Managing Subscribers

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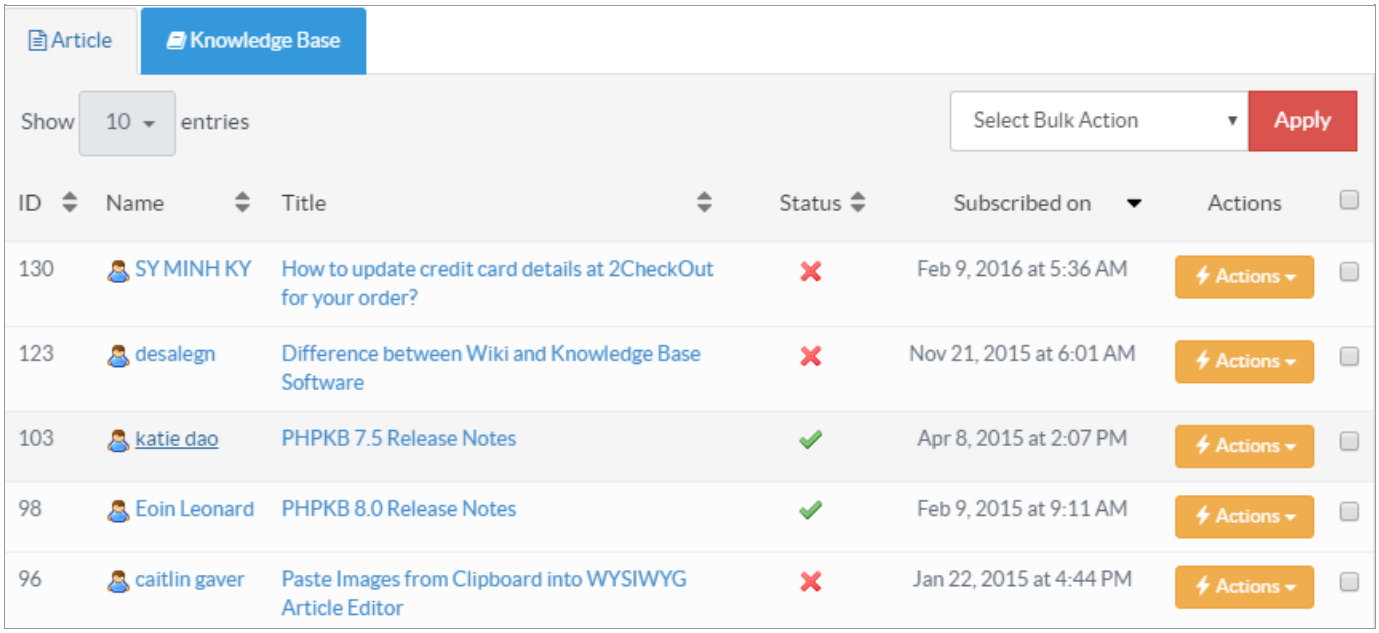
Only superuser has the right to view, edit or delete article subscribers. Click "**Subscribers**" link in **Article** section of the left navigation bar to open "**Manage Subscribers**" page.



1. This section consists of two tabs for Article Subscribers and KB Subscribers. By default **Article** subscribers are displayed but you can click on **'Knowledge Base'** tab to view KB Subscribers.
2. **ID:** This column displays the unique serial number of the subscriber in the database.
3. **Name:** This column displays the name of the subscribed user.
4. **Title/Subscribed for:** In article subscribers section **'Title'** column is displayed which shows the title of the article for which user has subscribed, whereas **'Subscribed For'** column is displayed under KB subscribers section to show subscription is valid for the entire knowledge base.
5. **Status:** This column displays whether the subscriber is active or inactive to receive notification. The tick icon shows the active status, whereas crossed icon shows the inactive status.
6. **Subscribed On:** This column displays the date and time when the user has subscribed.
7. **Actions:** This column contains operations that can be performed on subscribers.
   - **Edit -** Click to edit Subscriber details. You can modify the name, email address and subscription status of the subscriber on the edit screen.
   - **Delete -** Click to delete the subscriber from the knowledge base.
8. You can perform the same action on more than one subscriber using "**Select Bulk Action**". For this, you need to mark checkboxes corresponding to subscribers for which operation is required, then select the action from **Bulk Actions** dropdown and click on "**Apply**" button.

Custom Fields

Applicable To: Standard Edition, Standard (Multi-Language) Edition, Enterprise Edition (MySQL), Enterprise Multi-Language Edition (MySQL), Enterprise Edition (SQL Server), Enterprise Multi-Language Edition (SQL Server)

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Online URL: https://www.phpkb.com/kb/article/managing-subscribers-86.html

403 Forbidden

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