Versioning and Activating an Article

Last Modified on 02/27/2026 8:30 am PST

Versioning Articles

To hide articles actively being worked on from customer view, versioning should be used.

Version Naming Conventions

To version an article, select the **Add Version (1)** drop down located on the right side of the screen and select **Custom (2)**. Then enter the name of the version in the **Enter Custom Version** field **(3)**.

- **Versions related to a release**
  - If the version is related to a release, enter the sprint number followed by an underscore and then 'Release'.
    - **Example:** 77_Release
  - Optional: add the JIRA ticket number after 'Release,' or add an internal note referencing the Jira ticket. The internal note will be deleted once the article has been published.
- **Versions outside of a release**
  - If the version is not release related, enter a name relevant to the change or purpose of the version. In the example below, this artilce was versioned as part of an audit.
  - When updating an article that is not part of a release, enter a custom version relevant to the update.
    - Examples:
      - For a full article revision versioning might be: **January_2024Audit**
      - If the update is specific to only a section, call out that section i.e**.: Billing_Field Descriptions**
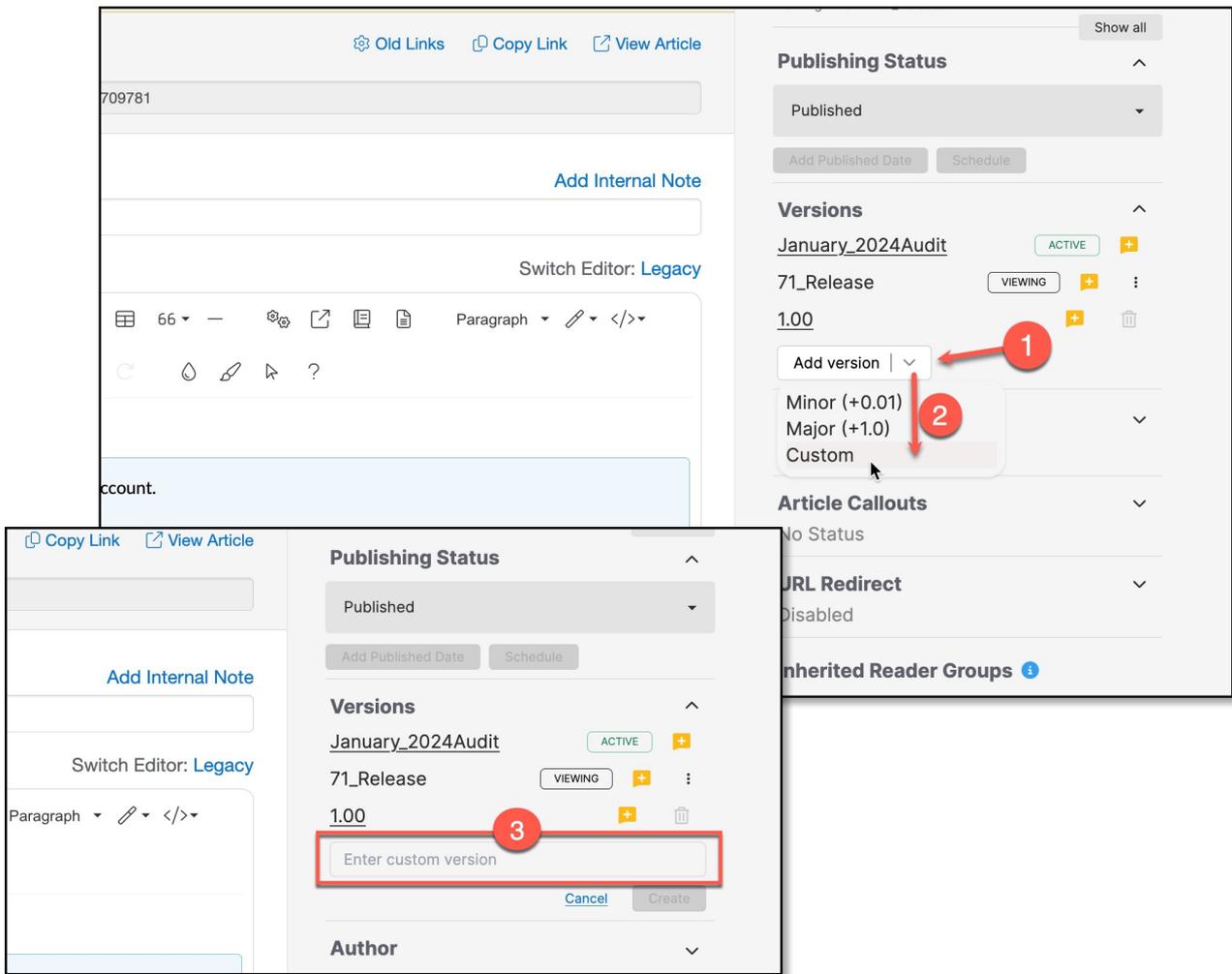
Add an Internal Note

