



Working with links to other websites

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There are two different ways you can link to websites outside of KnowledgeOwl:

- URL redirects, in which an entire article or category in your knowledge base redirects to another site
- links included within the text of an article

This article will walk you through working with both types of links.

URL redirects

In some cases, you may want clicking on an article or category in your knowledge base to redirect someone to an external website, such as your company's employee portal or help desk. To get this behavior, you'll set up the content as a URL redirect. You can set up redirects at the category and article level.

Category URL redirects: New category

You can create a new category from scratch as a URL redirect by checking the URL Redirect option when you create the category. This will prompt you to add the URL you want to redirect the category to:

Add Category



 A category is a folder or container for articles.

Category Title:

Pricing

What style of landing page do you want?

- ☐ Default
Displays articles in a simple list. Choose one of three sub-category display formats.
- ☐ Topic Display
Displays the full text of all articles in a single page. Can only contain articles.
- ☐ Blog style
Display a paginated list of articles with brief descriptions. Can only contain articles.
- ☐ Custom content
Create landing page from scratch like an article.
- ☐ Shared content
Copy and sync a category and all its contents from another knowledge base.
- ☒ URL Redirect
Navigate end user to another web page when clicked.

External URL

<https://www.knowledgeowl.com/pricing>

[Cancel](#)

Quick Add

Add and Edit

Sample new category URL redirect configuration

If you click **Add and Edit** (or save the category and later open it for editing), you'll see the **Category Type** listed as **URL Redirect** and two new fields under the **Category Description**:

- **Redirect URL:** the URL this category will redirect to
- **Redirect Link Behavior:** determines whether clicking on this article in your knowledge base will open the URL in a new tab or the same tab (default selection is Open link in same tab)

Once you **Save**, anyone opening this category will be redirected to the URL you've entered in the Redirect URL.

For example, this category will redirect to the KnowledgeOwl pricing page:

The screenshot displays the KnowledgeOwl category editor. The top navigation bar includes links for KnowledgeOwl Support, Knowledge Base, Tools, Library, Settings, Reporting (161), and View KB. The left sidebar lists various management options like Articles, Manage, Home Page, Glossary, Contact Form, Exports, and Import. The main content area is titled 'In progress' and shows the 'Pricing' category being edited. The 'Full Category Title' is 'Pricing', and the 'Category Icon' is 'No icon chosen'. The 'Category Description' is 'This category contains information about...'. The 'Redirect URL' is 'https://www.knowledgeowl.com/pricing', and the 'Redirect Link Behavior' is set to 'Open link in same tab'. The 'Title Tag' is 'Article Name | KB Name'. The right sidebar shows the 'Status' as 'Active', 'Category Type' as 'URL Redirect', 'In Category' as 'In progress', and 'Inherited Restrictions' as 'None'. The 'Restrict to Groups' section is also visible.

Sample category editor with URL redirect configured

Category URL redirects: Update existing category

You can also change any existing category to a URL redirect by changing the **Category Type** dropdown. If your existing category has subcategories or articles in it, though, this may make it hard for people to navigate to that content.

Article URL redirects

Create the article as you would normally.

In the article editor, check the box under **URL Redirect**:

URL Redirect option in article editor

- **Redirect URL:** enter the URL you want this article to redirect to here
- **Redirect Link Behavior:** determines whether clicking on this article in your knowledge base will open the URL in a new tab or the same tab (default selection is Open link in new tab)

The screenshot displays the KnowledgeOwl interface for editing an article. The article title is "Pricing". The "Redirect URL" field is populated with "https://www.knowledgeowl.com/pricing". The "Redirect Link Behavior" is set to "Open link in same tab". A yellow warning box indicates that the content will not be displayed while the external redirect setting is enabled. The "URL Redirect" checkbox is checked. The article is currently in "Draft" status.



Note: As the warning on this page says, any content in the editor will be ignored when a URL redirect has been enabled.

Insert link to another website in your article body

To insert links to other websites, click the Insert Link button or press Ctrl + K on your keyboard:



This will open a pop-up where you can enter the information for your link:

1 URL

2 Text

3 Title

4 Name

5 ☐ Open in new tab

Insert

Here's what each field does:

1. **URL** (*required*): the URL of the site you wish to link to
2. **Text** (*required*): the text that will be displayed in the article
3. **Title** (*optional*): the text that will be displayed when a reader hovers their mouse over the link without clicking it
4. **Name** (*optional*): if you'd like to reference this link as an anchor for quick navigation in your article, or to link from somewhere else
5. **Open in New Tab** (*optional*): when a reader clicks on this link, should they be redirected to it in the current tab, or should they be redirected to a new tab?

