How to set custom display order of articles in the knowledge base?

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Question: Articles posted to our KB are simply ordered by article ID. So the newest article appears first on the list of that category. Which is not what I need. I need to reorder articles so that the first in a series (for example) is the first article and not whatever the most recent one is.

Solution:

PHPKB software offers the facility to set a priority number for the knowledge base articles to set a custom display order of the articles in your knowledge base. By default, the articles are listed in alphabetic order in a category and you can change the sort order to the following options available under the "Manage Settings" section of the PHPKB admin panel.

1. Popularity (where most popular articles are listed first)
2. Alphabetic Order (where articles are listed in alphabetic order)
3. Priority (where you can set a custom priority number for the knowledge base articles and they are listed in priority order)
4. Update Date Time (where newest and last updated articles are listed first)

On all of these options, you can set the sort order to be "Ascending" or "Descending" as shown in the image below.

Set Custom Sort Order for Knowledge Base Articles

You can set a custom sort order for articles within a category using the "Reorder Articles" option under the "Actions" menu for a category as shown in the screenshot below.

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Manage Categories

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Categories are used to structure your knowledgebase into easily manageable portions. This section display the list of **public categories** of your knowledgebase in a tree based structure. There are various actions (edit, delete, show/hide, add article, add sub-category) related to each category that you can perform in this section.

📁 Public	🔒 Private	👥 Subscribers				

ID	Name	Priority	Visible	Hits	Subcats	Articles	Actions
1	⊞ 1 Category 1	0 ✎	YES	0	7	0|0	⚡ Actions ▾
5	2 Category 2	0 ✎	YES	14	0	2	✎ Edit
6	3 Category 3	0 ✎	YES	3	0	1	☑ Add Article
7	4 Category 4	0 ✎	YES	15	0	2	➕ Add Subcategory

- ✎ Edit
- ☑ Add Article
- ➕ Add Subcategory
- ✖ Delete
- 🚩 Reorder Articles
- 👥 Subscribers

Clicking on the "Reorder Articles" item will open up a new panel (as shown below) where you will be able to set an individual priority number to every article in that category.

Reorder Articles in Category: Integration & Customization ✕

Use this section to assign a custom sort order to the articles in this category. You may modify the sort order in which the articles are displayed on the category page by assigning/modifying a priority number of an article.

☑ Approved   ☑ Featured   ☐ Pending   ☐ Saved Drafts   ☐ Expired

S.No.	ID	Article Title	Status	Priority
1	4	Can you customize this product for my website?	APPROVED	0
2	33	Custom Development Service	FEATURED	0
3	57	Does your KMS platform has Salesforce integration available?	APPROVED	0
4	74	How to use your custom domain with our hosted knowledge base service?	APPROVED	0
5	177	HTML Content for Testing Formatting	APPROVED	0
6	67	What happens to my customization after upgrade?	APPROVED	0

Save

Once you have set the required priority numbers, you can click the "Save" button to save your changes. That is all required to set a custom sort order of knowledge base articles under a category.

> **Important:** Please make sure that you've set the "Sort Articles By" option to "Priority" under "Manage Settings > Features" for the changes to take effect.

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