Controlling who can see a collection

Public and restricted, sharing to other organisations, and the reasons somebody cannot see a file you shared with them.

Visibility is the part of this module worth understanding properly, because when it goes wrong nobody gets an error — the collection simply is not there.

Public does not mean public

> **IT MEANS EVERYONE IN YOUR ORGANISATION**
> The **Public** option is described as "visible to everyone in this organisation" and that is exactly what it means — not visible on the internet, and not visible to other organisations. There is no public web address for a resource collection.

Restricting inside your organisation

Choose **Restricted** and then who, under **Inside this organisation**:

- **All tribe team members** — everybody.
- **Tribe admins only** — managers rather than staff.
- **Specific roles** — chosen from your Organisation Chart roles.

You can also tag a collection with **Tribe Types** so it only reaches the kinds of tribe it applies to.

Sharing with other organisations

A separate section lets you share to **All child organisations** or pick specific ones. This works whether the collection is Public or Restricted — they are two different questions.

> **SHARING IS TWO STEPS, AND MISSING THE SECOND MEANS NOBODY SEES IT**
> Choosing the organisations only makes the collection reachable. You must also tick at least one of **Team members**, **Tribe admins** or **Org admins** under "Who in those organisations can see it?" — otherwise it reaches them and nobody there is allowed to open it.

One more catch: somebody browsing from a **tribe** in another organisation only sees the collection if **Team members** is ticked. Sharing to admins only means it never appears in a tribe's library.

Why one person cannot see it

If everything above looks right and one individual still cannot, check their record in the **Organisation Chart** — a team member can be excluded from the Resource Library there, which overrides everything you set on the collection.

Public files are a separate thing again

MARKING AN INDIVIDUAL FILE PUBLIC PUTS IT ON THE OPEN INTERNET

Each file has its own **Public** toggle. Turning it on makes that file fetchable by anybody who has the link, no matter how restricted the collection is. Use it only for material you would be happy to see anywhere — never for price lists, contracts or anything with personal data in it.

Files and the Knowledge Assistant

When a knowledge article links a file with its Resource Library block, the Knowledge Assistant on the Knowledge Base screen reads that file and can quote it in its answers. It only reads a file whose **Public** toggle is on, which is the same rule that decides whether the link in the article opens for a reader.

Turning a file's **Public** toggle off, or removing the file from its collection, also stops the Knowledge Assistant quoting it. This takes effect as soon as you save the collection; you do not need to edit the articles that link to it.

Turning the toggle back on does not always bring the file back straight away. The articles that lost the file are read again in the next daily update, so if you turn the toggle back on before that update runs, the assistant can quote the file again once it has run. If the daily update has already run while the file was hidden, the assistant does not read the file again until the list of files an article links changes, for example when you add another file to the article and save it. Editing the text of the article is not enough. If you need the file back sooner, ask Gorilla Dash support to read the article's files again.