Edit an article together with live collaboration

Write articles

With live collaboration, your team can open the same article and write it together. Each of you sees the others' changes and cursors as they type, so nobody waits for a turn and nobody's work is overwritten.

Who can do this: Owners, Admins and Editors (Translators work in your other languages) · **Plans:** Catalyst, or a plan you build yourself with **Live collaboration** for a help center

Edit an article together

1. Open the article in the editor. See Get to know the article editor.
2. Ask a teammate to open the same article. There's nothing to turn on: when they arrive, their avatar appears in the top bar.
3. Write as usual. Your teammate's cursor shows in the text with their name beside it, and the text they select is highlighted in their color.
4. To find someone, click their avatar. The editor scrolls to where they're working.

A brand-new article becomes shared once you save it for the first time. Until then it lives only in your browser.

See who's working where

- **Avatars in the top bar:** each person is ringed in their own color. Hover over an avatar to see what they're doing, such as "editing the text" or "idle". A dimmed avatar is idle: that person hasn't been active in the editor for a minute. When more people are on the article than the bar can show, click the count beside the avatars to list everyone.

- **Languages:** on a help center with more than one language, each avatar shows the language its person is in. Everyone can work in a different language at the same time.

- **Markers:** next to the title and on the cards of the right-hand panel, a marker says who is working there, for example "Maria is editing SEO". Article-wide settings, such as access and the category, change for the whole team at once.

How saving works

Everything anyone types goes into one shared copy of the article straight away. Saving is what moves that shared copy into the article itself, and the status pill in the top bar tells you where it stands.

The article is	What happens
A draft	Anyone who can edit it clicks **Save draft**, which saves the team's changes in the languages they can edit, not only their own typing. Until someone does, the pill reads **Unsaved changes**. Once it's saved, the pill shows who saved it.

Published	A few seconds after the team stops typing, the changes are saved to a staged copy for everyone, so readers keep seeing the live version. The pill reads **Saved to staged** and names who saved. When the changes are ready, anyone allowed to publish clicks **Publish changes**. See Edit live articles safely with staged changes.

When a teammate publishes, discards the staged changes or restores an earlier version, everyone else gets a message about it, for example "Maria published the staged changes." Restoring a version or discarding changes resets the shared copy for the whole team. See See and restore earlier versions of an article.

Who can change what

Everyone on your team who can open the article joins the session. What each person can change depends on their role:

- Owners, Admins and Editors can edit every language.
- Translators can edit your other languages, not your default one.
- When your role can't change a language, the editor says "You can read this version, not edit it", and you watch it change as your team edits.

On help centers with custom roles, the role's article permissions decide the same way. See Roles and permissions.

If you lose your connection

Keep typing. The pill reads **Reconnecting…** or **Offline**, and everything you type is kept in your browser and joins the shared copy when you're back. Settings in the right-hand panel wait for the connection, because they change for the whole team.

If the live session can't start, the editor tells you that you're editing on your own. Saving still won't overwrite your teammates' work without asking.

When someone leaves unsaved work

If a teammate typed in a draft and left without saving, whoever has the article open sees a banner such as "Unsaved changes from Maria (2 days ago)". Click **Review** to look at them, **Save draft now** to keep them, or **Discard** to go back to the last saved version. Discarding resets that version for everyone and can't be undone.

When the article changes outside the editor

If someone changes the article from outside the editor, for example over the API, while your team has unsaved work in it, a banner asks which version to keep. Click **Keep what is here**, or **Load their version**, which replaces the unsaved text. You can't save or publish until someone chooses. When there's no unsaved work, your editor shows the new text by itself.

While live collaboration is on, **Quick edit** on the **Articles** page is read-only. Click **Open full editor** to make changes.

If live collaboration is turned off

Live collaboration can stop for your help center, for example when your plan no longer includes it. If you're in an article at the time, you carry on editing on your own, and everything you and your teammates typed stays in the editor. Save it as usual: **Save draft**, or **Update** when the article is live.

If nobody saved a live session's work before then, the next time someone opens the article, a banner offers it back, such as "Unsaved changes from Maria in a live session".

- **Restore** puts the changes in the editor. Review them, then save as usual to keep them.
- **Discard** throws them away after you confirm with **Discard changes**. Nobody saved them, so this can't be undone.

Once live collaboration is off, two people in the same article no longer see each other's changes. A banner names who else is editing, and whoever saves last overwrites the other's work.

Troubleshooting

The editor asks you to reload. A newer version of the editor is in use on the article. Your typing is already in the shared copy. Reload the page to keep editing.

A banner says the live session ended. The article was moved to the trash, a language was removed, or your access changed. What's on screen is read-only. Reload the page, or restore the article from **Trash**.

A banner says your unsaved changes didn't reach the shared copy. The article changed outside the editor while you were disconnected. Click **Restore my text** to put your text back in place of what's shown, or **Discard**.

Related articles

- Get to know the article editor
- Edit live articles safely with staged changes
- See and restore earlier versions of an article
- Roles and permissions
- Plans and pricing