



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.

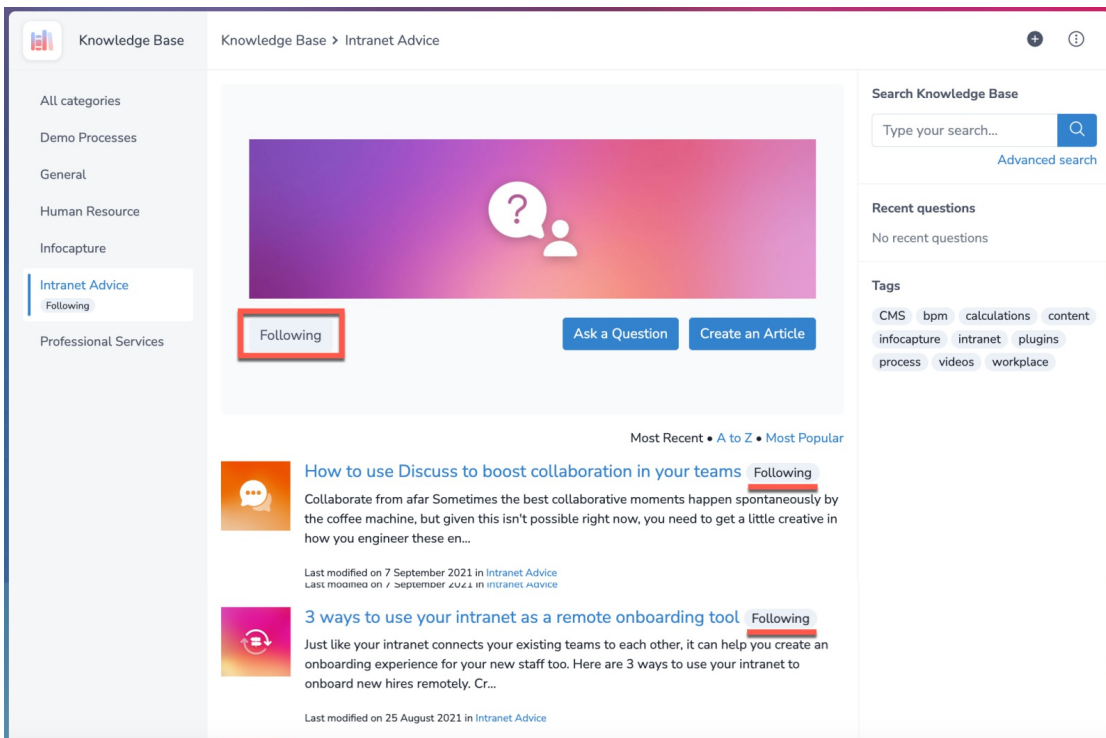
A notification will be generated to a Knowledge base subscriber any time a new guide is published in the category. A notification will also be sent if an existing guide has been edited within the associated category (i.e. guide edited, comment added etc.).

Subscribing to KB categories

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

A screenshot of a web application's Knowledge Base interface. On the left is a sidebar with a 'Knowledge Base' header and a list of categories: 'All categories', 'Demo Processes', 'General', 'Human Resource', 'Infocapture', 'Intranet Advice' (which is highlighted with a blue bar), and 'Professional Services'. The main content area is titled 'Knowledge Base > Intranet Advice'. It features a large purple-to-pink gradient banner with a white question mark icon and a person silhouette. Below the banner are three buttons: 'Follow', 'Ask a Question', and 'Create an Article'. A red arrow points to the 'Follow' button. To the right of the main area is a search bar labeled 'Search Knowledge Base' with a text input field and a search icon. Below the search bar is a 'Recent questions' section showing 'No recent questions'. At the bottom of the right sidebar is a 'Tags' section with a list of tags: 'CMS', 'bpm', 'calculations', 'content', 'infocapture', 'intranet', 'plugins', 'process', 'videos', and 'workplace'. Below the main content area, there are two article snippets. The first is titled '3 ways to use your intranet as a remote onboarding tool' and includes a brief description and a date 'Last modified on 25 August 2021 in Intranet Advice'. The second snippet is titled 'How to use Discuss to boost collaboration in your teams'.

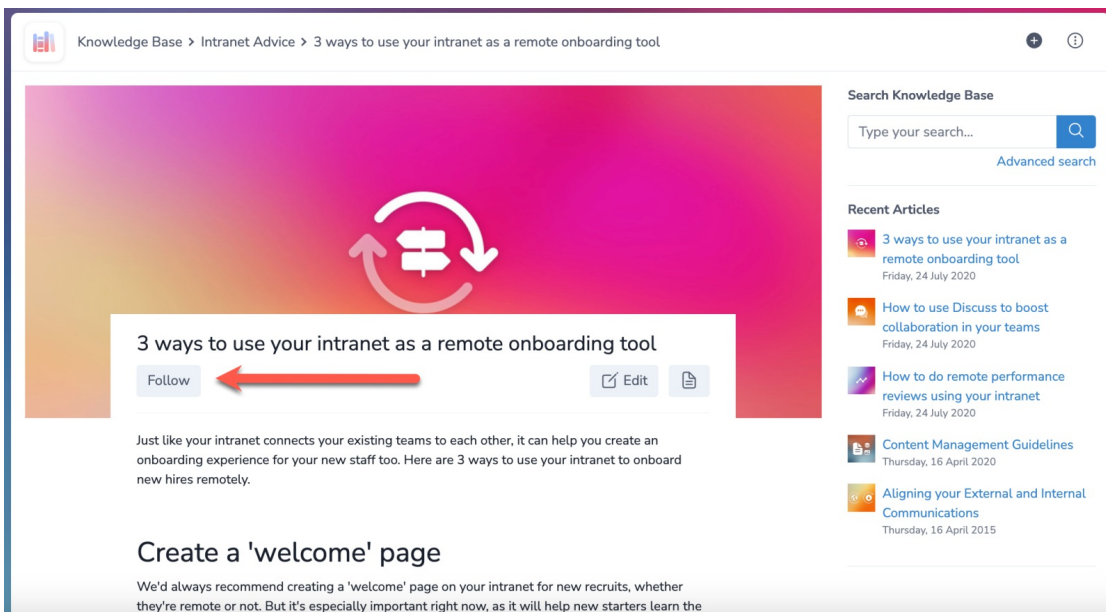
Following a category will automatically subscribe users to new guides and all existing guides. Users will receive a notification when a guide is newly published or when an existing guide within the category is edited.



