

Edit an article

Last Modified on 03/05/2024 11:13 am EST

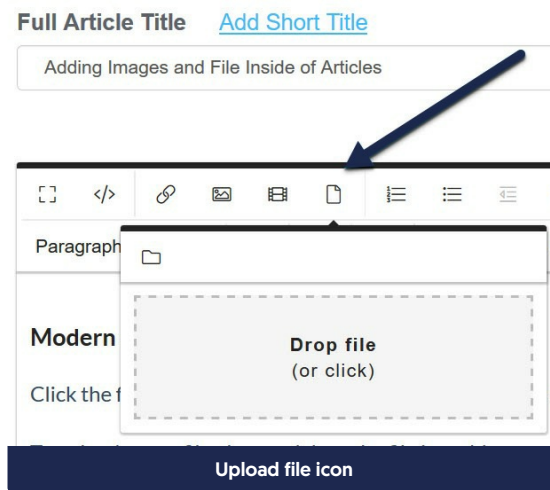
Learn how to write and edit content in KnowledgeOwl's WYSIWYG and code editors, including: adding images and files, linking to other sites, and more!

Adding images and files to articles

Images, screenshots, and sample files can add examples and detail to your documentation. The process of adding files and images to articles differs a little between the Modern Editor and the Legacy Editor.

Modern Editor: files

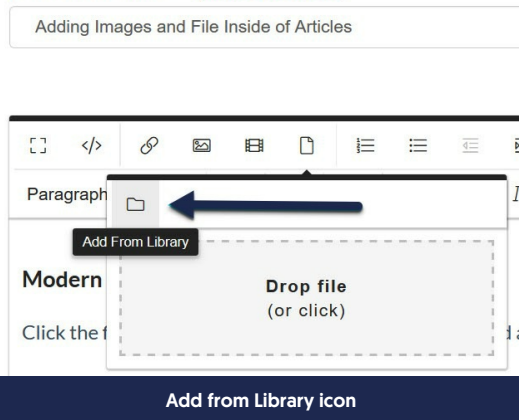
Select the **Upload File** icon. You can choose to upload a new file or add an existing file from your library.



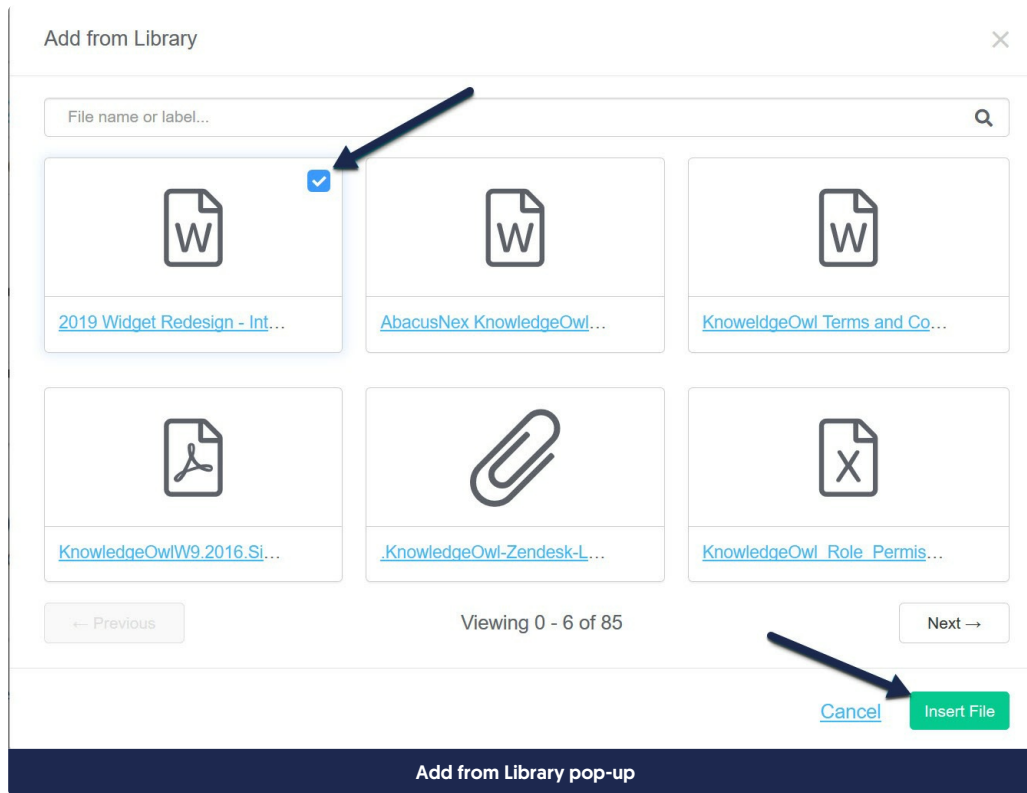
To upload a new file, drag and drop the file into this pop-up, or click anywhere in the **Drop file** box to browse to a file for upload.

To add an existing file from your library, select the **Add from library** icon.

Full Article Title [Add Short Title](#)

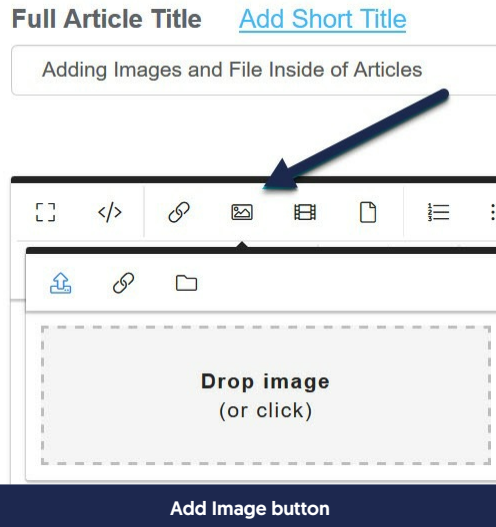


This will open a pop-up where you can search for files, with the most recent files first. Select the image you want to add, then select **Insert File**.



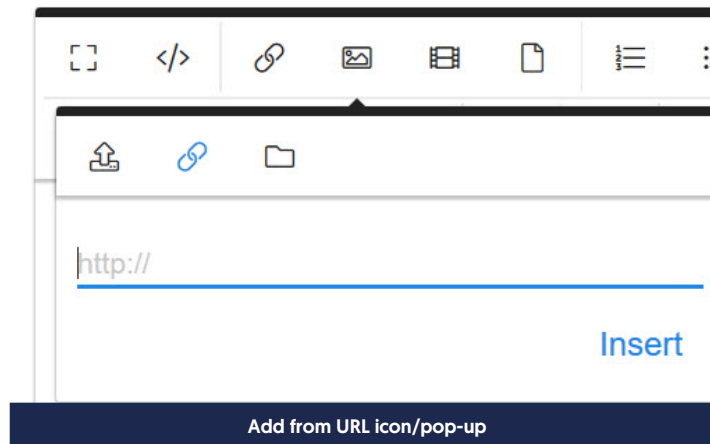
Modern Editor: images

To add images to your articles, select the **Add Image** icon, or use **Ctrl + P**.

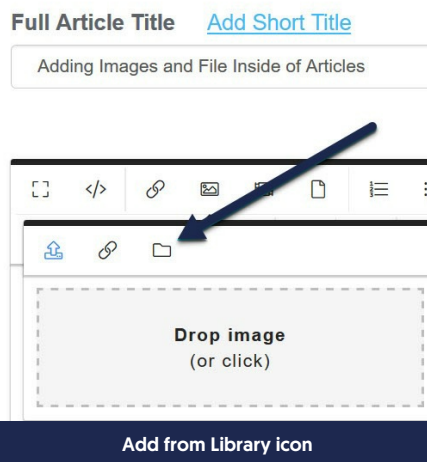


You can choose to upload a new image, add an image by URL, or add an existing image from your library:

- To upload a new image, click the icon with the arrow pointing up. You can drag and drop an image into this pop-up, or click the window to browse to an image for upload.
- To add an image by URL, click the chain links, add the URL for the image, and select **Insert**:

