



National I Want You to be Happy Day bug fixes + feature enhancements

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In the U.S., today is national I Want You to be Happy Day. We didn't know this was a thing, though I think really it should be: Owl Want you to be Happy Day. 😊

To celebrate, we've released **two bug fixes**:

- When using the trashcan in Knowledge Base > Articles to delete a **custom content category**, the URL of the category still worked. We've updated this behavior so that the URL properly throws a 404.
- In our **New feature: Show glossary terms in search results**, a keen-eyed customer noted that the glossary snippets weren't properly handling HTML added to the glossary term's definition. We've fixed this so they should handle HTML the same way the Glossary page itself does. Sorry about this oversight, and thanks for keeping us honest!

We've also added **two feature enhancements** to make our authors and accessibility-aware customers a little happier today. These are a little more involved so they get headers:

Set your knowledge base's html language attribute

We've added an option in Settings > Basic where you can set the **Default Language** for your knowledge base:

The screenshot shows the KnowledgeOwl Settings interface. The top navigation bar includes 'KnowledgeOwl Support', 'Knowledge Base', 'Library', 'Settings', '94 Reporting', and 'View KB'. The left sidebar lists various settings categories: Basic, Security, Search, Style, Article Ratings, PDF, Comments, Subscriptions, and Widget. The main content area is titled 'Basic Settings' and contains several configuration options: 'Knowledge base name' (KnowledgeOwl Support), 'Timezone' ((GMT-07:00) Mountain Time (US & Canada)), 'Date Format' (American - MM/DD/YYYY, European - DD/MM/YYYY, Custom - Y-m-d H:i:s), and 'Default Language' (None). A blue arrow points to the 'Default Language' dropdown menu. Below the dropdown, a link provides a reference to <http://php.net/manual/en/function.date.php> for a full list of custom formats and options. A dark blue banner at the bottom of the screenshot reads 'Default Language setting'.

Selecting a language here and saving your changes will update the underlying HTML structure of your knowledge base to add the `lang` attribute, with the appropriate language code, to your HTML:

```
1 <!DOCTYPE html>
2
3 <html lang='en' >
4 <head>
5 <meta http-equiv="X-UA-Compatible" content="IE=edge" />
6 <title>KnowledgeOwl Support</title>
7 <meta charset="UTF-8" />
```

Sample English lang attribute added by this setting

This can be useful for screen readers to programmatically know what language your content is in.

It also helps meet [WCAG Success Criterion for 3.1.1: Language of Page](#).

And, frankly, it's a great practice. Previously we handled this using JavaScript; the setting is much easier!



We recommend all existing customers update this setting to reflect your primary default language.

Changing the default language here won't impact any other functionality, layout, or presentation in your knowledge base, but it will make you more accessible.

For those of you including content in a language other than the default language you select, you'll want to review best practices for WCAG 3.1.2 (also in the post linked to above) to help label those sections.

New in-app password reset experience

Once you'd logged into [app.knowledgeowl.com](#), there wasn't a great way to reset your own password without editing your author details.

We've added a new option to **Your Account** so that you can quickly and easily change your password (the exact options you have here depend on your permissions, but the Change Password option should always be visible):

Help Your Account ▾

- Account
- Knowledge Bases
- Change Password
- Users
- Readers
- API
- Webhooks
- Logout

Your Account > Change Password