



Comments

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Engage with your readers by allowing them to comment on your articles.

Enable and configure comments

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

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

support@knowledgeowl.com

For multiple email addresses, use a comma separated list.

Email reply to

support@mycompany.com

By default replies to comments will be sent to support@knowledgeowl.com.

Email from

Customer Support

The default from name is KnowledgeOwl Support.

6 **Email frequency**

Every new comment

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

[template("comments")]

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!

Comment restrictions and permissions

You can choose who can comment on articles and who can view those comments. The two main groups are:

- Allow everyone, whether logged in or not
- Allow only logged-in readers and/or authors

Comment Settings



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Enable comments ☒ Allow people to comment on articles

Restrict commenters ☒ Only allow logged in readers and authors to leave comments

Restrict visibility ☐ Only allow logged in readers and authors to view comments

Auto approve ☐ Automatically approve all submitted comments

Email notifications ☒ Send an email notification when there are new comments

There are two settings here you may want to explore, to restrict commenters or restrict visibility:

- **Restrict commenters** sets who can actually comment on your articles. When checked, only authors and readers who are logged in to your knowledge base are allowed to leave comments. Anyone who is not logged in won't be able to submit comments.
 - If you have a [private domain](#) and you are using reCAPTCHA [spam protection](#), you must have reCAPTCHA V2 site and key added in **Settings > Basic > Spam Protection Settings** to uncheck this box. See [Add reCAPTCHA](#) for more details.
- **Restrict visibility** sets who can view comments. When this box is checked, only authors and readers who are logged in to your knowledge base will be able to view comments. People not logged in will not see comments at all.

Comment security

Comments have some built-in security measures to prevent issues such as spam, abusive comments, or private information from being posted for all to see. Public commenters must pass the robot test. By default, all comments go into a [moderation queue](#) for approval; only approved comments are shown.

SPAM, reCAPTCHA, or the Robot Test

Spam is mostly a concern with comments on publicly accessible knowledge bases. To combat spam, we've added [reCAPTCHA](#) when folks who are not logged in comment. Most of your commenters will be able to comment by clicking a box confirming they are, in fact, not a robot. If reCAPTCHA notices anything fishy, the commenter will have to perform an additional task that robots would have a difficult time performing but are fairly straightforward for humans.



Leave a comment...we love feedback!

Name

Email

☐

I'm not a robot

Comment!

Sample comments field that a public reader would see--note the "I'm not a robot" on the right

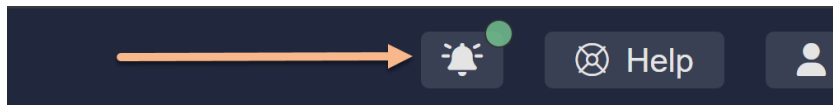
Logged in readers and authors will not see reCAPTCHA.

If you're using a KnowledgeOwl subdomain (such as my-amazing-kb.knowledgeowl.com), reCAPTCHA is handled as part of our knowledgeowl.com domain. If you're using a private domain, you'll need to [configure reCAPTCHA](#) for your domain.

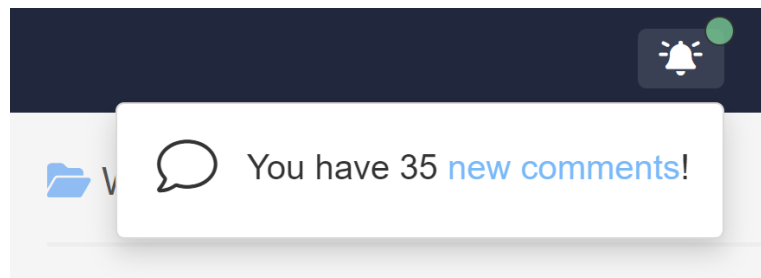
View comments pending approval

There are two ways you'll know about new comments:

- You'll see a green dot in the notifications area in the KnowledgeOwl banner.



If you click on the bell icon, a message will tell you how many comments you have, and you can click the **new comments** link to jump directly to **Reporting > Comments**:



- If you've enabled email notifications for comments in **Settings > Comments**, the email address(es) you've added will receive an email based on the **Email frequency** you've selected. See [Enable and configure comments](#) for more details.

Only **approved comments** will show in your knowledge base.

Commenter icons / images / avatars

Comments include not only the name of the commenter but also an image. This is the default image and the image that will appear for public comments:



Jot me some notes

Change User Icon

Submit

Sample reader comment field with a user icon



Leave a comment...we love feedback!

Update image

Comment!

Sample comment field with no user icon added

Logged in authors and readers can customize this image:

1. When commenting, by clicking the **Update image** link (this text is customizable, so it might say something different in your knowledge base!)
2. For authors, by clicking on your **profile icon/name** in the upper right and either
 - Selecting **My Account** to update your own image, or
 - Selecting **Authors**, clicking on the author whose image you want to update, and updating their author profile

Edit Author



Basic author settings include email (what you use to log in), first/last name (how you appear as access to knowledge bases and control their permissions below.

Email Address

linus@knowledgeowl.com

First Name

Linus the

Last Name

Owl

Login Type

- ☒ Self administered login name and password
☐ SAML login via knowledge base

Reset Password

Picture / Icon

None

[Update](#)

Admin Rights

☐ Full Account Admin

Admins can manage billing, authors, readers, API keys, etc.