Internal notes are a way to note what you were working on and/or reference JIRA tickets related to the changes being made. Notes entered here are not visible to customers and will carry across versions. For clarity and quick reference later as you are working the article, consider including the applicable release version within the note.

Delete the note when it is no longer needed.
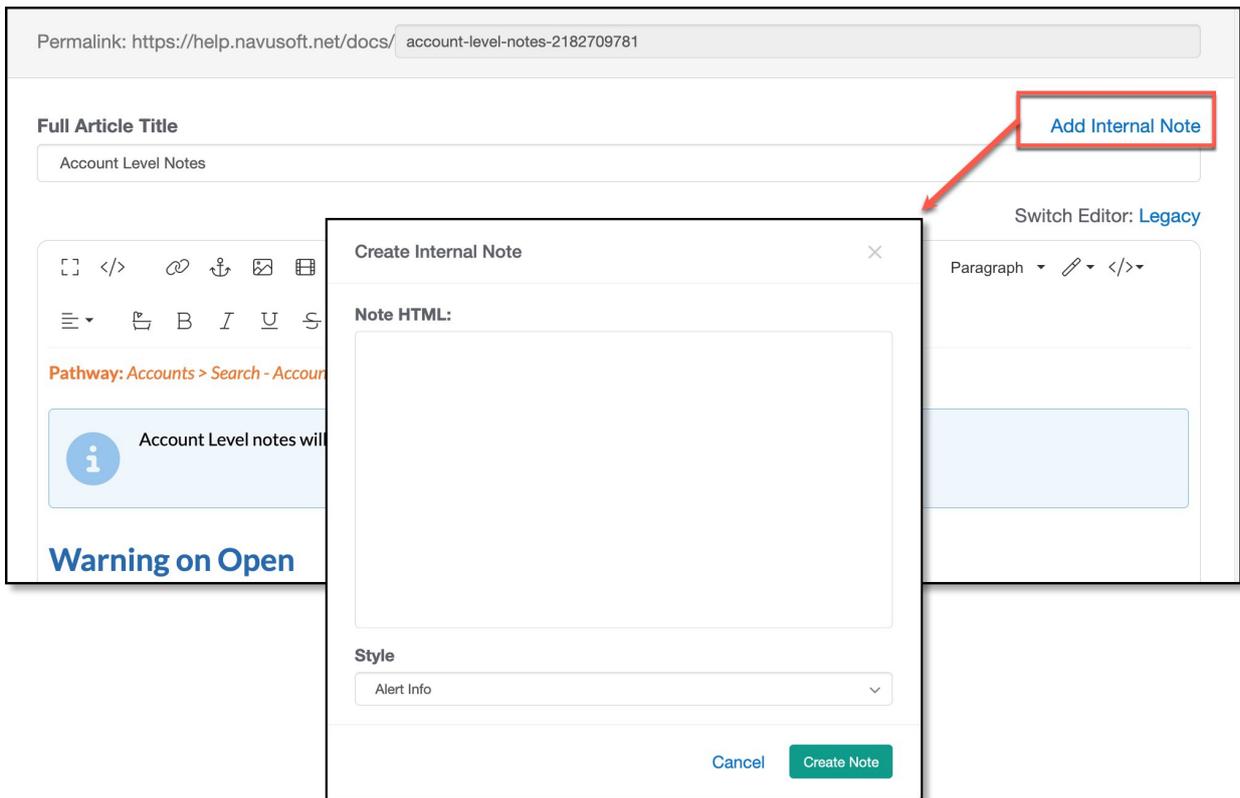
Active vs. Inactive Version

