Adding a new category

🖹 75 🔘 Gurjeet Kaur 🛗 February 19, 2020 🖿 Categories

To add a new category, you should be logged in to the admin area either as a **SUPERUSER** or as an **EDITOR**. Only these userlevels have the right to manage categories in the admin area. Once you are logged in, follow the steps given below.

1. Expand the "Categories" section in the left navigation bar.



- 2. Click on "Add New" link to open "Add New Category" page as shown in the screenshot below.
- In ML editions, the language in which the category will be created is displayed with panel heading. As an example, in the screenshot below, Dutch is displayed but you can change the language from language drop-down available on the right side of the page. (Refer article Admin Control Panel Interfacefor more details).
- 4. Select the type of category you wish to create; PUBLIC or PRIVATE. It is important to know the difference between public and private types to properly categorize the knowledge base content. If you create a PUBLIC category then it will be accessible to all users including guest users. However, if you create a PRIVATE category then it will be accessible only to logged in users.

Access to private categories can further be restricted with the help of groups (Refer article Adding a User Group) so that users of a particular group have access to the categories assigned to them.

- 5. Specify a name (title) for the new category.
- 6. Select the parent, if you wish to create the new category as a child of another category. Select "**No Parent**" to create it as a root-level category.

Add New Category - 🔤 Dutch					
Туре	 Public Private 				
Category Name *	Tickets				
Parent Category	- No Parent -				

- 7. You can specify an optional description for the new category in the description field. It can be up to 250 characters at the maximum.
- 8. You can select an icon for the new category from the list of available options (feature available only in enterprise editions). By default, folder icon icon will be assigned.

Description	Category is th and by which	e one of the	e highest arranged	classes to I in a <u>sys</u>	which th	e objects	of knowle	edge or ti	hought ca	n be redu	iced,	
	Maximum 250	characters	1									,ti
Icon Default Icons: Public Category = 🔐 Private Category = 🔒												^

If you wish to assign the new category to an existing **USER GROUP**, select either 'Inherit group permissions from parent category' option or 'Assign manually' option in **GROUP ASSIGNMENT**. Inherit group permissions from parent category option will assign the category to all those groups to which its parent is associated. Assign manually will display the list of groups and you can choose the groups as per your requirement.

9. Click on "Save Category" button to save the category in the knowledge base.

Group Assignment	 None Inherit group permissions from parent category Assign manually
	Save Category Cancel

Custom Fields

Applicable To: Standard Edition, Standard (Multi-Language) Edition, Enterprise Edition (MySQL), Enterprise Multi-Language Edition (MySQL), Enterprise Edition (SQL Server), Enterprise Multi-Language Edition (SQL Server)

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