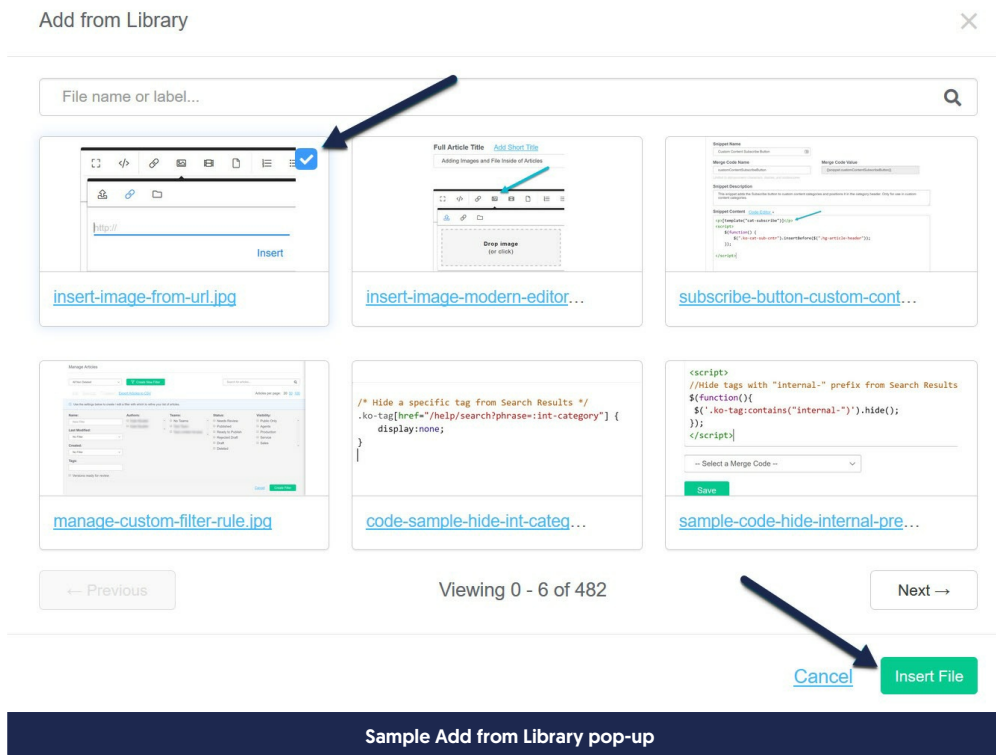


- To add an existing image from your library, click the folder icon:



This will open a pop-up where you can search for files, with the most recent images first. Select the image you'd like to

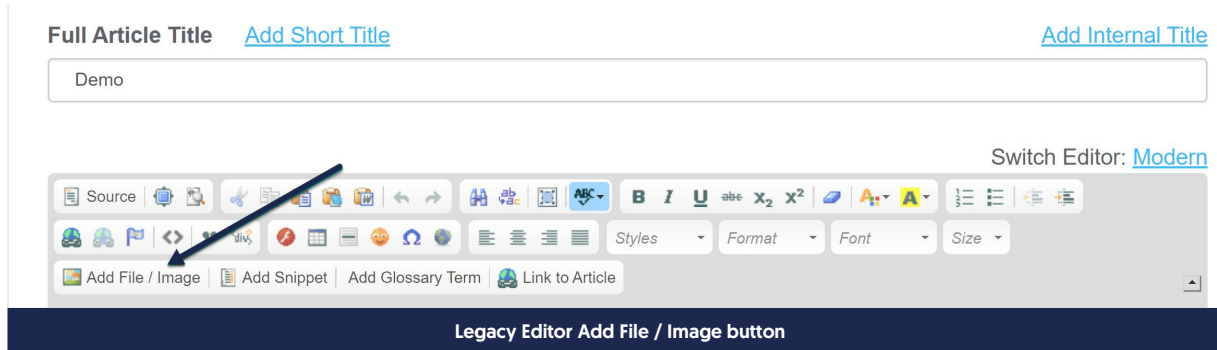
upload, then select **Insert File**.



Legacy Editor: images and files

To add images or files into your articles using our Legacy editor:



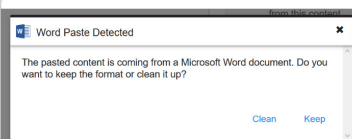



1. Open your article in edit mode.
2. Click on the **Add File / Image** button near the top.



3. This will open the **Add from Library** pop-up, displaying the most recent files first.

Add from Library ×

File name or label... 🔍

 sample_presentation.pptx	 case-study-index-1.xlsx	 1568139595310.png
 DO_IT_LIVE.jpg	 slimbox2.css	 nextlabel.gif

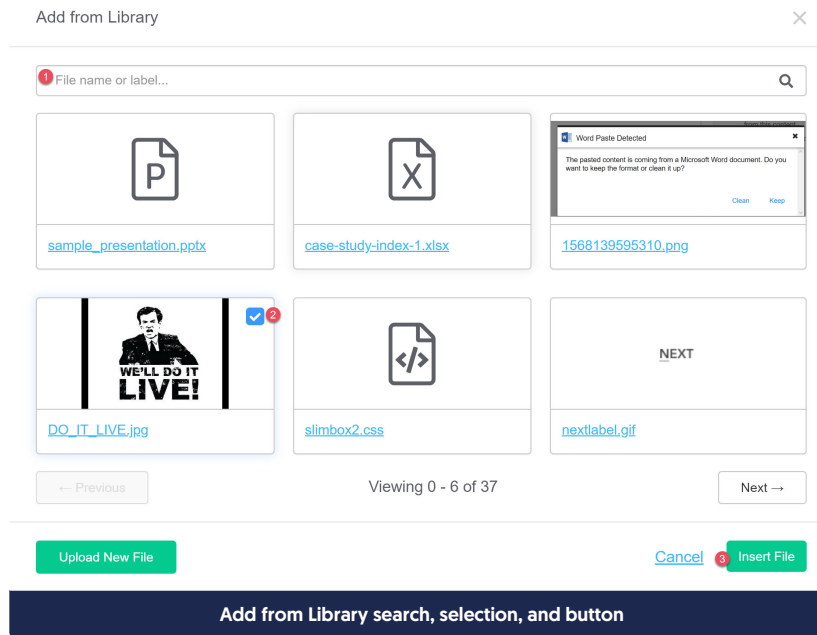
← Previous Viewing 0 - 6 of 37 Next →

[Upload New File](#) [Cancel](#) [Insert File](#)

Sample Add from Library pop-up in Legacy Editor

4. To use an existing file in the library:

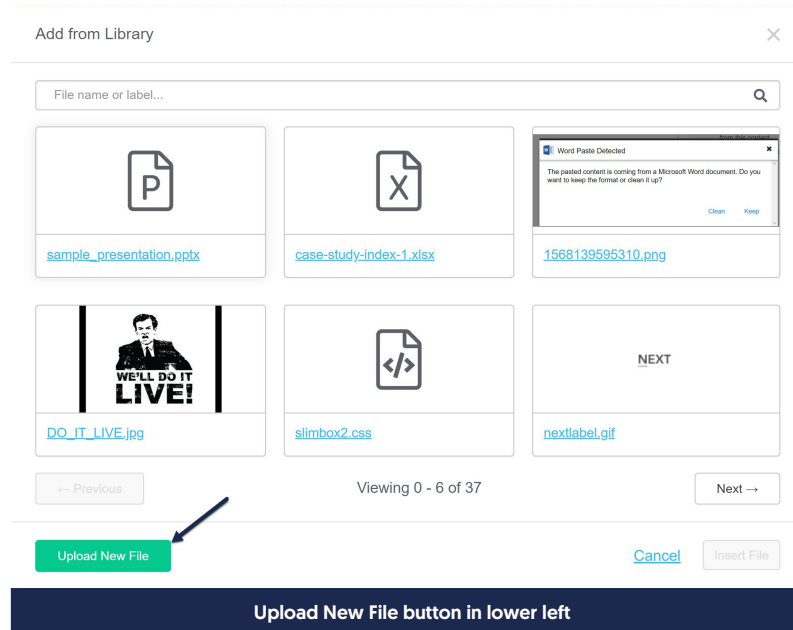
- a. If necessary, use the search bar at the top to search for the file you want to add.
- b. Click on the file or image to select it.
- c. Click the **Insert File** button to insert the file into your article.



