Subscribe to Articles Feature

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The "**Subscribe to Articles**" feature in PHPKB Knowledge Base Software is designed to keep users informed about the latest updates and changes to articles within the knowledge base. This feature enhances user engagement, ensures users are always up-to-date with the most recent information, and promotes continuous learning and awareness.

Key Functionalities:

1. **Subscription Options:**

   - **Individual Article Subscription:** Users can subscribe to specific articles they are interested in. This is particularly useful for content that is frequently updated or critical to their work.
   - **Category Subscription:** Users can subscribe to entire categories, ensuring they receive notifications for any new articles or updates within that category.
   - **Knowledge Base Subscription**: Users can subscribe to entire knowledge base so that they are notified as soon as a new article is added (to which they have access) to the knowledge base.

2. **Notification Triggers:**

   - **Article Updates:** Whenever an existing article is updated or revised, subscribers are notified.
   - **New Articles:** Subscribers receive notifications when new articles are added to the categories they are subscribed to.
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3. **Notification Methods:**

   - **Email Notifications:** Subscribers receive email alerts containing a summary of the update and a link to the full article. This ensures timely and direct communication.
   - **In-App Notifications:** Users can view their notifications within the PHPKB software interface, providing a centralized location for all updates.

4. **Subscription Management:**

   - **User Control:** Users have full control over their subscriptions. They can manage their preferences through their profile settings, including the ability to unsubscribe at any time.
   - **Admin Oversight:** Administrators can view and manage subscriptions to ensure relevant updates are being sent and to monitor user engagement with the knowledge base.
     - Managing Article Subscribers
     - Managing Category Subscribers

5. **Benefits:**

   - **Enhanced User Engagement:** By keeping users informed about relevant updates, the feature helps in maintaining high levels of engagement with the knowledge base.
   - **Improved Knowledge Retention:** Regular updates ensure users have access to the most current and accurate information, aiding in knowledge retention and application.
   - **Proactive Learning:** Users are encouraged to proactively learn and stay informed about the latest developments within their areas of interest.

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How to Use the Subscribe to Articles Feature:

1. **Subscribing to an Article**:

   - Navigate to the article you wish to subscribe to.
   - Click on the "Subscribe" button, typically located at the top or bottom of the article.
   - Confirm your subscription preferences (immediate, daily, or weekly updates).

2. **Subscribing to a category**:

   - Go to the category page within the knowledge base.
   - Click on the "Subscribe to Category" option.
   - Choose your notification preferences and confirm your subscription.

3. **Managing Subscriptions:**

   - Access your user profile or account settings.
   - Navigate to the "Subscriptions" section.
   - View your current subscriptions, modify preferences, or unsubscribe from articles/categories.

This feature is a valuable tool for keeping users informed and engaged with the knowledge base, ensuring they always have access to the most relevant and up-to-date information.

Online URL: https://www.phpkb.com/kb/article/subscribe-to-articles-feature-395.html

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