

Approve and answer reader comments

Statistics and feedback

Reader comments turn articles into conversations: questions, tips and corrections from the people who use them. You choose whether new comments wait for your approval, and you approve, answer or remove them from the Comments page.

Who can do this: Owners, Admins and Editors (deleting and recovering comments: Owners and Admins) · **Plans:** All plans

How readers comment

Readers can comment when your article page has the **Comments** component. See [How do I turn on reader comments?](#)

Readers fill in their **Name**, **Email** and **Comment** and click **Leave a comment**. Signed-in readers comment under their account. The reader sees their comment at once. When **Require approval** is on for the Comments component, the form notes that it needs to be approved before it appears for everyone. When it's off, the comment is published straight away.

Readers can also click **Reply** under any published comment. Replies show under the comment they answer and follow the same approval setting. A reply to a reply shows in the same thread, with an **In reply to** link to the comment it answers.

BROWSE TOPICS

Getting started

Home Dock charger

Installation

Plans & billing

Account & security

Troubleshooting

Solar & battery

Welcome to Northwind

Set up your Northwind account

Comments

Be the first to comment.

Name

Email

Comment

Type your comment here...

This is just a preview of the comment. It needs to be approved first in order to appear for everyone.

Leave a comment

ON THIS PAGE

Before you start

Pair it

Copy page

Still need a hand?

Start with the topics for a few practical next steps.

Browse topics →

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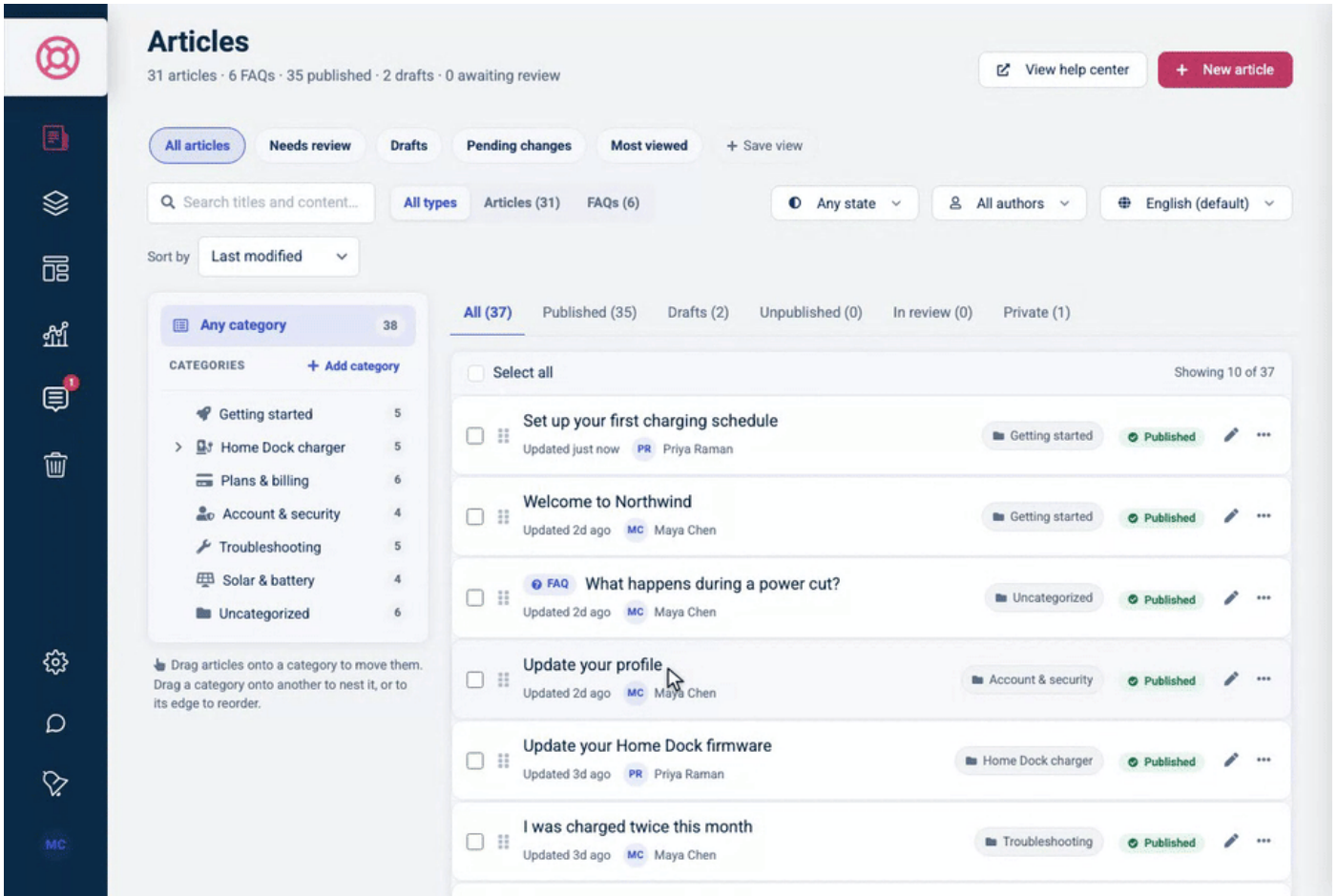
1 Readers leave their name, email and comment

