

Search can't find an article

Troubleshooting

Search shows readers only the published articles they're allowed to read, in the language they're reading. Check these causes in order.

Test as a reader. Search in a private window where you're not signed in. Signed in, you can also find private articles and team-only categories that your readers never see.

The article isn't published

Drafts and unpublished articles never appear in search. Open the article and click **Publish**. If it's live but your latest edits aren't, click **Update**.

Its access isn't Public

In the article's **Access** card, only **Public** articles are listed in search. **Anyone with the link** hides the article from browsing and search, and **Private** limits it to you and the people you pick. See [Choose who can read an article](#).

Its category is hidden from readers

Readers find an article only when its category is shared with **Everybody**. Categories set to **Everybody with a link (hidden from navigation)**, **Team members only** or **Me and selected team members** keep their articles out of readers' results. An article in several categories shows up if any one of them is shared with everybody. See [Make a category private](#).

It isn't released in the reader's language

Search covers only the language the reader is using. If your help center has more than one language, check that the translation is released. See [A translation doesn't show](#).

You published it a moment ago

Search needs a moment to pick up new and changed articles. Wait a little, then search again.

The words readers use aren't in the article

Search matches the title, the text and the category name. It doesn't read the meta description, words inside images, attached files or team notes.

1. In the left menu, click **Statistics** and scroll to **What people search for**.
2. Click **Failed** to see searches that didn't lead readers to an article.
3. Add the words and phrases readers type to the title or text of the article that answers them, then click **Update**.

The search is very long

Search works best with a few key words. A long, sentence-length search can come back empty, and anything over 150 characters shows "**That search was too long to run. Try again using a few keywords (up to 150 characters)**." If AI Answers is on, readers can ask full questions with **Ask AI** instead. See [Turn on AI Answers](#).

Still stuck?

Contact our support team with the article's address and the exact words you searched for. See [Contact HelpCenter.io support](#).

Related articles

- [How search works in your help center](#)
- [Choose who can read an article](#)
- [Make a category private](#)
- [See what people search for](#)