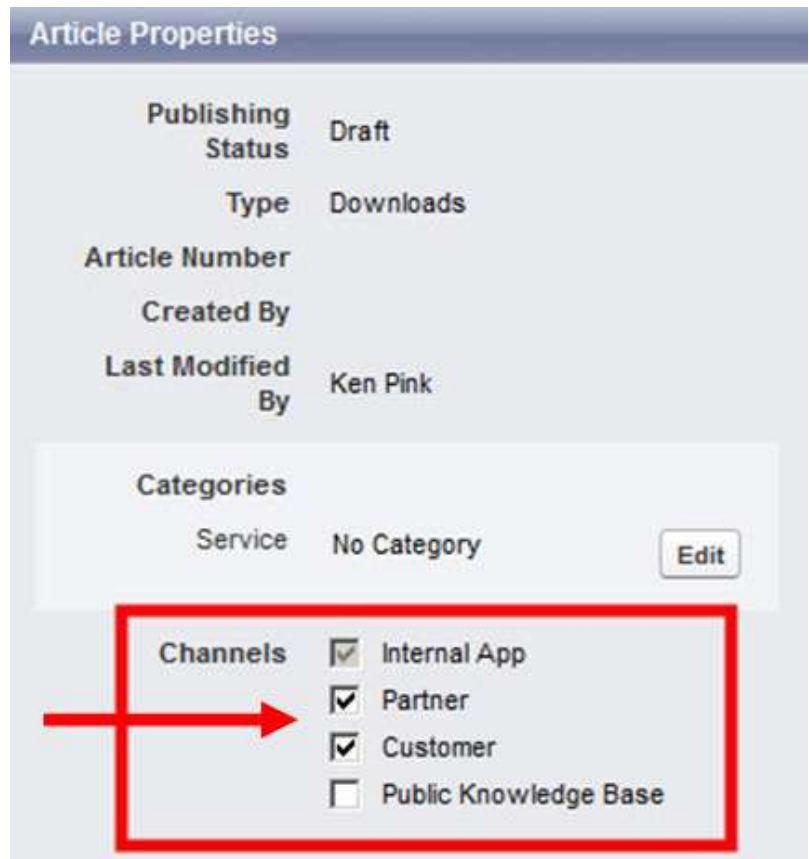**Setting Who Can See Your SalesForce Articles with Channels**

When an article is created in SalesForce, the *Channels* checkboxes in *Article Properties* determine where it will be displayed and if it will be visible externally to clients or just internally to staff.

There are four channels. The two that should be checked are *Partner* and *Customer*. *Internal App* is checked off by default.

- If *Partner* is checked the article will appear on the Imagine Partner's site.

- If *Customer* is checked the article will appear on the Imagine Customer's site (Customer Community Knowledge Base).

- If neither *Partner* nor *Customer* are checked the article will not appear on either the Partner's site or the Customer's site and will not be visible to clients. However it will still be visible to staff in SalesForce in the articles on the *Knowledge* tab.