Widget Contact Form section

Last Modified on 07/12/2023 4:30 pm EDT

In **Settings** > **Widget**, the **Contact Form** section allows you to change some of the text labels and placeholder text in the widget's Contact tab, including:

- Field labels
- Search results header
- Thank you message
- Add a custom 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.

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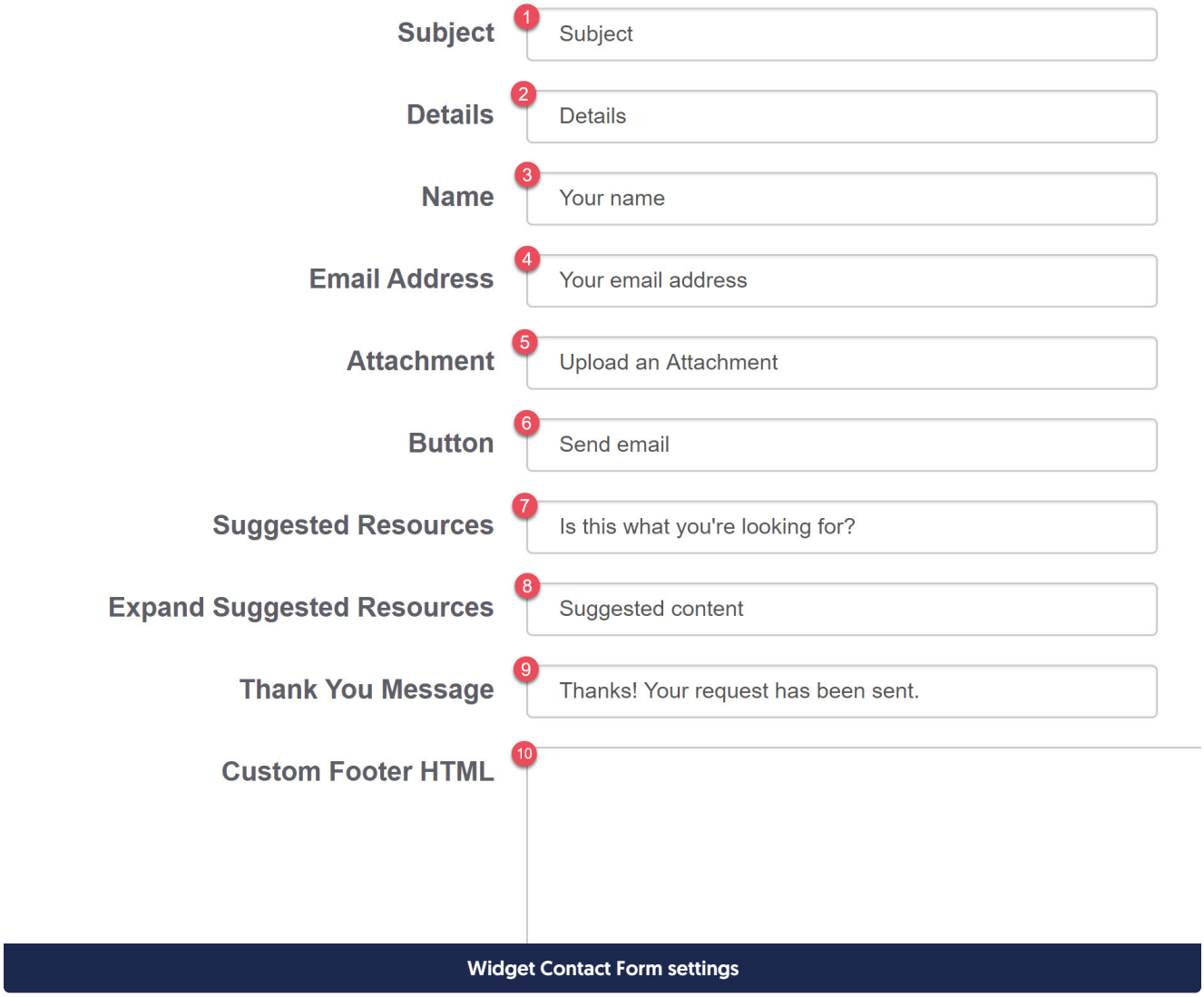
Contact Form



