Add banners and thumbnails

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You can set images as banners or thumbnails for your articles.

To add a file for either field:

1. **Click the appropriate Select button. This opens a pop-up.**

Search Phrases

> Type phrase and hit enter or tab...

Title Tag

> Article Name | KB Name

Defaults to "Article Title | KB Name", the title tag is an accurate and concise description of the article that is important for SEO and social sharing.
Recommended length is between 50-70 characters as longer titles may be truncated.

Meta Description

> How to fix your...

Commonly used by search engines as a text preview, the meta description briefly describes the contents of the article.
Recommended length is between 150-160 characters as longer descriptions may be truncated.

Thumbnail

> http://www.mycompany.com

[Select Thumbnail]

Enter a thumbnail image to be displayed in the knowledge base for this article

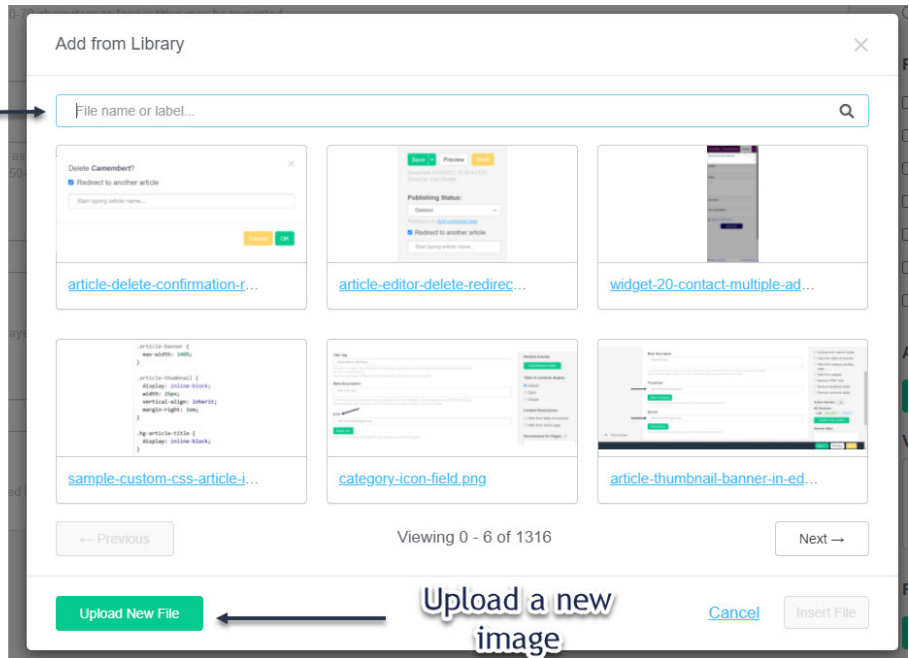**Banner**

> http://www.mycompany.com

[Select Banner]

Enter a banner image to be displayed in the knowledge base for this article

2. **In the pop up, search your existing image files in the File Library, or upload a new image file.**

Search for an existing image

Upload a new image

Add from Library

File name or label...

article-delete-confirmation-r...

article-editor-delete-redirec...

widget-20-contact-multiple-ad...

sample-custom-css-article-i...

category-icon-field.png

article-thumbnail-banner-in-ed...

← Previous   Viewing 0 - 6 of 1316   Next →

Upload New File   Cancel   Insert File

3. Once you've finished adding the files, be sure to **Save** your article.

> ⚠️🦉 **Thumbnails and banners do not display automatically. You need to add them to your article template. Refer to Use thumbnails and banner images for more information.**