Only one version can be active at a time. The active version is marked with an **Active** label, while the version you are currently working in is marked with a **Viewing** label. Never make changes within an active version.
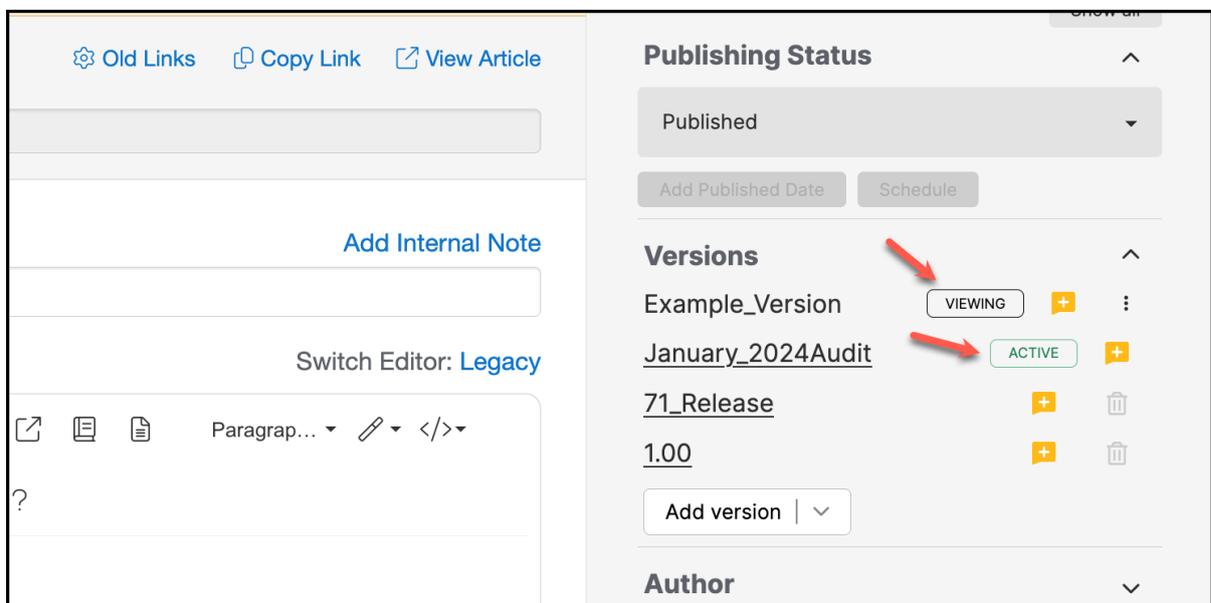
Activate and View Versions

Activate a Version

When a version is ready to be released for public view, activating it is easy. Simply click on the **Version Actions**

icon and then select **Activate**.

Navigate Between Versions

Older versions are accessible to review and display as a hyperlink. To view the version, click on it's version link. When viewing this version, the **Viewing** label is displayed with it.

> **Note:** When viewing a version that is not active, the **Version Actions** icon is displayed allowing you to reactivate an old version. This may be helpful in scenarios where a new version was made active too soon.

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