Bypass contact form self-serve

Last modified on 07/15/2026 4:37 pm EDT

Our full contact form template directs your readers to a self-serve search like this:



Readers can search the topic they want help with, and the form will return a list of possible resources.



Only once a reader selects **No, submit my request.** can they get to the actual contact form.

This is great for knowledge bases that provide support where you're trying to encourage self-service before ticket creation.

But in some knowledge bases, it makes more sense to have the Contact Us link take you straight to the contact form itself, bypassing the self-service piece entirely.

Contact Form Reporting impact
If you skip the self-service questions, the Contact Form Reporting will capture these hits, but they won't appear in the Search Phrase list, since we can't detect deflection if there is no point for deflection.

If you'd like to make that change:

1. Go to **Customize > Style (HTML & CSS)**.
2. In the **Customize HTML, CSS, and JS** section, select **Custom HTML**.
3. In the **Select HTML section to edit** dropdown, select **Top Navigation**.
4. Find the div with `id=navbar-collapse`, around row 23. Within that, look for the contact template. This is usually around row 27:

   ```
   ```

5. Copy the code below and paste it to replace the `[template("contact")]` merge code:

Copyright © 2015 – 2025 Silly Moose, LLC. All rights reserved.
Powered by KnowledgeOwl knowledge base software.

```
<a class="hg-header-link" href="https://support.knowledgeowl.com/help/contact-feedback">Contact Us</a>
```

6. **If your knowledge base uses the `/home` or `/docs` root path instead of `/help`, replace `/help/` in the href to match what your knowledge base uses.**

7. **You can also change Contact Us to show any text you'd like. For example, here's what our code might look like if our root path was `/docs/` and we wanted the text to say "Give feedback":**

```
<div class="navbar-collapse collapse" id="navbar-collapse">
   [template("slideout-right-toggle")]
   <ul class="nav navbar-nav navbar-right">
      <li>[template("searchbar")]</li>
      <li><a class="hg-header-link" href="/docs/contact-feedback">Give feedback</a></li>
   </ul>
</div>
```

8. **Be sure to Save your changes.**

Copyright © 2015 – 2025 Silly Moose, LLC. All rights reserved.
Powered by KnowledgeOwl knowledge base software.