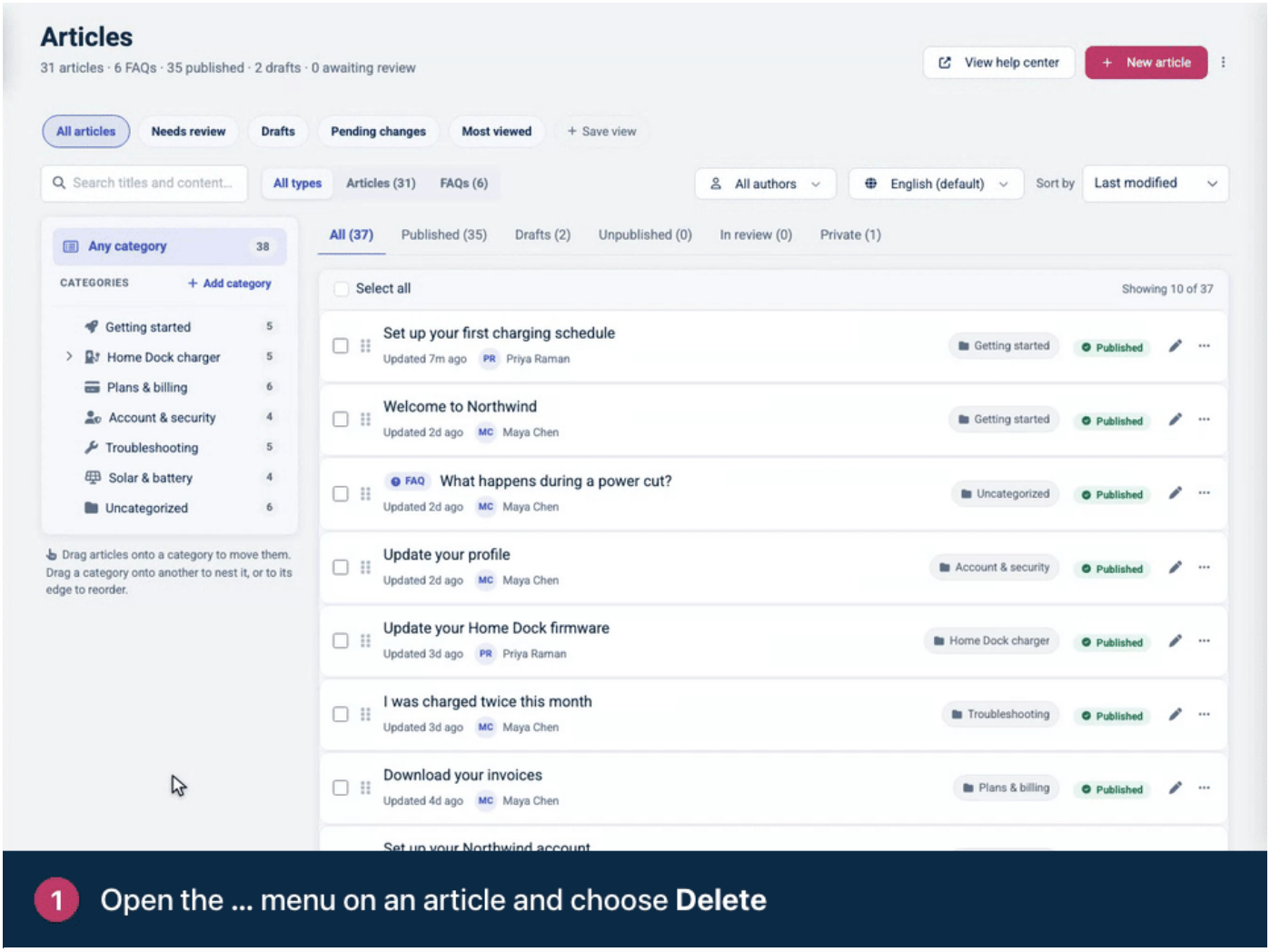
Organize and publish

Deleting an article moves it to Trash, so a slip is never final. Restore it with its history whenever you need it, or delete it for good.

> **Who can do this:** Owners, Admins and Editors (deleting permanently and redirects: Owners and Admins) · **Plans:** All plans

Delete and restore an article

1. On **Articles**, open the **…** menu on the article and choose **Delete**.
2. Click **Delete** to confirm. The article moves to Trash.
3. To bring it back, click **Trash** in the left menu.
4. Open the **…** menu on the article and choose **Restore**.



Restored articles come back as they were when you deleted them.

A restored article comes back with its content, category, settings and version history. If it was published when you deleted it, it's live again as soon as you restore it. A draft comes back as a draft.

You can also delete an article from the editor (the arrow next to **Publish** or **Update**, then **Move to trash**), or tick several articles and click **Delete** in the bar.

What happens to a deleted article

- Readers get a not-found page at its address.
- It drops out of your help center's search, the widget and AI Answers.

- It stays in Trash, with its history, until an Owner or Admin deletes it permanently.

Send visitors to another page

1. In **Trash**, open the **…** menu on the article and choose **Create redirect**.
2. Under **Redirect to**, enter the full address of the page that replaces it, starting with https://.
3. Click **Create**.

Anyone who opens the deleted article's address now lands on that page. For other old addresses, see Redirect old links to the right page.

Delete permanently

- **One article:** in **Trash**, open the **…** menu, choose **Delete permanently** and confirm.
- **Everything in Trash:** click **Empty trash**, type your password and click **Empty trash**.

Permanently deleted articles can't be recovered, and neither can their version history.

Troubleshooting

Delete permanently or Create redirect doesn't work for me. These need an Owner or Admin. **Empty trash** only shows for them too.

A restored article went live straight away. It was published when it was deleted. If it shouldn't be live, unpublish it. See Unpublish an article.

Related articles

- Unpublish an article
- See and restore earlier versions of an article
- Redirect old links to the right page