



Enable and configure comments

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By default, your knowledge base will come with Comments enabled. If you need to re-enable comments in a knowledge base that's had them disabled--or if you want to learn more about the various settings available within comments--follow the instructions below!

To enable Comments in your knowledge base:

1. Go to **Settings > Comments**.
2. Select the checkbox next to **Enable comments to "Allow people to comment on articles."**

Comment Settings



Looking for comments text customization options? They moved! Check out our new [customize text](#) page.

- 2 **Enable comments** Allow people to comment on articles
- 3 **Restrict commenters** Only allow logged in readers and authors to leave comments
- 3 **Restrict visibility** Only allow logged in readers and authors to view comments
- 4 **Auto approve** Automatically approve all submitted comments
- Email notifications** Send an email notification when there are new comments
- 5 **Email recipients**
For multiple email addresses, use a comma separated list.
- Email reply to**
By default replies to comments will be sent to support@knowledgeowl.com.
- Email from**
The default from name is KnowledgeOwl Support.
- 6 **Email frequency** ▼
Emails will only be sent if there are new comments since the last email.
- 7 **Reply to commenter** Send email replies to commenter
- Comments mergecode**

Settings > Comments screen

3. **Restrict commenters** sets who can physically comment on your knowledge base; **Restrict visibility** sets who can see those comments. See [Comment restrictions and permissions](#) for more detail on each option.
4. By default, all comments are set to require approval before they'll be displayed. If you'd prefer all comments be automatically approved (and displayed) as soon as they've been submitted, check the box next to **Auto Approve**.
5. Comments are automatically shown in the [Comments reporting dashboard](#). If you'd also like to send email notifications to particular address(es) when comments are submitted, check the box next to **Email Notifications** and add the email addresses you'd like to send to in the **Email Recipients** list.
 - o You can also choose to adjust the **Email Reply To** and **Email From** fields so that they aren't coming from Knowledge Support (support@knowledgeowl.com).

6. Email notifications of new comments will default to an **Email Frequency** of Every new comment. You can change this frequency to Hourly, Daily, or Weekly digests.



You can customize all the text shown in the Comments section in **Tools > Customize Text** in the Article knowledge base section. [Learn more.](#)

7. If **Email Frequency** is set to "Every new comment", the **Reply to commenter** option appears.
 - a. When unchecked, comment notification emails will use the **Email reply to** field as the reply-to address.
 - b. When checked, comment notification emails will use the commenter's own email as the reply-to address. This is a great setting to use if you're feeding comment notifications into a help ticketing/support desk system!
8. Be sure to **Save** your changes.

If you're re-enabling comments in a knowledge base, you may need to re-add them to one of your Custom HTML templates to have them fully display. While you can add them anywhere, we recommend adding them either into the Article footer or the Right Column (if you're using it).

To add to the Article footer:

1. Go to **Settings > Style**.
2. Below the preview pane, be sure **Custom HTML** is selected.
3. Select **Article** from the Custom HTML dropdown.
4. Click the *Select a Merge Code* dropdown, find the **Article Merge Codes** section, and select **Article Comments**.

Custom CSS
Custom HTML
Custom <head>

Author Email

Article Merge Codes

Content Wrapper *required

Title

Table of Contents Title

Current Article Version

Full URL to Article

Download to PDF HTML

Date Published Timestamp

Date Created Timestamp

Date Modified Timestamp

Last Modified By

Parent Category ID

Comma Seperated List of Parent IDs

Banner Image

Thumbnail Image

Article Actions

Article Favorites Action

Article Ratings

Article Comments

-- Select a Merge Code --
▼

Save

5. Click to put your cursor where you want to add the comments section (in the hg-article-footer is a great place!) and click the Insert button to add the merge code. (You can always move the merge code around in the HTML to get it exactly where you want.) You can see where we put the comments section by default in [Default Article HTML](#).
6. You can **Preview** your changes (be sure you're looking at an Article in preview though!)
7. Once you're satisfied with your changes, be sure to **Save**.

Your comments section is now live!



Adding comments into the right column is a similar process, but you may want to create a separate right-col-panel div to add it into--it depends on how your right column is laid out!