

Avoid duplicate articles

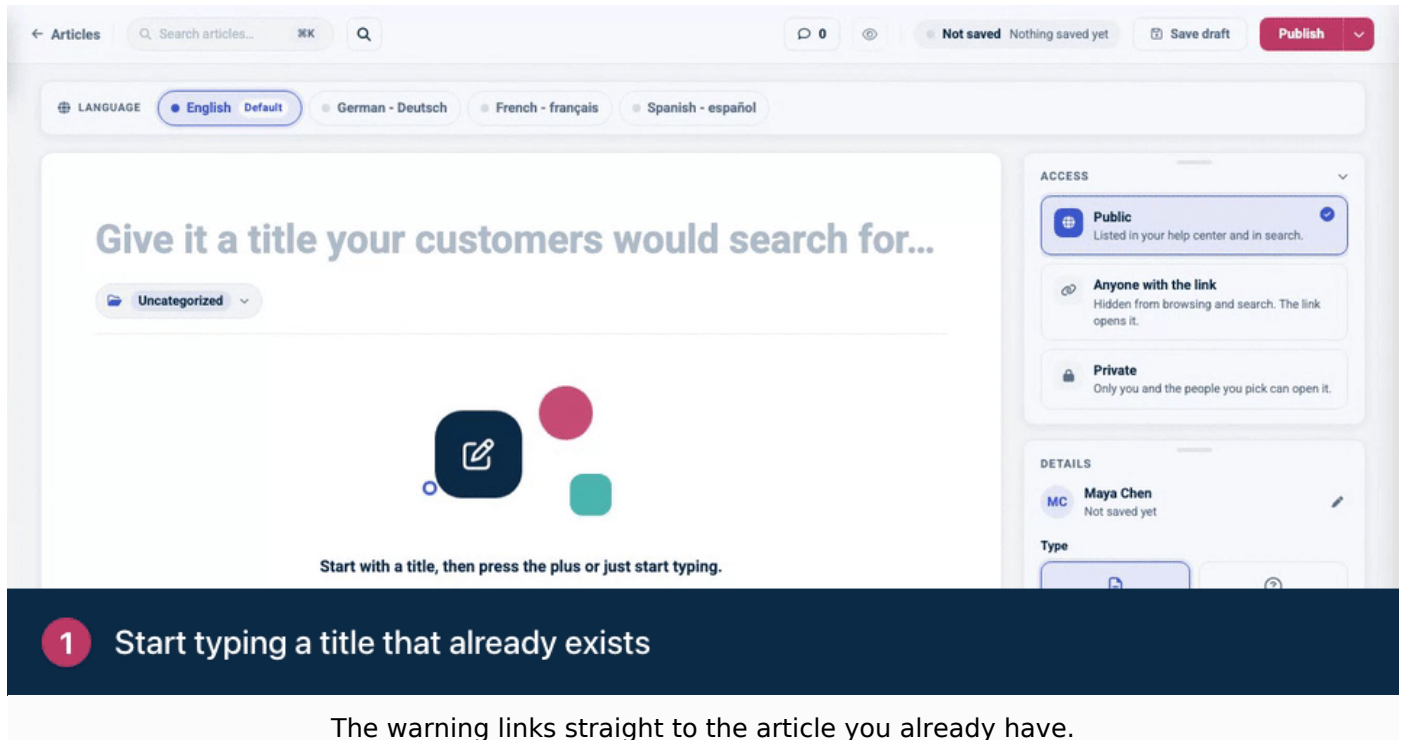
Write articles

When the title you type closely matches an article you already have, HelpCenter.io tells you. Catching a duplicate early saves you from writing the same article twice and keeps your answers consistent.

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

How the warning works

1. Type a title for your article.
2. Click into the body, or anywhere outside the title. HelpCenter.io looks for an existing article that's a close match.
3. If it finds one, a banner starting with **Heads up** appears above the article, with a link to the existing article.



The check runs each time you finish editing the title.

What to do next

- **Update the existing article.** Click its title in the banner. If it already covers the topic, improve that article instead of starting a new one. Copy anything useful from your draft first.
- **Combine the two.** If each has something the other lacks, merge them into one article, then delete the extra one.
- **Make your title more specific.** If the topics are different, change the title so readers can tell the two apart, for example by naming the product or the situation.
- **Carry on.** If the match is fine, click **Ignore** to hide the banner.

Why duplicates hurt

- **Search gets harder.** Readers see two results that look alike and have to guess which one to open.
- **Answers can disagree.** AI Answers writes its replies from your articles, so an outdated copy can end up in an answer.
- **Upkeep doubles.** Every change has to be made twice, and the copy nobody remembers goes stale.

Before you write a new article, search for the topic first: press ⌘K (Ctrl+K on Windows) in the editor, or use the search on the **Articles** page.

Related articles

- [Find articles with search and filters](#)
- [Keep your help center up to date](#)