Display a back to top icon when scrolling

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As you may have noticed, we have an automatic arrow that appears as you scroll down our pages, which will take you back to the top of the page if you select it. We love the back-to-top icon since it's an easy way for your readers to quickly scroll back to the top of a long page.

We add this customization to all new-from-scratch knowledge bases as of December 2022, but if you have a knowledge base that was created before then, or if you've removed it from your knowledge base, follow these instructions to add it yourself.

To set this up, you'll:

1. Create the back to top snippet.
2. Add that snippet to **Customize > Style**.
3. Style the back to top icon.

Here are the full detailed instructions:

Create the back to top snippet

First, create the back to top snippet, which houses all of the code and logic to generate the arrow.

1. Go to **Snippets** in the lefthand navigation. The **Snippets** page opens.
2. Create a new snippet using these settings:
    a. **Snippet Name:** `Back To Top`
    b. **Merge Code Name:** backToTop
    c. **Snippet Description:** Display a clickable icon to take the reader back to the top of the page.
3. Select the **Snippet Content** dropdown and select **Code Editor**.
4. Copy the code below and paste it into the Snippet Content Code Editor:

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```
<a href="#" class="back-to-top"><i class="fas fa-angle-up" aria-hidden="true"></i></a>
<script>
//back to top
$(function(){
  var offset = 250;
  $(window).scroll(function() {
    if ($(this).scrollTop() > offset && $('.back-to-top.visible').length < 1) {
      $('.back-to-top').addClass('visible');
    } else if($(this).scrollTop() <= offset && $('.back-to-top.visible').length > 0) {
      $('.back-to-top').removeClass('visible');
    }
  });

  $('.back-to-top').click(function(event) {
    event.preventDefault();
    $('html, body').animate({scrollTop: 0}, 300);
    return false;
  });
});
</script>
```

5. In **Visibility**, check the **Hide from PDFs** box.
6. In **Restrict to Reader Groups**, be sure the **None / Show to all readers** box is checked.
7. Your completed snippet should look like this:
8. Select **Create** to finish creating the snippet.
9. Once the snippet has been created and saved, copy the **Merge Code Value**.

With your snippet created, proceed with the instructions to Add back to top snippet to Style.

Add back to top snippet to Style

Next, add your back to top snippet to your Body Custom HTML template. This guarantees that it will appear on all pages across your knowledge base.

1. Go to **Customize > Style (HTML & CSS)**.
2. In the **Customize HTML, CSS, and JS** section, select **Custom HTML**.
3. Select **Body** from the **Select HTML section to edit** dropdown.
4. Paste the snippet merge code you copied on an empty line below the `[template("layout")]` merge code. Your Body HTML should look something like this:

```
```

5. Be sure to **Save** your changes.

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With your snippet added to your knowledge base, check to see if the icon's appearing. If it's not appearing or if you'd like to change the color or style of the icon, follow the Style the back to top icon instructions.

Style the back to top icon

If your icon doesn't display, your knowledge base needs the CSS to style your back to top icon. Follow the instructions below to add it. If your icon is displaying but you want to change the style, look for the CSS in step 2 and follow the adjustments we recommend in step 3:

1. Still on **Customize > Style (HTML & CSS)**, select **Custom CSS**.
2. Copy the CSS below and paste it in to the bottom of your Custom CSS pane. Adjust as needed to get the color combination and positioning you'd like.

```

```

3. You may need to make further tweaks to match your branding:
    a. To change the color of the overall back to top box, edit the `background-color` in row 4.
    b. To change the color of the arrow icon, edit the `color` in row 29.
    c. To change the border thickness or color, adjust the `border` values in row 15.
    d. If your knowledge base doesn't have color variables defined at the top of your Custom CSS, replace the `var(--box-shadow-color)` in row 16 with `#aeaeae` and the `var(--white)` in row 29 with `#ffffff`.
4. Be sure to **Save** your changes!

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