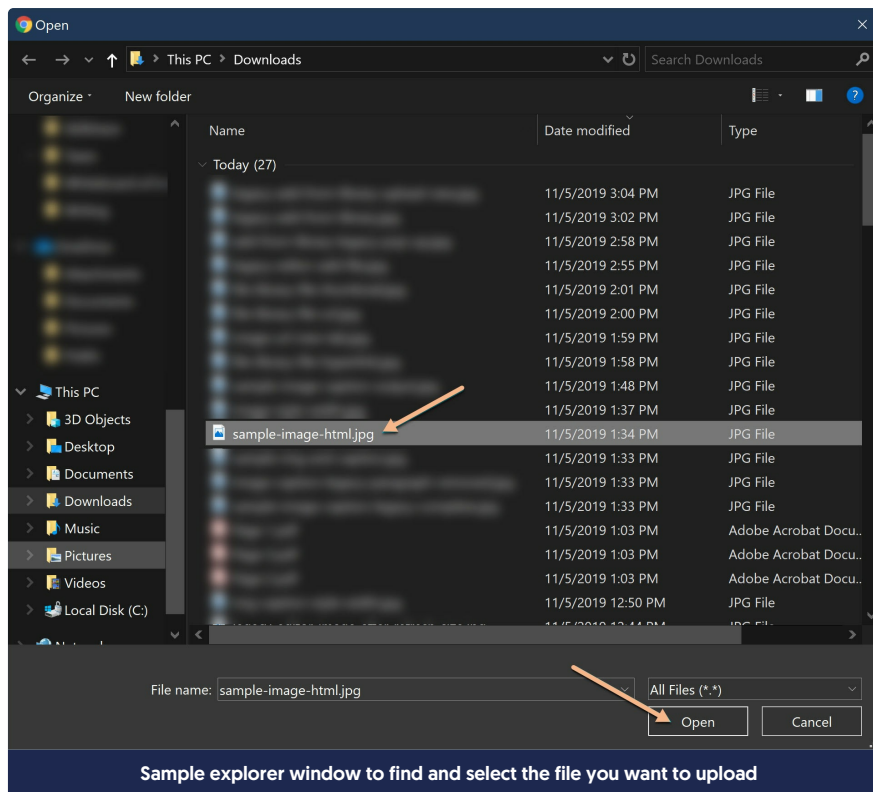
d. Select **Save** once you've added the files or images you want.

5. To add a new file to your article and the library:

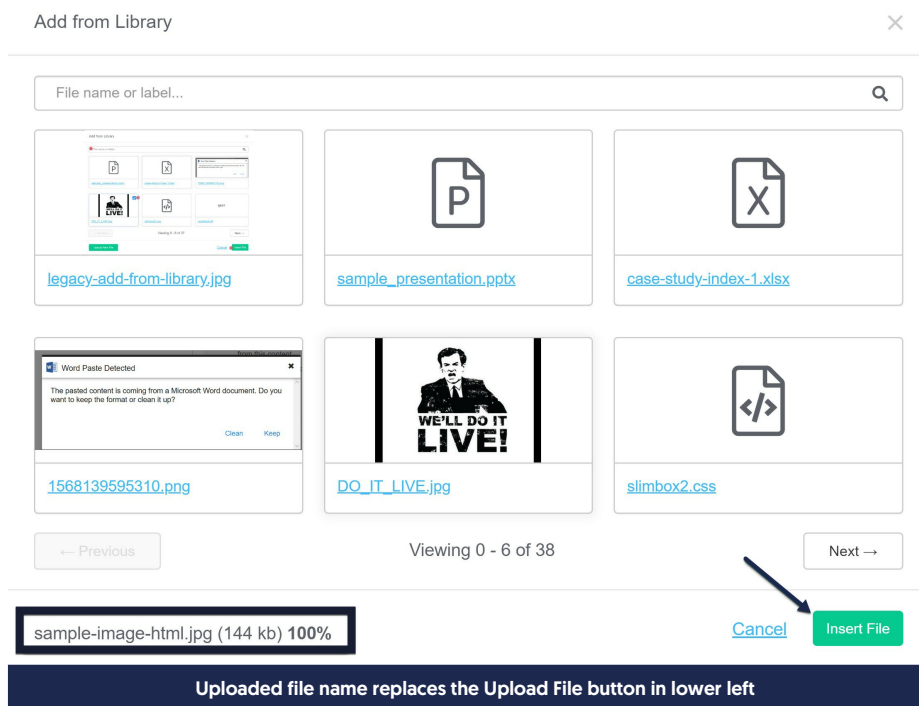
a. Click the **Upload New File** button in the lower left corner.



b. This will open an explorer window; navigate to the file you wish to upload, select it, and click the **Open** button in the lower right.



- c. You'll see the name of the file you selected for upload in the lower left. Make sure it's what you wanted. Then click the **Insert File** button to insert the file into your article.



- d. Select **Save** once you've added the files or images you want.

Editing and updating files in articles

Every file you add to an article in your knowledge base is stored in your File Library. If you'd like to update the name, the file itself, or the labels associated with the file, see [Editing and updating files in the File Library](#).

You cannot ever edit the URL of a file.

Working with links to other websites

There are two different ways you can link to websites outside of KnowledgeOwl:

- URL redirects, in which an entire article or category in your knowledge base redirects to another site
- links included within the text of an article

This article will walk you through working with both types of links.

URL redirects

In some cases, you may want clicking on an article or category in your knowledge base to redirect someone to an external website, such as your company's employee portal or help desk. To get this behavior, you'll set up the content as a URL redirect. You can set up redirects at the category and article level.

Category URL redirects: New category

You can create a new category from scratch as a URL redirect by checking the URL Redirect option when you create the category. This will prompt you to add the URL you want to redirect the category to:

 A category is a folder or container for articles.

Category Title:**What style of landing page do you want?** Default

Displays articles in a simple list. Choose one of three sub-category display formats.

 Topic Display

Displays the full text of all articles in a single page. Can only contain articles.

 Blog style

Display a paginated list of articles with brief descriptions. Can only contain articles.

 Custom content

Create landing page from scratch like an article.

 Shared content

Copy and sync a category and all its contents from another knowledge base.

 URL Redirect

Navigate end user to another web page when clicked.

External URL[Cancel](#)[Quick Add](#)[Add and Edit](#)**Sample new category URL redirect configuration**

If you click **Add and Edit** (or save the category and later open it for editing), you'll see the **Category Type** listed as **URL Redirect** and two new fields under the **Category Description**:

- **Redirect URL:** the URL this category will redirect to
- **Redirect Link Behavior:** determines whether clicking on this article in your knowledge base will open the URL in a new tab or the same tab (default selection is Open link in same tab)

Once you **Save**, anyone opening this category will be redirected to the URL you've entered in the Redirect URL.

For example, this category will redirect to the KnowledgeOwl pricing page:

The screenshot displays the KnowledgeOwl category editor interface. The top navigation bar includes 'KnowledgeOwl Support', 'Knowledge Base', 'Tools', 'Library', 'Settings', 'Reporting', and 'View KB'. The left sidebar contains navigation options like 'Articles', 'Manage', 'Home Page', 'Glossary', 'Contact Form', 'Exports', and 'Import'. The main content area is titled 'In progress' and shows the 'Pricing' category being edited. The 'Full Category Title' is 'Pricing'. The 'Category Icon' is currently 'No icon chosen'. The 'Category Description' is 'This category contains information about...'. The 'Redirect URL' is 'https://www.knowledgeowl.com/pricing'. The 'Redirect Link Behavior' is set to 'Open link in same tab'. The 'Title Tag' is 'Article Name | KB Name'. On the right sidebar, the 'Status' is 'Active', the 'Category Type' is 'URL Redirect', and the 'Restrict to Groups' section is checked for 'None'. A dark blue banner at the bottom of the screenshot reads 'Sample category editor with URL redirect configured'.

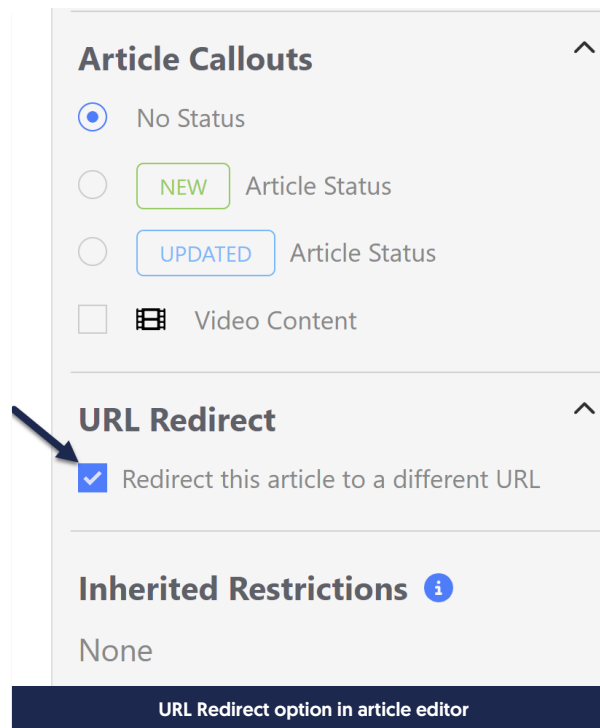
Category URL redirects: Update existing category

You can also change any existing category to a URL redirect by changing the **Category Type** dropdown. If your existing category has subcategories or articles in it, though, this may make it hard for people to navigate to that content.

