Leave notes for your team

Write articles

Keep information for your team right inside an article: a script for your support agents, a reminder to update a screenshot, or a question for the writer. Readers never see any of it.

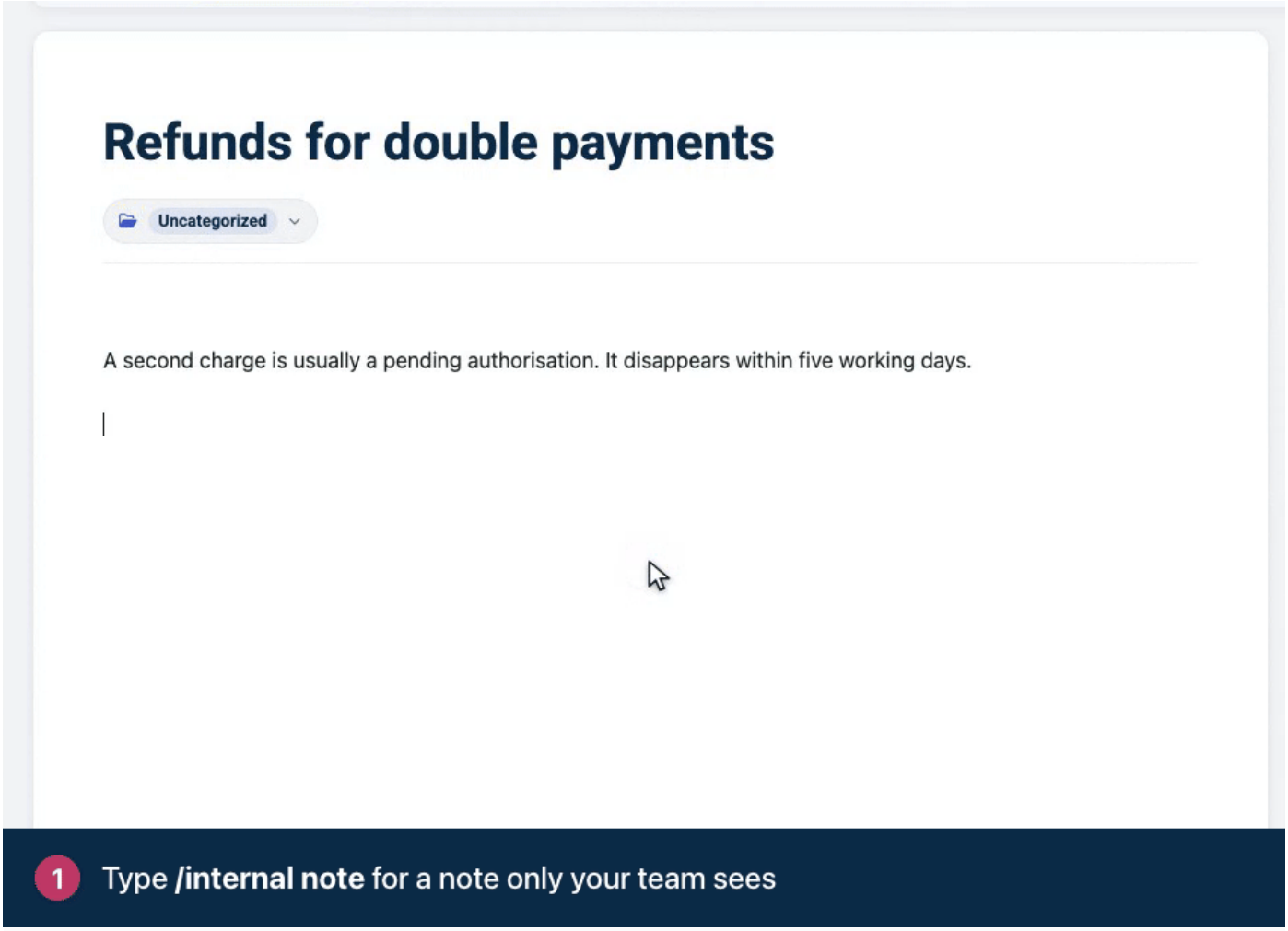
Who can do this: Owners, Admins and Editors, and Translators in the languages they translate · **Plans:** All plans

There are two ways to do it:

- **Internal notes** are blocks of text inside the article, for information your team should always have at hand.
- **Comments** are attached to a few selected words, for questions and feedback you resolve and move on from.

Add an internal note

1. On an empty line, type /internal note and press Enter.
2. Type your note. It's marked **Internal note** and **Team only, never published**.



An internal note stays in the editor and never reaches readers.

A note can hold lists, links and other blocks, like the rest of the article. To remove a note, delete its text, then press Backspace once more in the empty note.

> Picking **Internal note** in the menu again while your cursor is inside a note doesn't delete it. It turns the note back into normal text, which readers will see once you publish.

Comment on a selection

1. Select the words you want to comment on.

2. In the toolbar, click **Comment on this selection (team only)** (the speech bubble).

3. Write your comment and click **Comment**, or press ⌘Enter (Ctrl+Enter on Windows).

The words stay highlighted for your team. Click the highlight to read the thread, add a **Reply**, or **Resolve** it, which removes the highlight. The comment count in the top bar opens the **Comments** panel, where the **Team** tab lists every open thread in the article.

Comments work once the article has been saved, and each comment can be up to 5,000 characters. Adding or resolving a comment never saves or publishes your other edits. If the words you highlighted exist only in text you haven't saved yet, the highlight is saved the next time you click **Update**.

Where notes and comments stay hidden

Internal notes and comments are removed from everything readers can reach: the published article, help center search, AI Answers and the widget. Article content you fetch through the API leaves them out too. Three things to know:

- **Your team's view:** when you're signed in as a team member, the published article and its preview still show internal notes. On the published article, each one sits in a dashed box headed **Internal note** and **Team only, hidden from readers**. Readers never see them.

- **Helpdesk sidebars:** in apps like Front and Zendesk, your agents can read internal notes next to the article. Notes are left out when an agent inserts the article into a reply.

- **PDF exports from the dashboard** are made for your team and include internal notes. Check them before you share one outside your team.

Related articles

- Flag articles for review

- Get to know the article editor