

Change the order of articles and categories

Organize and publish

Put your most important categories first, and arrange the articles in each category in the order readers should read them, such as setup steps from first to last.

Who can do this: Owners, Admins and Editors · **Plans:** All plans

Reorder categories

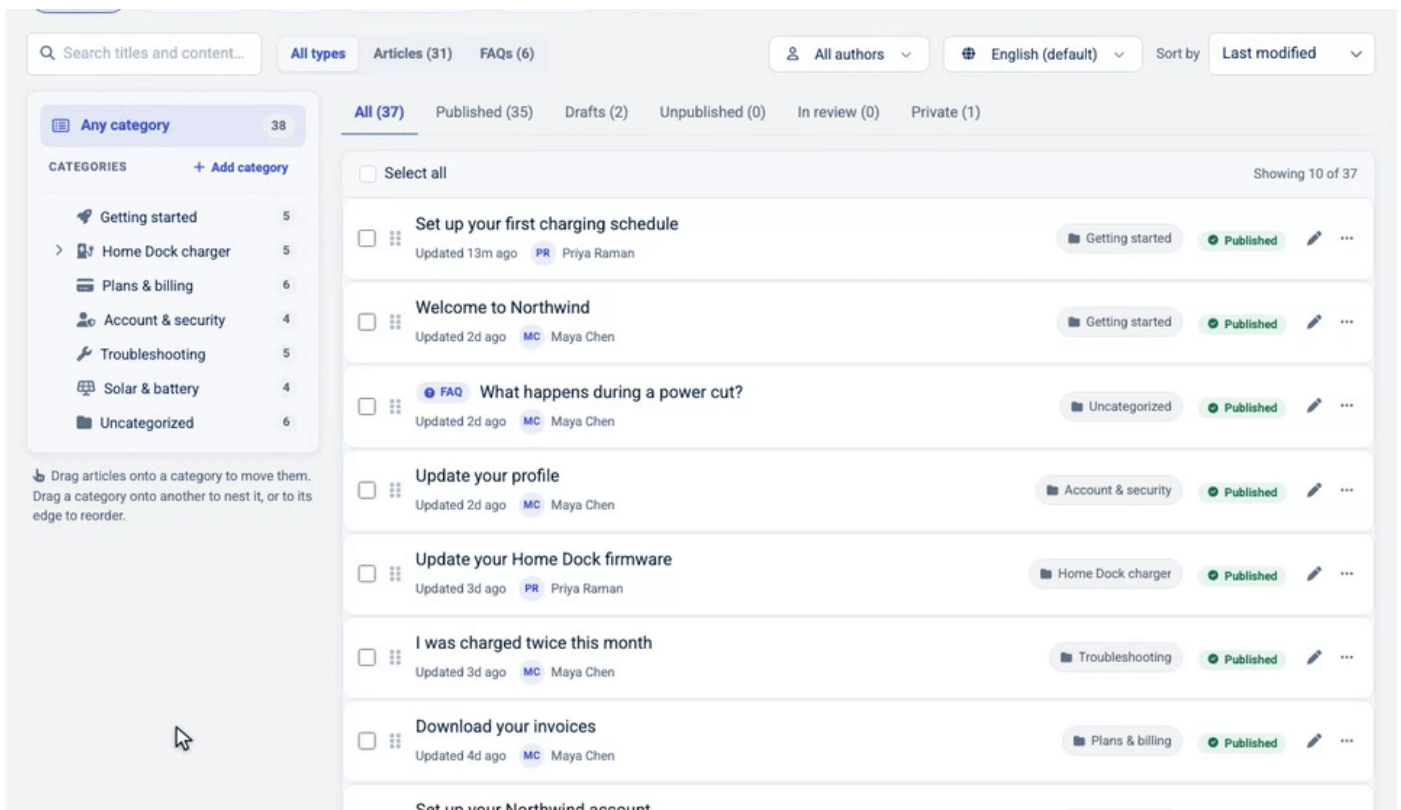
1. Click **Articles** in the left menu.
2. In the **Categories** panel, drag a category up or down and drop it at the top or bottom edge of another category.

Drop it at the edge, not on top: dropping a category onto another one makes it a subcategory. The new order is saved right away, and your help center lists your categories in this order, for example on the home page.

Arrange the articles in a category

1. In the **Categories** panel, click the category.
2. Set **Sort by** to **Custom order**.

3. Drag the articles into the order you want.



The screenshot shows a help center management interface. On the left is a sidebar with a search bar and a list of categories: 'Any category' (38 items), 'Getting started' (5), 'Home Dock charger' (5), 'Plans & billing' (6), 'Account & security' (4), 'Troubleshooting' (5), 'Solar & battery' (4), and 'Uncategorized' (6). The main area displays a list of 37 articles, with 10 shown. Each article has a checkbox, a title, a timestamp, an author, a category tag, and a 'Published' status. The articles listed are: 'Set up your first charging schedule' (Getting started, Published), 'Welcome to Northwind' (Getting started, Published), 'What happens during a power cut?' (FAQ, Published), 'Update your profile' (Account & security, Published), 'Update your Home Dock firmware' (Home Dock charger, Published), 'I was charged twice this month' (Troubleshooting, Published), and 'Download your invoices' (Plans & billing, Published). A dark blue banner at the bottom of the screenshot contains the text '1 Pick a category'.