Article URL redirects

Create the article as you would normally.

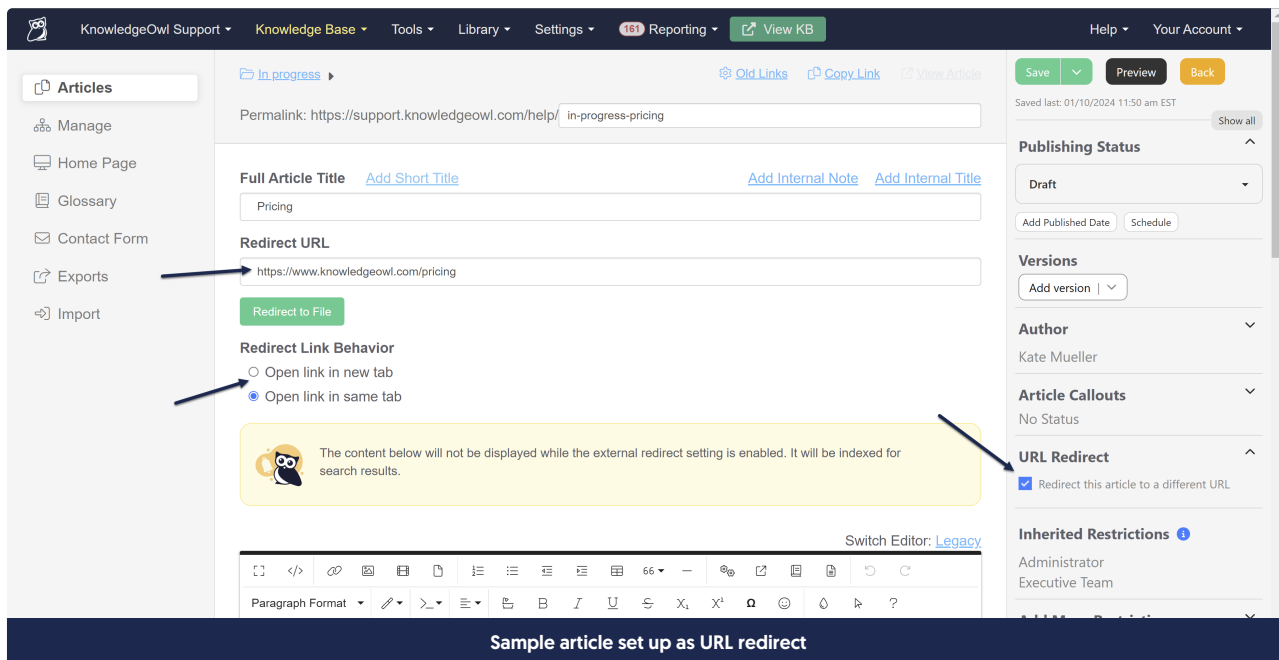
In the article editor, check the box under **URL Redirect**:



This will add two new fields under your Full Article title:

- **Redirect URL:** enter the URL you want this article to redirect to here
- **Redirect Link Behavior:** determines whether clicking on this article in your knowledge base will open the URL in a new tab or the same tab (default selection is Open link in new tab)

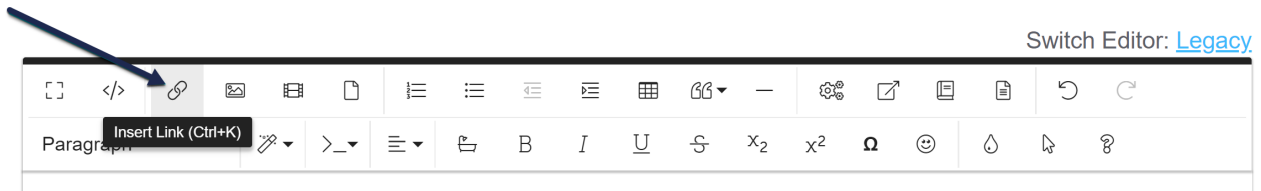
Once you've filled out both fields, click **Save**.



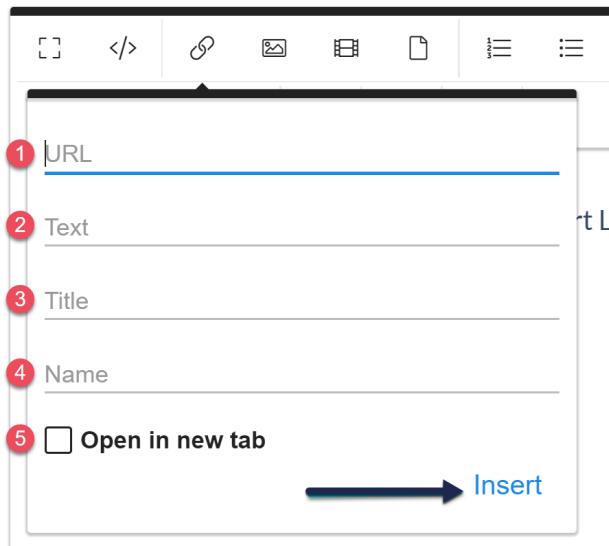
Note: As the warning on this page says, any content in the editor will be ignored when a URL redirect has been enabled.

Insert link to another website in your article body

To insert links to other websites, click the Insert Link button or press Ctrl + K on your keyboard:



This will open a pop-up where you can enter the information for your link:

A screenshot of a link insertion pop-up form. The form has five numbered fields: 1. URL, 2. Text, 3. Title, 4. Name, and 5. Open in new tab (with a checkbox). An 'Insert' button is located at the bottom right of the form, with a blue arrow pointing to it from the left. The form is overlaid on a blurred background of the editor toolbar.

Here's what each field does:

1. **URL** (*required*): the URL of the site you wish to link to
2. **Text** (*required*): the text that will be displayed in the article
3. **Title** (*optional*): the text that will be displayed when a reader hovers their mouse over the link without clicking it
4. **Name** (*optional*): if you'd like to reference this link as an anchor for quick navigation in your article, or to link from somewhere else
5. **Open in New Tab** (*optional*): when a reader clicks on this link, should they be redirected to it in the current tab, or should they be redirected to a new tab?

Once you've set the traits for your link, click **Insert**. Your link should now be visible.

Here's a sample link: [See how amazing owls are](#)

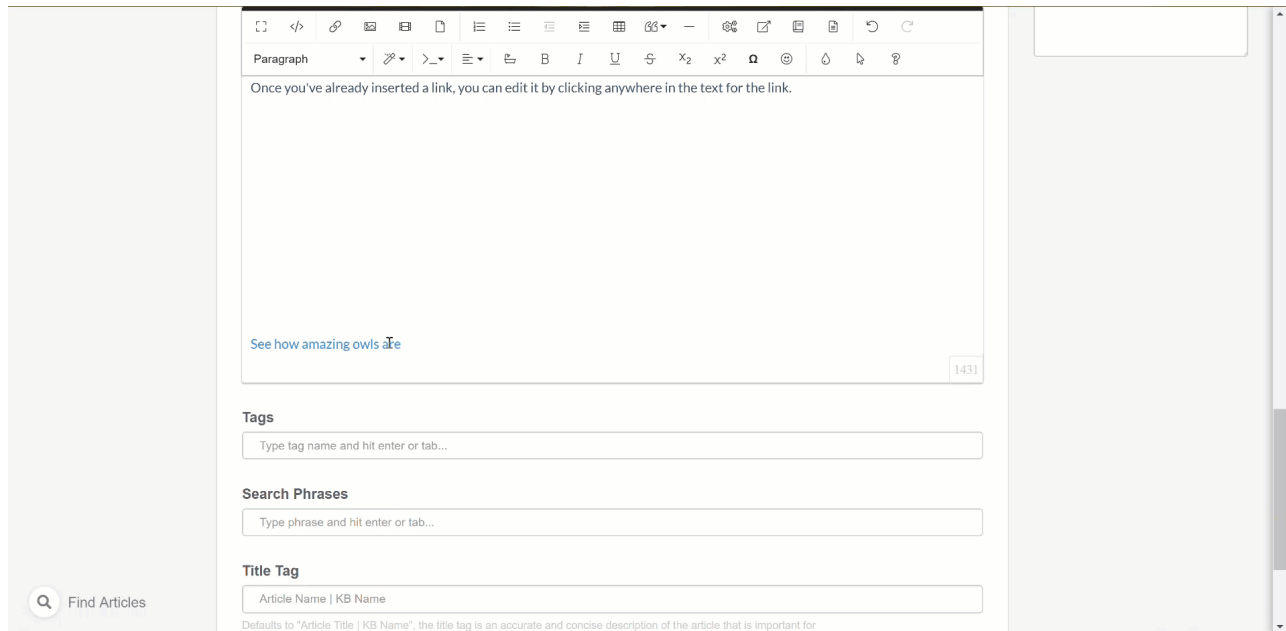


Tip: If you already have a line of text in your article you want to use for a link, you can highlight that text before clicking the **Insert Link** option. This will auto-populate the **Text** field.