Once you've set the traits for your link, click **Insert**. Your link should now be visible.

Here's a sample link: [See how amazing owls are](#)



Tip: If you already have a line of text in your article you want to use for a link, you can highlight that text before clicking the **Insert Link** option. This will auto-populate the **Text** field.

Testing links to other websites

Once a link is in an article, you can quickly see what URL it's pointing to:

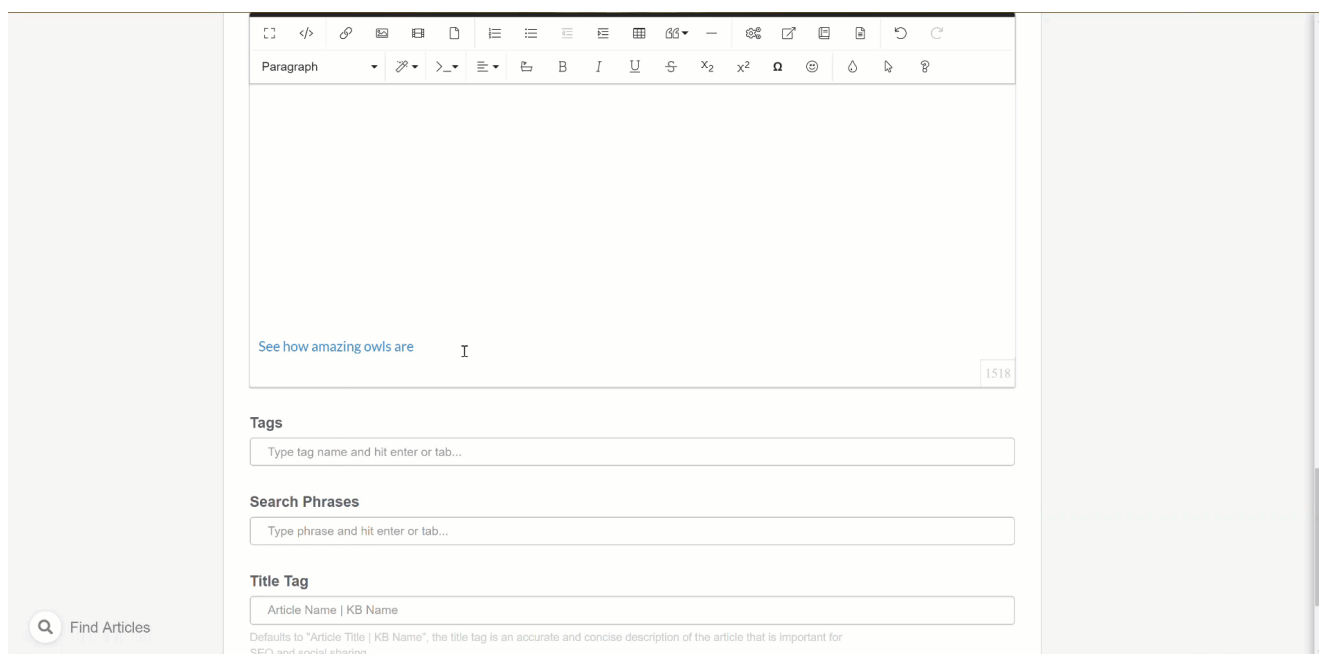
- Click anywhere in the text of the link to get a small pop-up menu
- Click the **Open Link** option

The screenshot shows the KnowledgeOwl editor interface. At the top is a rich text editor toolbar with various formatting options. Below the toolbar is a text area containing the text "See how amazing owls are" with a blue link icon. A small pop-up menu is visible over the link text, showing options like "Open Link". Below the text area are three input fields: "Tags", "Search Phrases", and "Title Tag". The "Title Tag" field has a placeholder text "Article Name | KB Name". At the bottom left, there is a search bar with the text "Find Articles".

Editing links to other websites

Once you've already inserted a link, you can edit it:

- Click anywhere in the text of the link to get a small pop-up menu
- Click the **Edit Link** option
- Make any changes you need and click **Update**



Removing links to other websites

If you want to remove a link and it's related text, you can simply delete it as you would any other text in an article.

But if you'd like to remove the link and *keep* the text:

- Click anywhere in the text of the link to get a small pop-up menu
- Click the **Unlink** option