1 Pick a category

Each drop saves the new order.

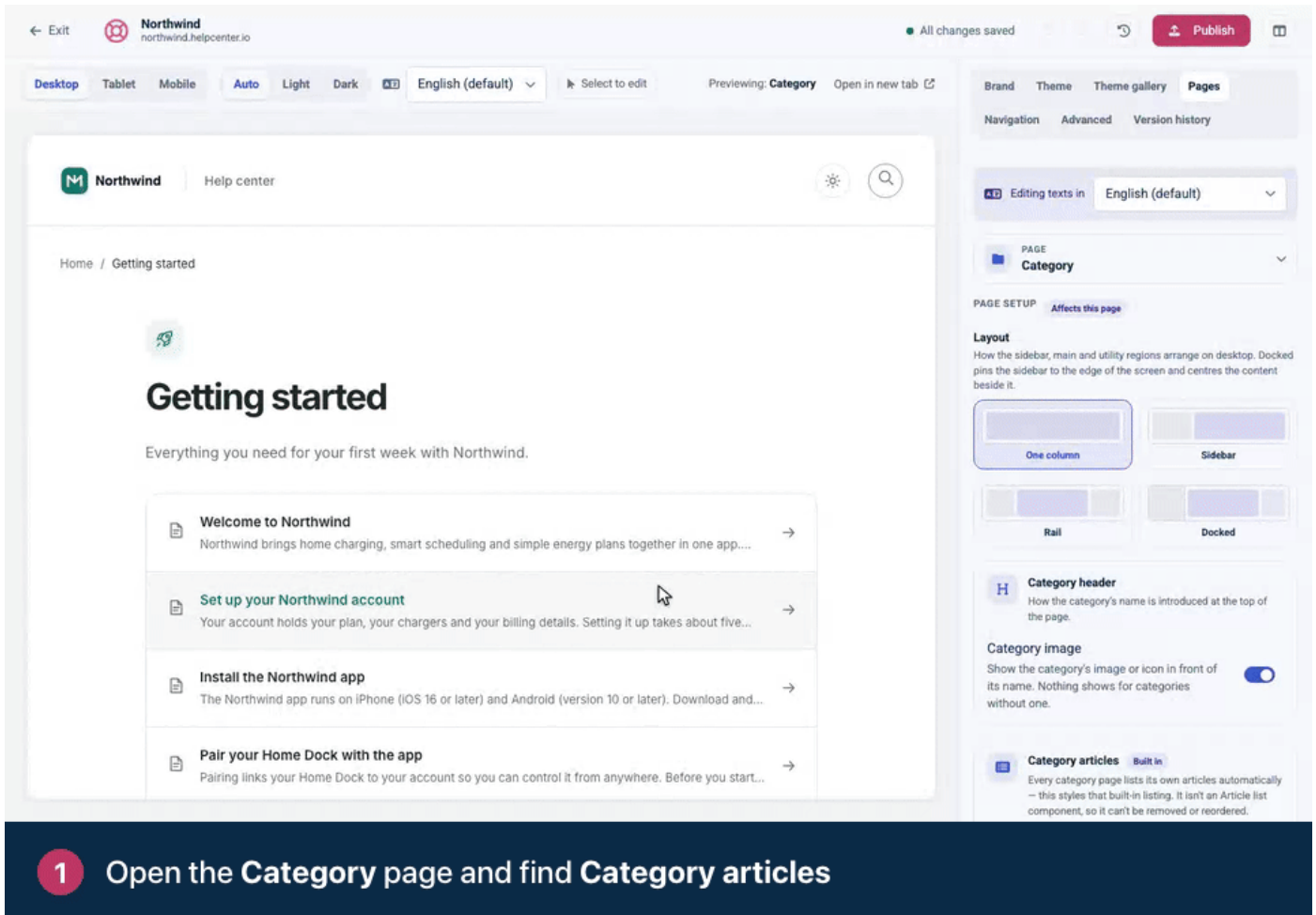
You'll see "Order saved" after each drop. Custom order works inside one category at a time, and you move one article at a time. It isn't available for **Any category** or **Uncategorized**.

Show your order on the help center

Whether category pages follow your order depends on a setting of the Category page in the template editor. Compass, the theme new help centers start with, uses your order. The other themes list the most recently updated articles first. To check or change it:

1. Open **Template editor** from the left menu, click **Pages** and choose the **Category** page.

2. Find **Category articles** and set **Order articles by** to **Custom (drag to reorder)**, or pick another order.
3. If you pick **Alphabetically**, set the **Direction** to **A → Z**. It starts at Z → A.



One setting orders the articles on every category page.

4. Click **Publish** so readers see the new order. See [Publish your design](#).

Order articles by

Direction

Last updated	Newest first or Oldest first
Create date	Newest first or Oldest first
Alphabetically	A → Z or Z → A
Custom (drag to reorder)	Your order from the Articles page

The same order applies wherever your help center lists a category's articles, such as a content tree. Article lists you add to other pages have their own sort setting. See [Customize category and article lists](#).

Owners and Admins open **Template editor** from the left menu. Editors can open it with **Customize** in the team toolbar that shows on your help center while they're signed in. Opened from a category page, it goes straight to the Category page's settings.

Related articles

- [Create and organize categories](#)
- [Customize category and article lists](#)
- [Publish your design](#)