Testing links to other websites

Once a link is in an article, you can quickly see what URL it's pointing to:

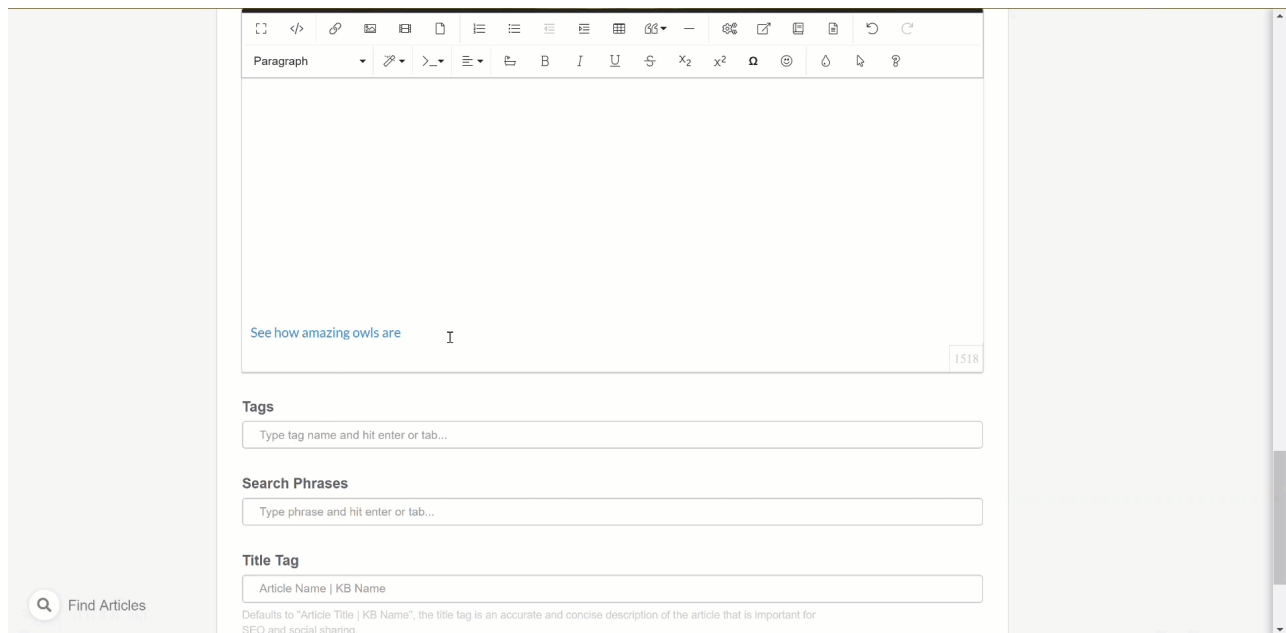
- Click anywhere in the text of the link to get a small pop-up menu
- Click the **Open Link** option



Editing links to other websites

Once you've already inserted a link, you can edit it:

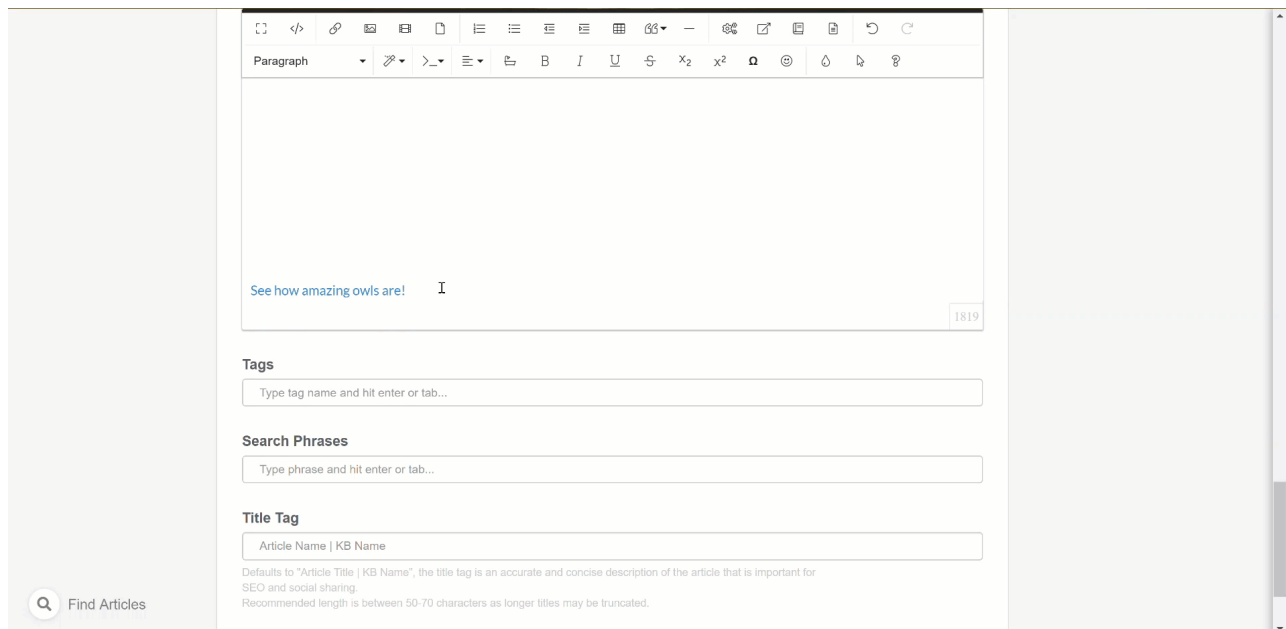
- Click anywhere in the text of the link to get a small pop-up menu
- Click the **Edit Link** option
- Make any changes you need and click **Update**



Removing links to other websites

If you want to remove a link and its related text, you can simply delete it as you would any other text in an article. But if you'd like to remove the link and *keep* the text:

- Click anywhere in the text of the link to get a small pop-up menu
- Click the **Unlink** option



Using action links with # or javascript:void(0)

Sometimes, hyperlinks are used to trigger a particular action rather than opening to a given page or resource (such as opening the widget [Open widget to a specific article or category.](#))

If you've imported content from somewhere else, there is a chance you may have added links with this format (or you may have them there on purpose for specific functionality!).

Standard conventions for these types of hyperlinks are to set the link's URL to be either `#` or `javascript:void(0)`.

The problem

Our editor will usually try to encode that HTML on-save, so instead of getting `javascript:void(0)`, it gets converted to `javascript%3Aavoid(0)`, which breaks the link's underlying action.