☒ Admin access to readers

Only gives admin access to readers.

Save


Back

Update the author's picture/icon

3. Authors can also add images for readers by going to your **profile icon/name** in the upper right, selecting **Readers**, clicking on the Reader account, and updating the image in the reader's profile.

Edit Reader

① Basic reader settings control how a reader logs in (what's their username) and how they appear in the knowledge base (first name, last name, icon). For self-administered passwords, usernames must be emails.

Login / Username	<input type="text" value="support@knowledgeowl.com"/>	
First Name	<input type="text" value="KO"/>	
Last Name	<input type="text" value="Support"/>	
Last Activity	Never	
Last Login	Never	
Created On	08/14/2020 11:35 am EDT	
Picture / Icon	None	
	Update	
	<input type="button" value="Reset Self-Administered Password"/>	
Admin Managed Password	<input type="text" value="None"/>	
	<small>This password will only work for knowledge bases with passwords managed by KnowledgeOwl admins.</small>	
	<input type="button" value="Back"/>	<input type="button" value="Save"/>

Update the reader's picture/icon

Notice images showing up on their own?

If you see images appear before you upload them, don't panic! We are using [Gravatar](#) to display avatars for authors and readers who have set up a Gravatar in the past.

Limit the max characters allowed in comments

Are your readers writing their own version of War and Peace in your comments?



In October, 1805, a Russian army was occupying the villages and towns of the Archduchy of Austria, and yet other regiments freshly arriving from Russia were settling near the fortress of Braunau and burdening the inhabitants on whom they were quartered. Braunau was the headquarters of the commander in chief, Kutúzov.

On October 11, 1805, one of the infantry regiments that had just reached Braunau had halted half a mile from the town, waiting to be inspected by the commander in chief. Despite the un-Russian appearance of the locality and surroundings—fruit gardens, stone fences, tiled roofs, and hills in the distance—and despite the fact that the inhabitants (who gazed with curiosity at the soldiers) were not Russians, the regiment had just the appearance of any Russian regiment preparing for an inspection anywhere in the heart of Russia.

On the evening of the last day's march an order had been received that the commander in chief would inspect the regiment on the march. Though the words of the order were not clear to the regimental commander, and the question arose whether the troops were to be in marching order or not, it was decided at a consultation between the battalion commanders to present the regiment in parade order, on the principle that it is always better to "bow too low than not bow low enough." So the soldiers, after a twenty-mile march, were kept mending and cleaning all night long without closing their eyes, while the adjutants and company commanders calculated and reckoned, and by morning the regiment—instead of the straggling, disorderly crowd it had been on its last march the day before—presented a well-ordered array of two thousand men each of whom knew his place and his duty, had every button and every strap in place, and shone with cleanliness.

[Change User Icon](#)

Submit

We really hope you aren't getting comments like this...but it's possible

Comments can be useful, but if you're finding that people are sending inappropriately long comments, limiting them to a set number of characters can help encourage them to shorten things up.

We have a script you can adapt to limit the total number of characters for the comments and show commenters how many characters they have remaining.

A screenshot of a comment form. On the left is a user profile icon. To its right is a text input field with the placeholder text "Leave a comment...we love feedback!". To the right of the input field is a label "140 characters remaining" with an arrow pointing to the end of the input. Below the input field is a link "Update image". To the right of the input field is an orange button labeled "Comment!".

To add this character limit to your comments:

1. Go to **Settings > Style**.
2. Below the preview pane, click on **Custom HTML** and select **Article** from the dropdown.
3. Copy the script below and paste it into the bottom of the Custom HTML:

```

<script>
$(function(){
  //Set character limit on comments
  var maxchars = '300'; //Change this number to change the character limit
  $(' .hg-comment-post textarea').before('<div class="text-right"><span id="remain">'+maxchars+'</span> charact
  $(' .hg-comment-post textarea').keyup(function () {
    var tlength = $(this).val().length;
    $(this).val($(this).val().substring(0, maxchars));
    var tlength = $(this).val().length;
    remain = maxchars - parseInt(tlength);
    $('#remain').text(remain);
  });
});
</script>

```

4. In row 4, change the number set for var maxchars to the number of characters you want to use. Be sure it stays in 'single quotes'.

5. Save.

Readers will be shown the maximum character count and it will count down as they type. They will not be able to type more than the allowed characters. It even works with copy and paste.



We've added the code to this page so you can see it in action. We set a limit of 140 characters so if you can't tweet it, it won't fit in a comment!

Disable comments in your knowledge base

You can disable comments for specific articles by checking the box next to **Remove comment ability** in the **Restrictions** section of the Article Editor.

But if you'd prefer to disable comments completely in your knowledge base:

1. Go to **Settings > Comments**.
2. Uncheck the box next to **Enable comments**.

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- Restrict visibility** ☐ Only allow logged in readers and authors to view comments
- Auto Approve** ☐ Automatically approve all submitted comments
- Email Notifications** ☐ Send an email notification when there are new comments

Uncheck the Enable comments box to disable commenting across your entire knowledge base

3. Be sure to Save your changes.

Any existing comments submitted while comments were enabled will still be available in Reporting > Comments.