



## Subscribing to Knowledge base

The **Subscribe** feature allows users to follow and keep up-to-date with any Knowledge base category or guides they have permission to.

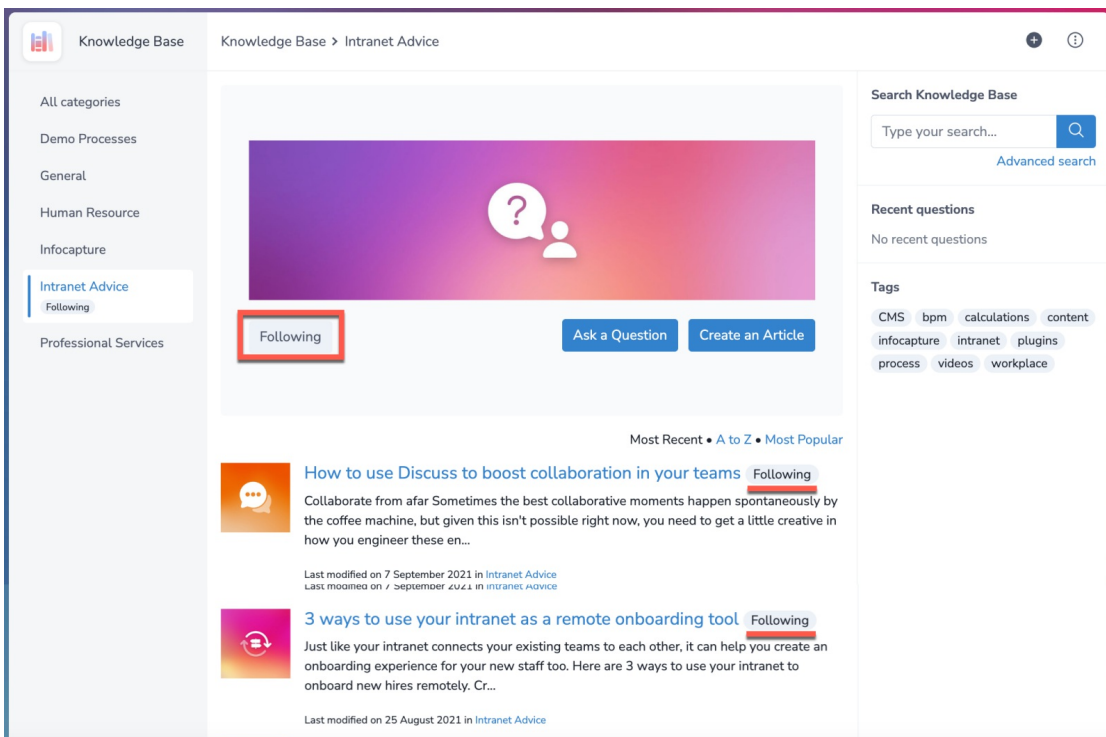
A notification will be generated to a Knowledge base subscriber any time a new guide is published in the category. A notification will also be sent if an existing guide has been edited within the associated category (i.e. guide edited, comment added etc.).

## Subscribing to KB categories

From the Knowledge base category, select the **Follow** option.

The screenshot shows the Knowledge Base interface for the 'Intranet Advice' category. On the left sidebar, 'Intranet Advice' is selected. The main content area features a large purple-to-pink gradient banner with a question mark icon and a person icon. Below the banner are three buttons: 'Follow' (highlighted with a red arrow), 'Ask a Question', and 'Create an Article'. Below the buttons are sorting options: 'Most Recent • A to Z • Most Popular'. A list of articles is shown below, with the first article titled '3 ways to use your intranet as a remote onboarding tool'. On the right side, there is a search bar labeled 'Search Knowledge Base' and a 'Tags' section with various tags like 'CMS', 'bpm', 'calculations', etc.