Solutions

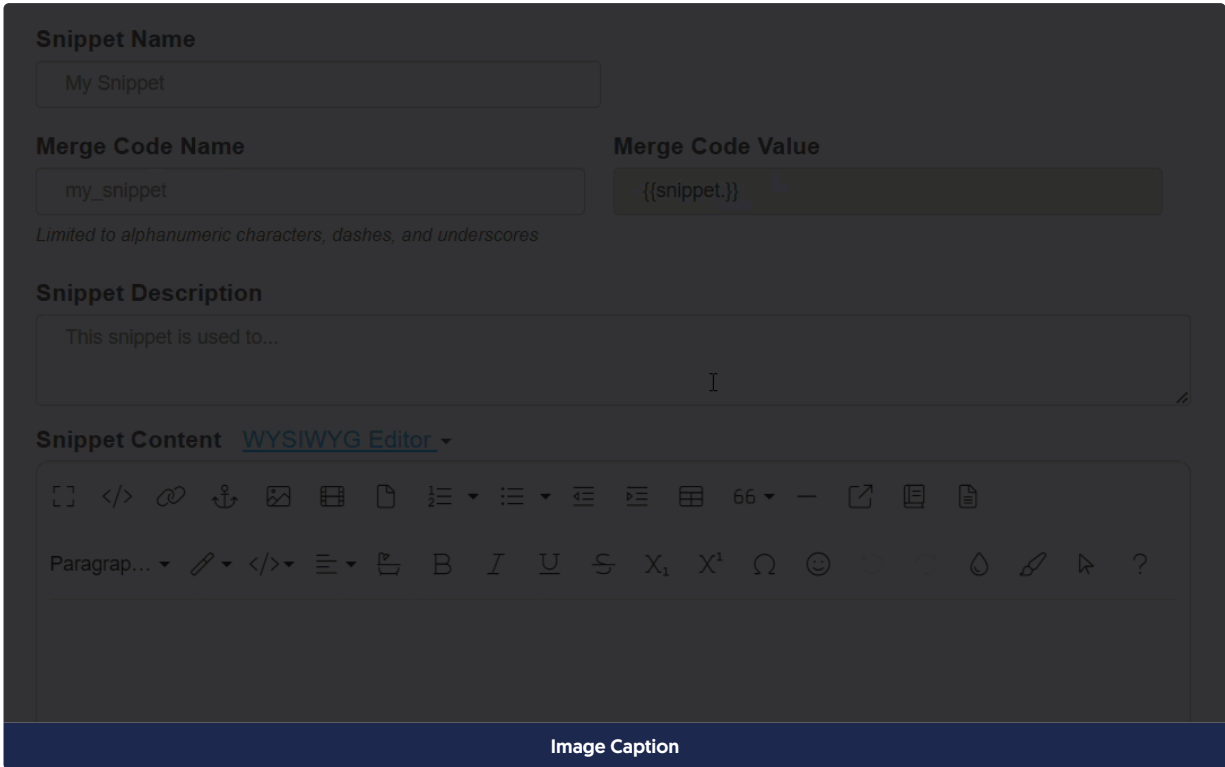
There are two ways to resolve this issue:

1. Adjust the link URL to use `#` instead.
 - a. This can typically be used in exactly the same way as `javascript:void(0)` and won't be stripped out by the editor.
2. Create a snippet that contains the `javascript:void(0)` text and use that snippet merge code as the URL for these links.

We recommend using the first approach wherever possible, since it is very simple and you can quickly update the URL directly in the article editor. But if you'd like to try the second:

1. Go to **Library > Snippets**.

2. Select the **+ Create New Snippet** button.
3. When the create snippet page appears give your snippet a **Name**, like Javascript Void.
4. Add a snippet **Description**.
5. Next to **Snippet Content**, select **Code Editor** from the dropdown:



The screenshot shows a dark-themed form for creating a snippet. It includes the following fields and sections:

- Snippet Name:** A text input field containing "My Snippet".
- Merge Code Name:** A text input field containing "my_snippet". Below it is a note: "Limited to alphanumeric characters, dashes, and underscores".
- Merge Code Value:** A text input field containing "{{snippet.}}".
- Snippet Description:** A text area with the placeholder text "This snippet is used to...".
- Snippet Content:** A section with a dropdown menu currently set to "WYSIWYG Editor". Below the dropdown is a rich text editor toolbar with various icons for text formatting, alignment, and insertion.

At the bottom of the form, there is a blue bar with the text "Image Caption".

6. Copy the code below and paste it into the Snippet Content editor.

```
javascript:void(0)
```

7. **DO NOT** toggle the **Snippet Content** back to WYSIWYG Editor; keep it in Code Editor.
8. Your final snippet should look something like this:

Snippet Name

Javascript Void

Merge Code Name

javascriptVoid

Merge Code Value

```
{{snippet.javascriptVoid}}
```

Limited to alphanumeric characters, dashes, and underscores

Snippet Description

This snippet contains the javascript:void(0) text for use in certain action links, so it won't get stripped out of the editor.

Snippet Content [Code Editor](#) ▾

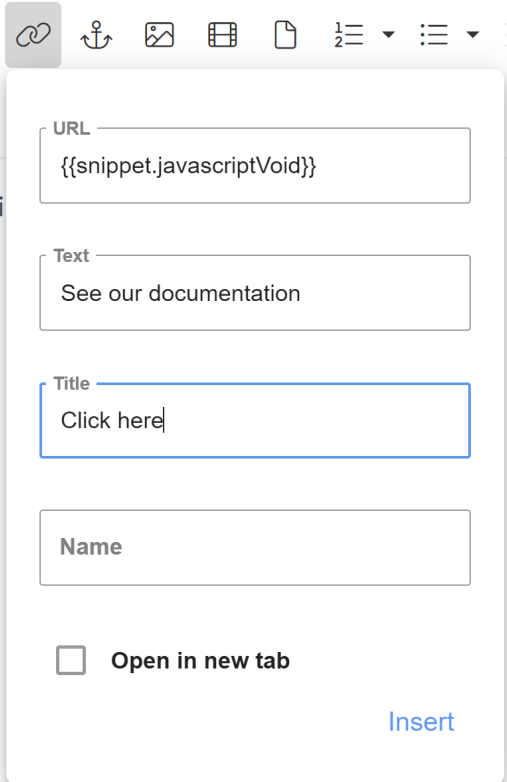
All javascript and css needs to be wrapped in the proper tags - `<script>`, `<style>`, etc.

```
javascript:void(0)
```

Sample Javascript Void snippet

9. Once you're done making changes, select **Create** to finish creating your snippet.

With your snippet created, you can use the full merge code as the URL for any hyperlink that you want to use javascript:void(0) in, like this:



URL

Text

Title

Name

Open in new tab

Insert

Sample hyperlink using the javascriptVoid snippet. Note that the full snippet merge code is used for the URL.


Editing permalinks

When you make changes to a permalink, there are a few considerations:

- Is the new permalink valid? (Does it avoid duplicating another permalink, contain valid characters, and so on?)
See below for the direct editor feedback KnowledgeOwl offers to help with this question!
- If the content is published, should you redirect readers from the old permalink to the new one?
See our functionality on [Old Links](#) to manually or automatically add redirects for previous permalinks!

When you edit a permalink for a category or article, we'll provide some visual feedback as to its validity.


A green checkmark means it's available:



A red exclamation point means it cannot be used. The Save button will be disabled and you'll see a popover to provide more information about why it can't be used.

Here are some examples:


- Permalink duplicates a permalink that exists somewhere else:



URL Error

URL is already in use. Please choose a different URL.


- Permalink matches one of this article or category's existing old links, which can create an infinite redirect loop:



URL Error

You cannot set the current permalink to an existing redirect link.

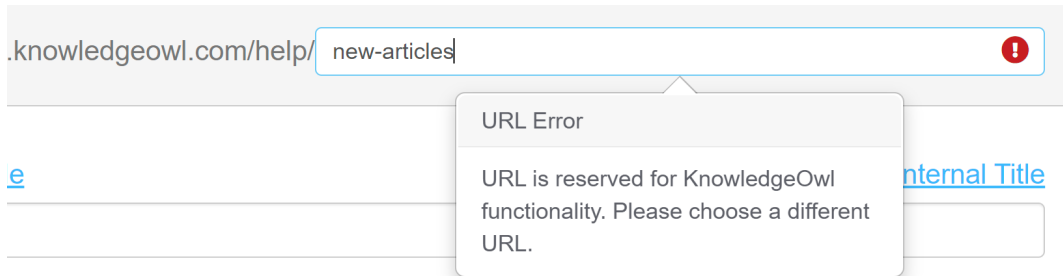
- Permalink contains invalid characters:



URL Error

URLs cannot be empty and must only include lower-case letters, numbers, and dashes.

- Permalink matches something KO reserves for built-in functionality:



Add anchors within articles

Anchors are a great way to navigate between or link to specific sections in your article, like manually inserting invisible bookmarks. To use anchors, you'll need to:

1. **Create the anchor itself:** this is a hyperlink with an id. The id is the URL hash that will be the anchor.
2. **Insert a link pointing to the anchor:** For same-page links, add a link that starts with # followed by the id. For links to anchors on other pages, use the full link with # and the id.

So if I create an anchor with id=troubleshooting-tips, the hyperlink I insert to navigate to it would be #troubleshooting-tips.

Thankfully, we have a tool to create the anchor, but you will need to create the hyperlink to jump to it!

