



Create a tag

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On this page, we walk through the three ways you can create tags:

- In the top-level [Tags page](#), use the [Create](#) option. Follow the [Create tags in Tags page](#) instructions below.
- In any article or category editor view, type into the Tags box and hit Enter. Follow the [Create individual tags in the editor](#) instructions below.
- In any article or category editor view, paste a comma-separated list of tags into the box and hit Enter or tab. (For example: pasting `alpha,bravo,charlie` will create three tags: `alpha` , `bravo` , and `charlie`). Follow the [Create tags in the editor in bulk](#) instructions below.

Authors with the default Editor or Writer role can create tags. If you're using a [custom role](#), you'll need to have the [Tags custom author role permission](#) to [Add new tags](#).

Before you begin

Tags are quite versatile, but they don't support all characters.

Tags can contain these characters:

- Upper and lowercase a-z
- Numbers
- Spaces
- These punctuation characters:
 - Dashes [-]
 - Underscores [_]
 - Pound sign/hashtags [#]
 - Equals sign [=]
 - At symbol [@]
 - Exclamation point [!]
 - Period [.]
 - Comma [,]
 - Quotation marks ["]
 - Apostrophes [']
 - Colons [:]
 - Forward slashes [/]

Tags can't contain these characters because they cause errors with [tag search](#):

- Question marks [?]
- Plus signs [+]
- Asterisks or stars [*]

- Ampersands (&)
- Carets (^)
- Backward slashes (\)
- Dollar signs (\$)

Create tags in Tags page

Creating tags in the **Tags** page can be great if you:

- Need to create a lot of tags at once
- Want to be able to see tags that already exist while you create new tags
- Want to be able to create the tag and mark it as internal/hidden from readers

To do so:

1. In the left navigation, select **Tags**.
2. Select **Create**:



The **Create Tag** modal opens.

3. Enter the **Tag** name you'd like displayed for the tag.
4. If you'd like to use this tag only within `app.knowledgeowl.com`, check the **Visibility** box to **Hide tag from readers**. If you don't hide from readers, the tag will be visible in search and, potentially, in your article itself, depending on your configuration. Refer to [Tags feature overview](#) for more information on how tags display to readers.
5. Select **Create Tag**. The tag is added to your knowledge base and is available for use.

Create individual tags in the editor

You can also create tags on the fly while you're editing an article, topic display category, or custom content category.

The information below varies based on whether you're using our 2026 new editor or old editor.

To figure out which instructions to follow:

1. Open any article for editing.
2. If the lefthand navigation is collapsed and there's a link near the top of the page to **Switch to old editor**, follow the **New editor** documentation.
3. If the lefthand navigation is expanded and the top of the editor and the righthand column have a heavier grey background, follow the **Old editor** documentation.

Here are side-by-side examples of the new editor and the old editor:

Sample New editor

Sample Old editor



Try out the new editor

We'd love your feedback on the new editor. To switch to the new editor, open any article for editing and select the **Switch to new editor** link at the top of the editor.

New editor

Old editor

Create individual tags in the new article editor

To create a new tag on the fly while you're editing an article in the new article editor:

1. Open the article for editing.
2. Select anywhere in the text next to the **Tags** field.
 - a. If the **Tags** field isn't displayed at the top of the editor, select the triple dot ... menu in the upper right of the page, then select **Add tags**:

Select the triple dot... menu in the upper right, then select **Add tags**.

The **Tags** field should now be displayed near the top of the editor.

3. Enter the name of your new tag.
4. Hit Enter, tab, or comma or select anywhere outside of the box:
Your browser does not support HTML5 video.
5. Repeat for any additional tags you wish to add.
6. The tag(s) are created in the **Tags** page and added to this article.
7. Be sure to **Save** your article once you're done.

Create tags in the editor in bulk

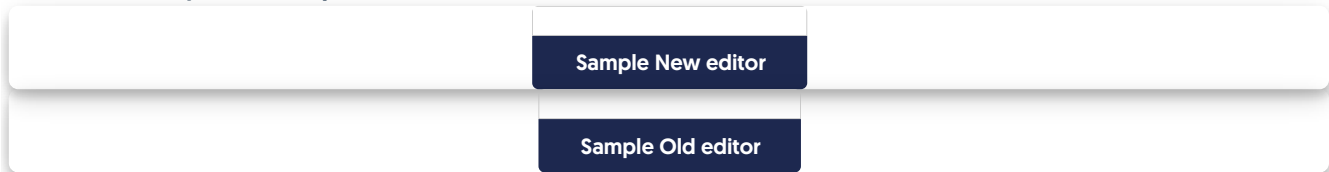
You can add a list of tags separated by commas while you're editing an article, topic display category, or custom content category. This can be a great way to create or add tags in bulk.

The information below varies based on whether you're using our 2026 new editor or old editor.

To figure out which instructions to follow:

1. Open any article for editing.
2. If the lefthand navigation is collapsed and there's a link near the top of the page to **Switch to old editor**, follow the **New editor** documentation.
3. If the lefthand navigation is expanded and the top of the editor and the righthand column have a heavier grey background, follow the **Old editor** documentation.

Here are side-by-side examples of the new editor and the old editor:



Try out the new editor

We'd love your feedback on the new editor. To switch to the new editor, open any article for editing and select the **Switch to new editor** link at the top of the editor.

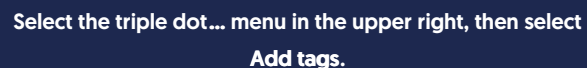
New editor

Old editor

Create tags in the new article editor in bulk

To create tags by pasting a comma-separated list in the new article editor:

1. Open the article for editing.
2. Select anywhere in the text next to the **Tags** field.
 - a. If the **Tags** field isn't displayed at the top of the editor, select the triple dot ... menu in the upper right of the page, then select **Add tags**:



Select the triple dot... menu in the upper right, then select **Add tags**.

The **Tags** field displays in the top portion of the editor.

3. Select the **Add tags...** placeholder next to **Tags**.
4. Type or paste in the list with each tag separated by a comma. For example: `alpha,bravo,charlie,delta` :
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5. Hit Enter or tab or select anywhere outside of the box.

6. the tags are created in the **Tags** page and added to this article.

7. Be sure to **Save** your article once you're done.