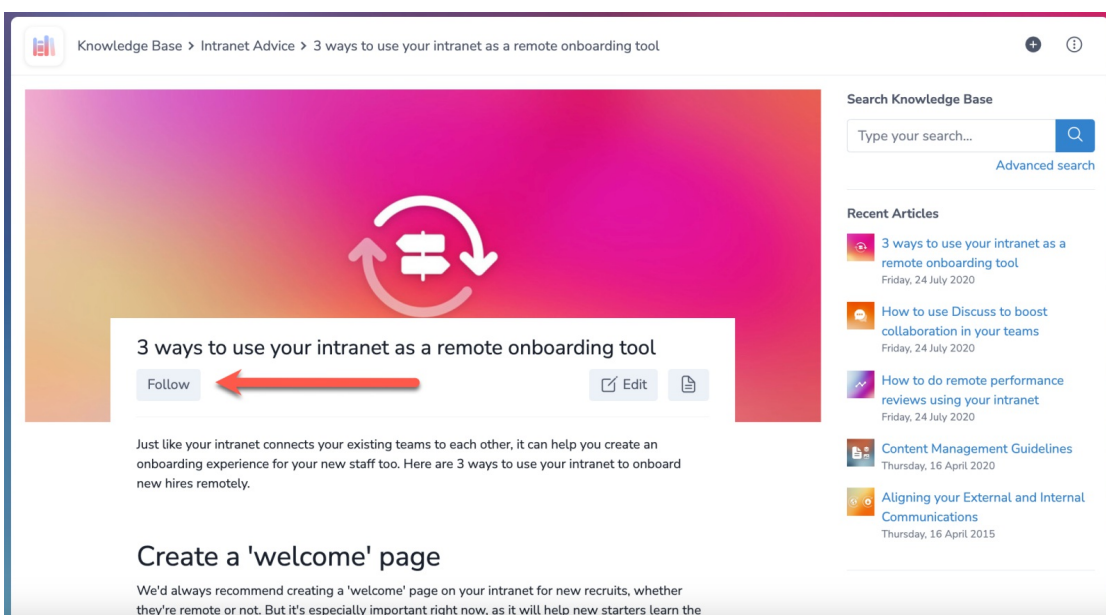
Following a category will automatically subscribe users to new guides and all existing guides. Users will receive a notification when a guide is newly published or when an existing guide within the category is edited.



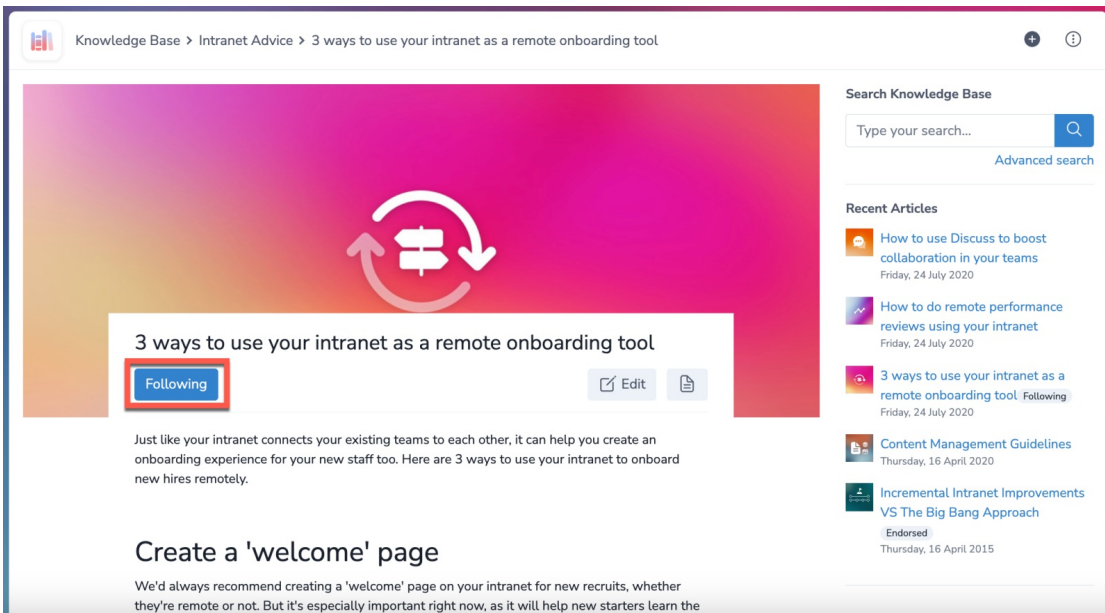
**Please note:** KB subscriptions are chosen by the users themselves and cannot be enforced by a Knowledge base application admin.