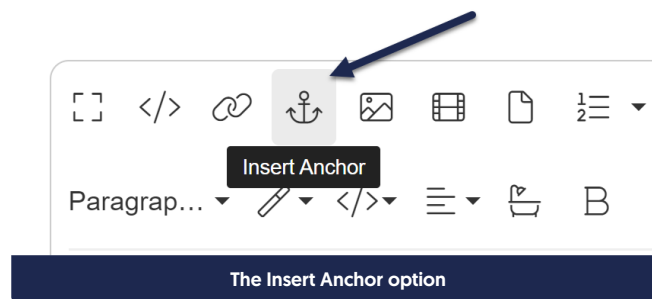


If you're thinking of using anchors to create clickable navigation like a table of contents at the top of a long article, consider using a [Topic Display category](#). Or try our [Article Table of Contents](#) snippet instead! It will update automatically as you add and edit content.

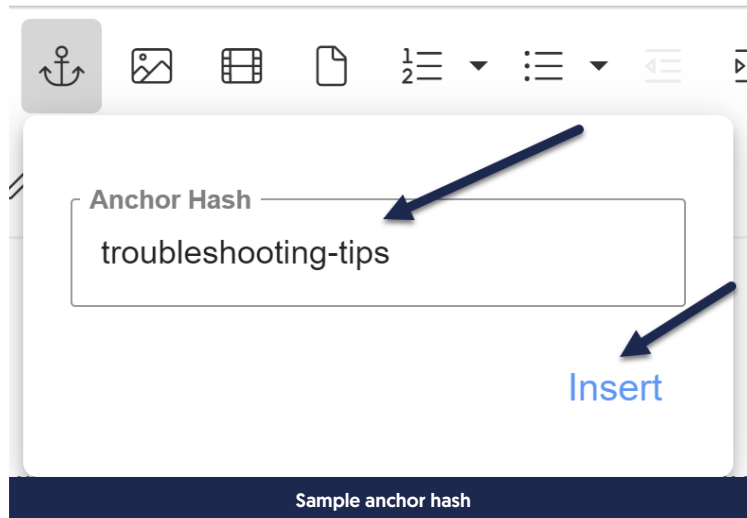
Creating anchors

To create an anchor in an article:

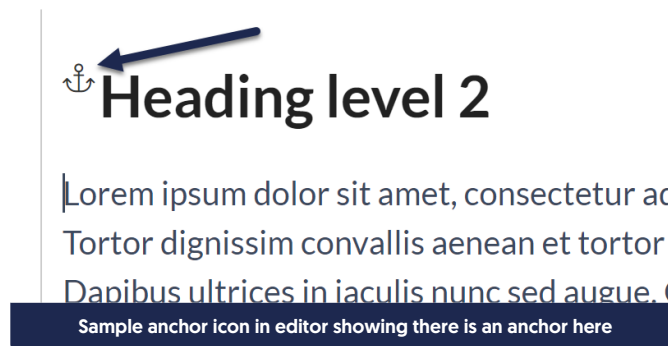
1. Put your cursor where you'd like to add the anchor.
2. Select the **Insert Anchor** option (which is in the shape of an anchor, between **Insert Link** and **Insert Image**)



3. This will open a small pop-up where you can type in the **Anchor Hash** you'd like to use. This is the id for the anchor. It can only contain numbers, letters, -, and _.
4. Once you've finished adding your anchor hash, select **Insert**.



5. The editor will display an anchor icon where you added the anchor. You can click on this icon at any time to review or edit the anchor hash, or remove the anchor entirely. (This icon will not be displayed in the live article, only the editor!)



6. Select **Save**.

Once that anchor exists, you can insert links to it either from the same article or from a different article.

Insert a link to an anchor within the same article

1. Select **Insert Link**.
2. Type the anchor hash into the **URL** field, and add a # in front of it (for example, #troubleshooting-tips).
3. Type the text you want to display for the link into the **Text** field (for example, Jump to troubleshooting tips).

URL
#troubleshooting-tips

Text
Jump to troubleshooting tips

Title
Troubleshooting tips

Name

Open in new tab

Insert

Sample same-page anchor link

4. If you'd like any text to display when someone hovers over the text, enter that text into the **Title** field.
5. Be sure to **Save** your changes.

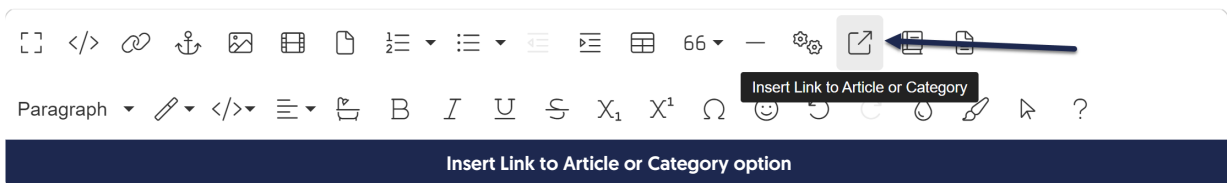
Insert a link to an anchor in another article

Before you start, you'll need to know:

- The anchor hash
- The article's name

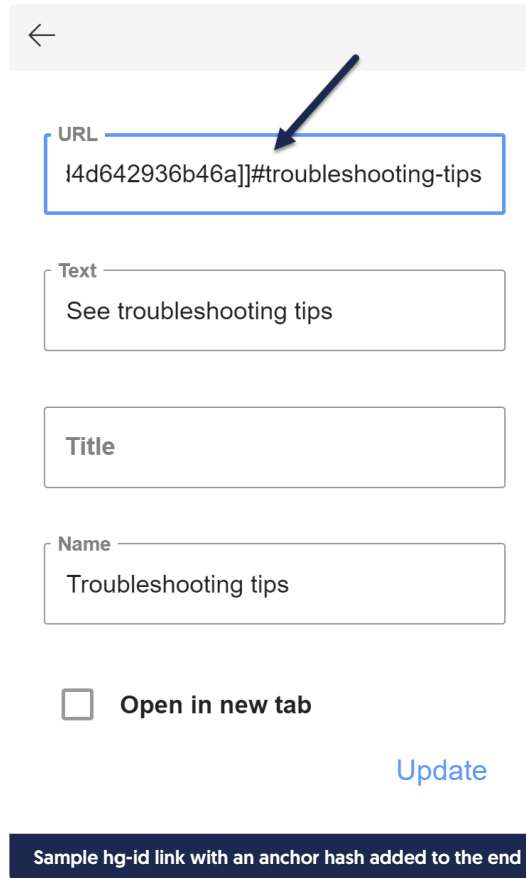
Once you have this information handy:

1. Open the article where you want to add the link for editing.
2. Select **Insert Link to Article or Category**. See [Link to article or category](#) for more information on this feature.



3. Type the name of the article you want to link to and set the link text. Insert the link.
4. Then click the link and select **Edit Link**.
5. In the **URL** field you'll see an #badLink field rather than a true URL. This is how we handle references to other KnowledgeOwl articles.

6. Add a # and the text of the anchor hash (for example, #troubleshooting-tips) after the closing] bracket for the hg-id:



←

URL
i4d642936b46a]]#troubleshooting-tips

Text
See troubleshooting tips

Title

Name
Troubleshooting tips

Open in new tab

Update

Sample hg-id link with an anchor hash added to the end

7. Select **Update** to save your changes.

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

Use cases

Most commonly, anchors are used to handle navigation within or between articles. If you're trying to create a set of clickable headings like a table of contents at the top of an article, see [Article Table of Contents](#) or [Topic display categories](#). But they can be great for quick navigation back to the beginning of an article, or for getting people directly to an often-used section.

Case one: quick navigation

Linus, our trusty Owl Documentarian, knows that some steps aren't always completed in order. Some articles have multiple headings and subheadings and he wants to be sure that people can easily find referenced steps or information.

For these kinds of articles, [inserting a link to an anchor in the same article](#) allows him to quickly cross-reference concepts in the same article and encourage exploratory navigation.

Case three: frequently-referenced information

There are some steps or pieces of information in the middle of an article that Linus finds himself sending to readers often. In his article "Your first 2 weeks as a KnowledgeOwl owl," he finds that owl recruits often need to be reminded to "Always look before you leap." An anchor is a fast and easy way to handle this. Now, instead of telling his owl recruits to go review the entire article, or to scroll to the "Always look before you leap" section, he can give them an explicit link to

myknowledgebase/help/first-2-weeks#look-before-you-leap.

So instead of telling you to go find our "It's Owl Good" article and read the bottom about search feedback, we can just send you straight to the feedback section: <https://support.knowledgeowl.com/help/its-owl-good#search-feedback>

Let us know if you're using anchors in other ways that would make good use cases!