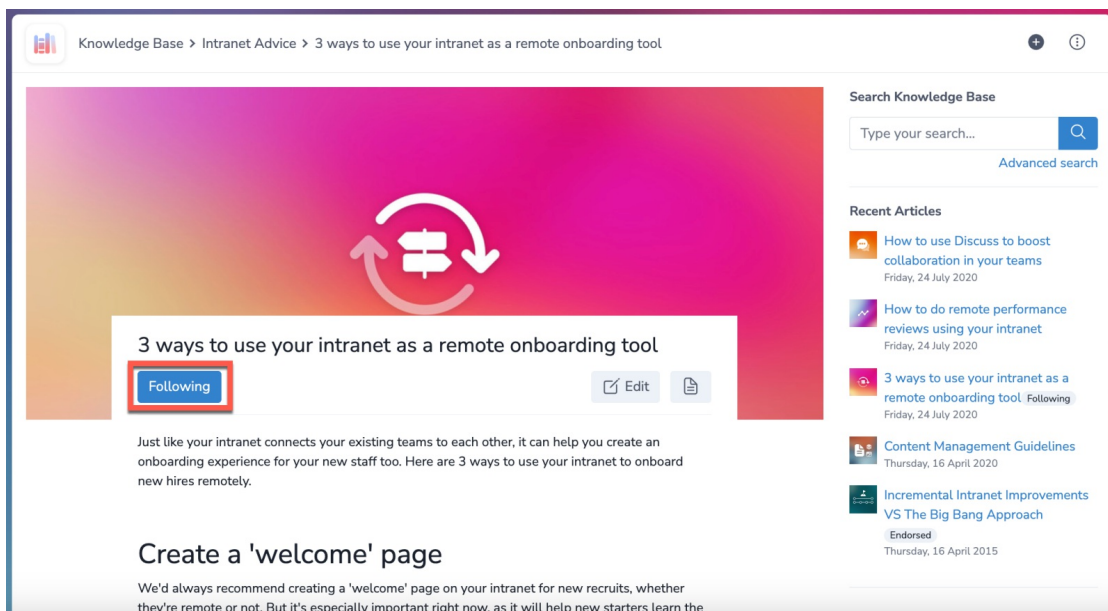
Please note: KB subscriptions are chosen by the users themselves and cannot be enforced by a Knowledge base application admin.

Subscribing to a KB guide

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



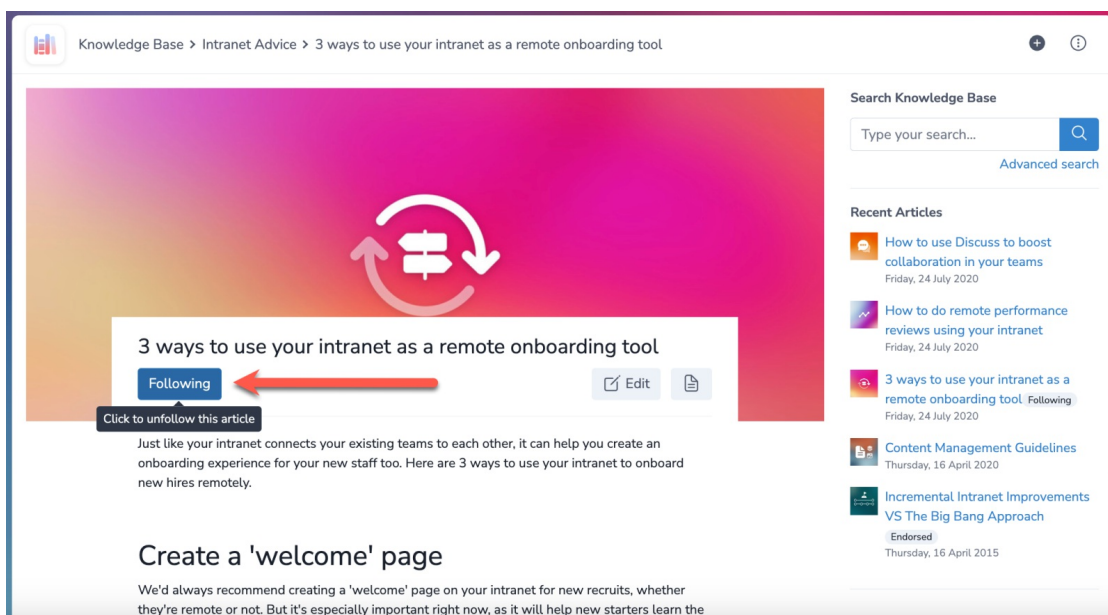
Unlike subscribing to a category, users can follow a single Knowledge base guide instead. Users will receive a notification when the existing guide is edited.



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.

