

03

Sharing and Access

Odoo 19 Enterprise · Knowledge

Control who can read and edit each article.

1 Article permissions

Every article has an access level: Everyone (all employees), Specific users/groups, or Private (only the author). Set the level from the Share button on the article. Child articles inherit parent permissions by default but can be overridden individually.

Public knowledge base Articles can be published to your public website as a customer-facing help centre. Set the article as Published and it appears at /knowledge on your website. Combine with eLearning for a comprehensive customer self-service portal.