Enable ratings

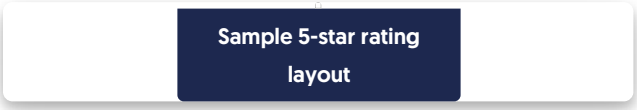
Last Modified on 06/22/2026 5:11 pm EDT

To get started using ratings:

1. Go to **KB settings > Ratings**. The **Rating Options** page opens.
2. Select the **Rating Type**. Choose from:
   a. **Thumbs Up / Thumbs Down**:



   b. **5 Star Rating**:



3. Be sure to **Save** your changes.
4. *Optional:* Change any of the default text displayed with the ratings in **Customize > Default text > Article**. Refer to Customize default text for more information on using this feature and Customize Article text guide for the specific text strings related to ratings!
5. *Optional:* The **Ratings** section displays in the footer of your articles. If you'd like to move it around, refer to the instructions in Change the location of the Ratings section.

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