



# Widget Customize Text section

Last Modified on 07/12/2023 4:48 pm EDT

In **Settings > Widget**, the **Customize Text** section allows you to change a variety of text fields:

- The Knowledge, Recommended, and Contact tab labels
- The header text displayed in the Knowledge and Recommended tabs
- The Open in full site and Scroll to top actions in the footer
- The search bar placeholder and the header text displayed above Quick Search and Full Search results
- Add a custom footer that will display below the open in full site and scroll to top footer



If you make changes to these settings, it may take up to an hour to see them in your browser due to caching. You can bypass the caching by doing a hard refresh.

If you want to change any of this text, check out the screenshots and descriptions below so you know you're changing the right field(s)!

# Customize Text

**Knowledge Tab** 1 Knowledge

**Recommended Tab** 2 Recommended

**Contact Tab** 3 Contact

**Open in Site** 4 Open in full site

**Scroll to Top** 5 Scroll to Top

**Knowledge Header** 6 How can we help you?

**Search Bar Placeholder** 7 Search for articles...

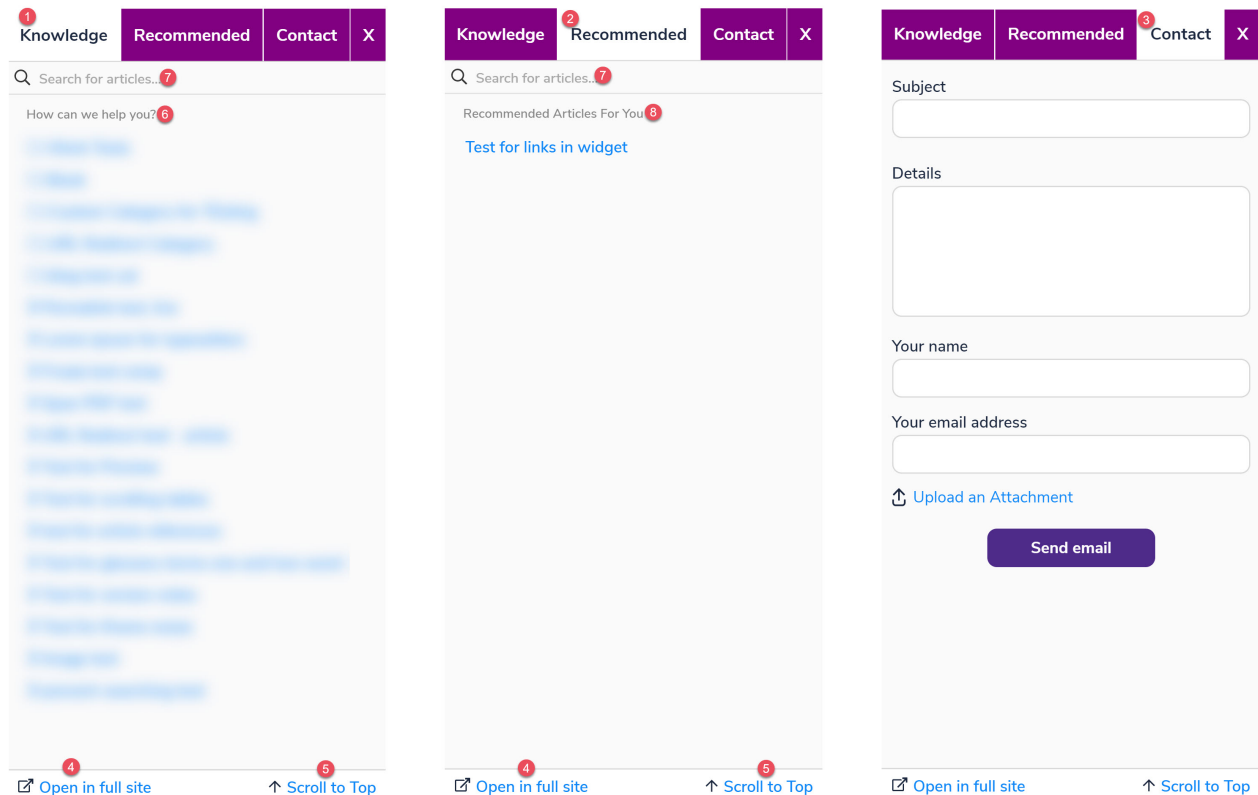
**Recommended Header** 8 Recommended Articles For You