## Subscribing to a KB guide

From a Knowledge base guide, select the **Follow** option.



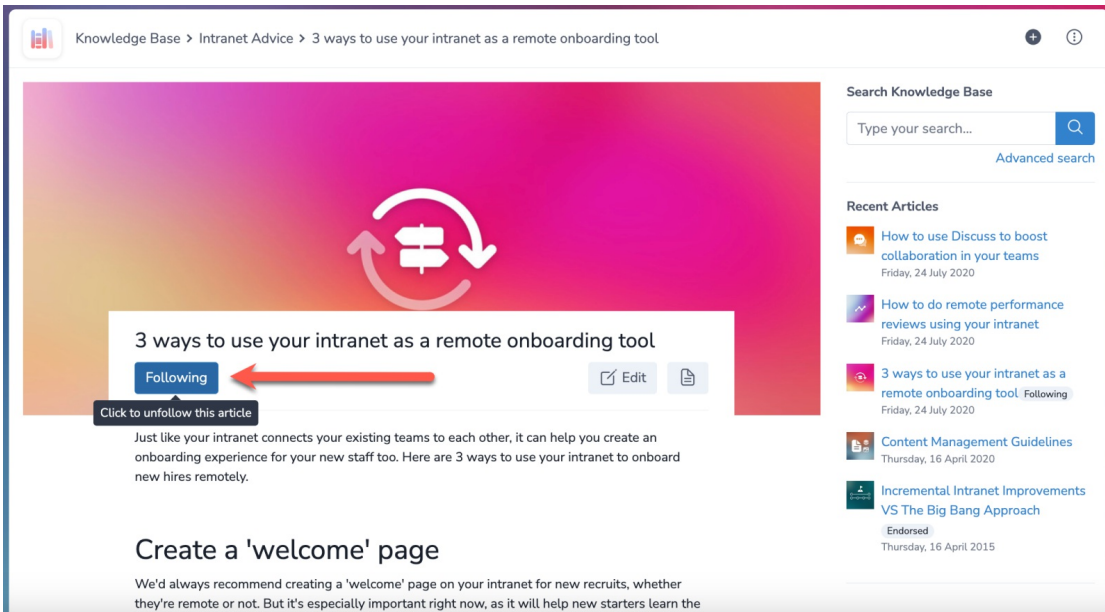
Unlike subscribing to a category, users can follow a single Knowledge base guide instead. Users will receive a notification when the existing guide is edited.



**Please note:** KB subscriptions are chosen by the users themselves and cannot be enforced by a Knowledge base application admin.

## Unsubscribing from KB

Users can unsubscribe from a Knowledge base category or guide the same way they subscribed, by toggling the **Follow** option.



## Subscription notifications

Subscribed users will receive notifications according to their notification preference (i.e. In-system, Email etc.).

<input type="checkbox"/>	Date Received	Subject	Application	From
<input type="checkbox"/>	29-07-2024 22:31	Article: 3 ways to use your intranet as a remote onboarding tool has been edited	Knowledge Base	Claromentis Administrator

For more information, check out our [Notification Preference](#) guide.

Created on 29 July 2024 by Veronica Kim

Tags: [intranet](#), [knowledgebase](#), [user guide](#), [subscription](#), [v9](#)