Other readers see a comment only after you approve it.

Approve and answer comments

1. In the left menu, click **Comments**. The badge shows how many comments are waiting.
2. Comments waiting for approval are listed under **Pending**, each with the article it was left on.
3. Click **Approve** to publish a comment on the article.

4. To answer, click **Reply**, write your answer and click **Reply** again. Your reply is published at once, under the reader's comment.



Articles
31 articles · 6 FAQs · 35 published · 2 drafts · 0 awaiting review

View help center New article

All articles Needs review Drafts Pending changes Most viewed + Save view

Search titles and content... All types Articles (31) FAQs (6) Any state All authors English (default)

Sort by Last modified

Any category 38

CATEGORIES + Add category

- Getting started 5
- Home Dock charger 5
- Plans & billing 6
- Account & security 4
- Troubleshooting 5
- Solar & battery 4
- Uncategorized 6

Drag articles onto a category to move them. Drag a category onto another to nest it, or to its edge to reorder.

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 just now 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

1 Click **Comments** in the left menu. The badge counts comments waiting

Approved comments and your replies appear on the article right away.

Comments appears in the left menu once you publish a design that has the Comments component. If it isn't there, publish a design that has it. See [Add ratings and comments to articles](#).

Find comments

Each tab shows how many comments it holds: **Pending**, **Published**, **Unpublished** and **Deleted**. Above the list you can:

- search the text of comments and commenters' names and email addresses,
- pick a language, or **All languages**, if your help center has more than one. The menu shows how many comments wait in each language,
- sort by **Newest first** or **Oldest first**,
- switch between **Threads**, which shows each comment with its replies, and **List**. Pending and deleted comments, and search results, are always listed one by one,
- click **Refresh** to load new comments.

To see one article's comments, open the article in the editor and click **All comments** in its comments panel. The Comments page opens with only that article's comments. Clear the filter to see them all again.

Other actions

Action	What it does
Unpublish	Takes a published comment off the article and moves it to Unpublished . Publish brings it back.
Move back to pending	In the row's menu. Returns a published or unpublished comment to Pending .

Delete	Moves the comment to Deleted . If it has replies, readers see "This comment was deleted." in its place.
Restore	Brings a deleted comment back.
Delete permanently	Removes a deleted comment for good. It appears only for comments that never had replies.
View on help center	Opens a published comment on the article.

After you approve, publish, unpublish or delete a comment, click **Undo** in the confirmation within ten seconds to reverse it.

To handle several comments at once, tick them, or tick **Select all**, then pick an action from the bar that appears: approve, publish, unpublish, delete or restore, depending on the tab.

When you reply, you can format your answer in bold or italic and link to one of your articles. Replying to a pending comment shows an **Also approve** tick, so the reader's comment and your answer go live together.

Editors can approve, unpublish and reply. Deleting, restoring and permanently deleting comments are for Owners and Admins.

Emails about comments

- When a reader comments on an article, the article's author gets an email: "A new comment has been posted".

- When a reply to a reader's comment is published, the reader gets "Your comment got a reply". Readers can unsubscribe from these emails.

You can also list, approve and answer comments from an AI assistant. See [What AI agents can do in your help center](#).

Troubleshooting

Readers can't see a comment form. Add the **Comments** component to your article page in the template editor and publish your design. See [Add ratings and comments to articles](#).

Approved comments don't appear under the article. Check that **Show comments below the article** is on for the Comments component. When it's off, readers can still comment, and you read the comments here.

Related articles

- [Add ratings and comments to articles](#)
- [How do I turn on reader comments?](#)