**Quick Search Header** 9 Suggested Search Results (Hit enter to see full results!):

**Full Search Header** 10 Full Search Results:

**Custom Footer Content** ? 11

## Customized Text options



Widget tabs with matching Customize Text numbering

- 1. Knowledge Tab:** Text entered here will change the label for the Knowledge Tab, the first tab in the widget. This tab lets your readers browse and navigate your knowledge base. All articles clicked on in other tabs will open here, too.
- 2. Recommended Tab:** Text entered here will change the label for the Recommended Tab, the second tab in the widget. If you are using [Contextual Help](#) and Pages to Recommend On, the recommended articles for the current page display here.
- 3. Contact Tab:** Text entered here will change the label for the Contact Tab, the third tab in the widget. (This tab only displays if you are using the [Contact Form](#) in your knowledge base.)
- 4. Open in Site:** All three widget tabs include a footer which displays an Open in Site link. Clicking this link will open your full knowledge base in a separate tab, opened to the page currently displayed in the widget. (For the Recommended tab, Open in Site will take readers to your knowledge base's homepage.)
- 5. Scroll to Top:** All three widget tabs include a footer which displays a Scroll to Top link. This link is shown on non-touch devices so that if someone is scrolling through a lengthy article in the widget, they can quickly jump back to the top of the article.
- 6. Knowledge Header:** Text entered here appears at the top of the Knowledge Tab.
- 7. Search Bar Placeholder:** Text entered here is displayed in the search bar when it's empty. The search bar appears on the Knowledge and Recommended tabs.

**8. Recommended Header:** Text entered here appears at the top of the Recommended Tab.

Knowledge	Recommended	Contact	X
<div>Q widget X</div> <div>Suggested Search Results (Hit enter to see full results): <span>9</span></div> <div><ul style="list-style-type: none"><li>&gt; Article Widgets</li><li>&gt; Widget Installation</li><li>&gt; New Articles Widget</li><li>&gt; How the widget works</li><li>&gt; Popular Articles Widget</li><li>&gt; Widget reporting</li><li>&gt; Updated Articles Widget</li><li>&gt; Pages Searched using the Widget</li><li>&gt; Widget Authentication with OAuth2</li><li>&gt; Using the Widget on Single Page Applications</li></ul></div> <div><span>11</span> Widget 2.0 (beta), powered by KnowledgeOwl</div>			

Knowledge	Recommended	Contact	X
<div>Q widget X</div> <div>Full Search Results: <span>10</span></div> <div><div>1) Widget Installation Last Updated: 03/21/2019</div><p>Once you have access, follow these steps to install the widget: In KnowledgeOwl go to Settings &gt; Widget any page you wish the widget to run. Configure the widget to your liking. Save.</p><div>2) Popular Articles Widget Last Updated: 09/17/2019</div><p>Our Popular Articles Widget allows you to display articles with the most views. Your home page is an excellent place to add this widget. How does it work? Add the Popular Articles Widget to all articles You can place the popular articles merge code in the</p><div>3) New Articles Widget Last Updated: 09/08/2019</div><p>Our New Articles widget allows you to display articles that have the newest information. Your home page is a great place to put this widget to help readers keep up with the latest information Add the New Articles Widget to all articles You can place the new articles merge code in the HTML of</p></div> <div><span>11</span> Widget 2.0 (beta), powered by KnowledgeOwl</div>			

Quick search, full search, and custom footer

**9. Quick Search Header:** Text entered here displays at the top of the search results as someone types into the search bar.

**10. Full Search Header:** Text entered here displays at the top of search results once someone hits enter or completes a full search.

**11. Custom Footer Content:** You can insert your own custom footer, which will appear below the Open in Site and Scroll to Top footer. Text entered here will display there.