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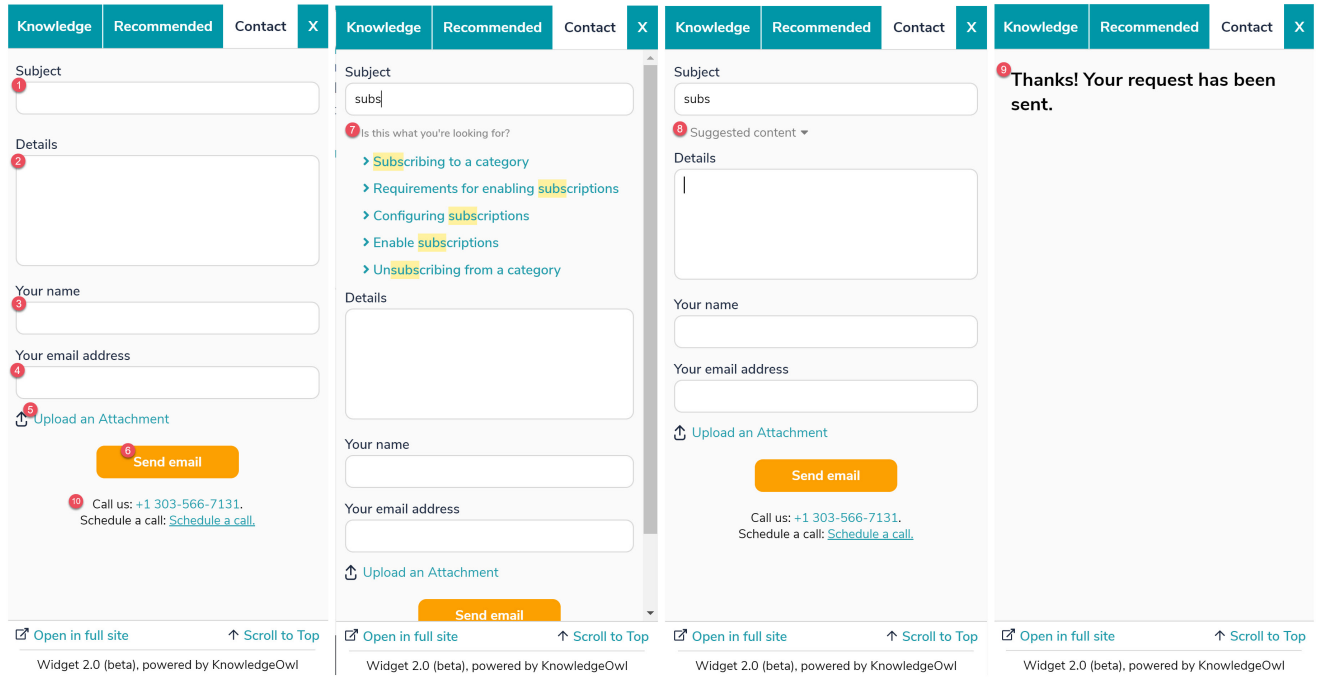

Widget Contact Form settings in widget

1. **Subject:** Text entered here changes the label for the Subject field.
2. **Details:** Text entered here changes the label for the Details field.
3. **Name:** Text entered here changes the label for the Name field.
4. **Email Address:** Text entered here changes the label for the Email address field.
5. **Attachment:** Text entered here changes the label for the Upload an Attachment field.
6. **Button:** Text entered here changes the label for the button that submits the contact form.
7. **Suggested Resources:** Text entered here changes the header above the Suggested Articles once a reader types into the Subject field.
8. **Expand Suggested Resources:** Text entered here changes the text next to the expand arrow when the suggested resources are collapsed.
9. **Thank You Message:** Text entered here changes the Thank you message that appears after a reader submits the contact form.
10. **Custom Footer HTML:** You can add a custom footer which will appear below the main body of the contact form. This field accepts HTML, so you can include links to a privacy policy, data retention policy, etc.

As of July 2023, the Widget 2.0 Contact Form does not incorporate Custom Fields or ZenDesk fields in the main **Knowledge Base > Contact Form** settings. Contact us if you'd like to be added to

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the feature request for any of these fields.

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