Adding code

Sometimes you may want to display code for your readers to copy and paste from an article. Here's how:

1. Select **Code View** in your WYSIWYG editor.
2. Paste the code you want to display into the code view.
3. If you're using our default syntax highlighter, wrap the code using the following format: `<pre><code data-language="language"></code></pre>` tags.
 - a. If you're using a [custom syntax highlighter](#), most of those use `code class="language-xxxx"` or a similar format. Check with the syntax highlighter you're using!
4. Replace "language" with the language of the code. For example: `data-language="javascript"`

```
21
22 <pre>
23   <code data-language="javascript">
24     &lt;script&gt;
25       alert("Hello, World!");
26     &lt;/script&gt;
27   </code>
28 </pre>
29
```

Note: If you are showing a full script, you will want to HTML encode the opening and closing script tags so that the code does not run as is shown above. Here's an [online tool you can use to encode your script](#).

Here's what the above code looks like when shown in an article:


```
<script>
  alert("Hello, World!");
</script>
```

Adding banners and thumbnails

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 →

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 **Upload a new image** 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.

URL redirect article

What if the content you'd like to include in your knowledge base isn't IN your knowledge base? Maybe you'd like to reference the page of another site, or a press packet your PR department has put together.

You can set up both categories and articles as URL redirects. For articles, this means you can administer the article as an article (restrict it to groups, restrict editing to teams, use the article call-outs, assign related articles) but when someone clicks on the title of the article or navigates to the URL, they'll be redirected to the URL you set up, instead.

URL redirects can be great when used with:

- Links to external sites/files you don't want or can't move into KnowledgeOwl
- Links to files stored within KnowledgeOwl, where you want the file to open directly (See the [KnowledgeOwl W-9](#) for an example of this type!)



URL redirect articles will not display in the [Popular Articles Report](#) or the [Published Articles with 0 Views](#) report, since we do not currently track view data for this article type.

You can create a new article as a URL redirect or convert an existing article to be a URL redirect. To do so:

1. In the **URL Redirect** section of the righthand menu of the article editor, check the box next to **Redirect this article to a different URL**.

Article Callouts ^

No Status

NEW Article Status

UPDATED Article Status

Video Content

URL Redirect ^

Redirect this article to a different URL

Inherited Restrictions i

None

The URL Redirect section is located between Article Callouts and Inherited Restrictions

2. Once checked, this will add a section between the full article title and the editor where you can add the URL you'd like to redirect to:

Write the docs > Categories >
Generate version PDF

Old Links
Copy Link
View Article

Permalink:

Full Article Title [Add Short Title](#)
[Add Internal Note](#) [Add Internal Title](#)

Redirect URL

Redirect to File

Redirect Link Behavior

Open link in new tab

Open link in same tab

The content below will not be displayed while the external redirect setting is enabled. It will be indexed for search results.

3. Now, add the URL you'd like to redirect to.

- a. For external URLs, type or paste the URL you'd like to use into the **Redirect URL** field. Here, we're redirecting to the International Owl Center's Owl Glossary page:

Full Article Title [Add Short Title](#) [Add Internal Title](#)

Redirect article

Redirect URL


https://www.internationalowlcenter.org/owlglossary.html

Redirect to File

Redirect Link Behavior

Open link in new tab

Open link in same tab

 The content below will not be used while the external redirect setting is enabled.

Sample external redirect URL

- b. To redirect to a file uploaded to KnowledgeOwl (or to directly upload a file to KnowledgeOwl to redirect to), click the **Redirect to File** button:

[Write the docs](#) ▶ [Categories](#) ▶ [Generate version PDF](#)

[Old Links](#) [Copy Link](#) [View Article](#)

Permalink: https://support.knowledgeowl.com/help/why-is-a-category-not-coming-up-in-search

Full Article Title [Add Short Title](#) [Add Internal Note](#) [Add Internal Title](#)

Why is a category not coming up in search?

Redirect URL


https://

Redirect to File

Redirect Link Behavior

Open link in new tab

Open link in same tab


 The content below will not be displayed while the external redirect setting is enabled. It will be indexed for search results.

Click the Redirect to File button


- i. This will open an **Add file from Library** pop-up where you can select the file you'd like to insert. Browse or search for the file. (Or click **Upload New File** to add a new one.) Click on it to select it, then click the **Insert File** button in the lower right.

Add from Library ×


File name or label... 🔍



lightbulb-linus200px.png



lightbulb-linus200px.png



lightbulb-linus200px.png

← Previous Viewing 0 - 6 of 11 Next →

Upload New File
[Cancel](#)
Insert File

Select the file you'd like to redirect to and click Insert File

ii. The URL of the file will be added to the Redirect URL field:

[Write the docs](#) ▶ [Categories](#) ▶ [Generate version PDF](#)

[Old Links](#) [Copy Link](#) [View Article](#)

Permalink: <https://support.knowledgeowl.com/help/why-is-a-category-not-coming-up-in-search>

Full Article Title [Add Short Title](#) [Add Internal Note](#) [Add Internal Title](#)

Why is a category not coming up in search?


Redirect URL

<https://dyzz9obi78pm5.cloudfront.net/app/image/id/5e5d6e4c8e121c80424f245f/n/lightbulb-linus200px.png>

Redirect to File

Redirect Link Behavior

Open link in new tab
 Open link in same tab



The content below will not be displayed while the external redirect setting is enabled. It will be indexed for search results.

Redirect article with a KO file URL used

4. Set whether you'd like the redirect link to open in a new tab or in the same tab. (Open link in new tab is used by default.)

[Write the docs](#) ▶ [Categories](#) ▶ [Generate version PDF](#)

[Old Links](#) [Copy Link](#) [View Article](#)

Permalink: <https://support.knowledgeowl.com/help/why-is-a-category-not-coming-up-in-search>

Full Article Title [Add Short Title](#) [Add Internal Note](#) [Add Internal Title](#)


Why is a category not coming up in search?

Redirect URL


<https://dyzz9obi78pm5.cloudfront.net/app/image/id/5e5d6e4c8e121c80424f245f/n/lightbulb-linus200px.png>

[Redirect to File](#)

Redirect Link Behavior


Open link in new tab 

 Open link in same tab




The content below will not be displayed while the external redirect setting is enabled. It will be indexed for search results.

5. Save your article.



URL redirect articles do not work within topic display categories that use the **Override Article Links setting. This is because the override gets applied before the URL redirect.**

To switch an article from being a URL redirect to being a normal article, uncheck the "Redirect this article to a different URL" box. Once you save, the article will function normally and display whatever content is in the editor.



Anything included in the body of the article *will still be indexed for search* even though it won't be displayed. You can use this to your advantage to help provide additional words or terminology to help people find this article!

For example, if you're using a file stored within KnowledgeOwl, the content of that URL redirect file will not automatically be indexed for search. If you'd like it to be:

- For PDFs, you can insert the PDF into the body of the article using the Upload File option. When you save the article, we'll scrape the contents of the PDF for search.
- For non-PDF files, you can open the file, copy text in it, and paste that into the article body. You don't have to worry about how weirdly it's formatted, since it's not displayed, but having the text here will help it get indexed for search!

Editor keyboard shortcuts

Keyboard (or keystroke) shortcuts can make your content creation and editing go just a bit faster. You can see a lot of the shortcuts available in the Modern Editor by clicking the ? icon on the lower bar, but we have a few that aren't shown there. Here's a list of the keystroke shortcuts we find the most useful.

Text formatting shortcuts

Formatting	Windows shortcut	Mac shortcut
Paragraph	Ctrl + Alt + 0	Cmd + Option + 0
Header 1	Ctrl + Alt + 1	Cmd + Option + 1
Header 2	Ctrl + Alt + 2	Cmd + Option + 2
Header 3	Ctrl + Alt + 3	Cmd + Option + 3
Header 4	Ctrl + Alt + 4	Cmd + Option + 4
Header 5	Ctrl + Alt + 5	Cmd + Option + 5
Header 6	Ctrl + Alt + 6	Cmd + Option + 6
Preformatted text	Ctrl + Alt + 7	Cmd + Option + 7
Div	Ctrl + Alt + 8	Cmd + Option + 8
Blockquote	Ctrl + Alt + 9	Cmd + Option + 9
Bold	Ctrl + B	Cmd + B
Italics	Ctrl + I	Cmd + I
Underline	Ctrl + U	Cmd + U
Strikethrough	Ctrl + S	Cmd + S
Decrease Indent	Ctrl + [Cmd + [
Increase Indent	Ctrl +]	Cmd +]

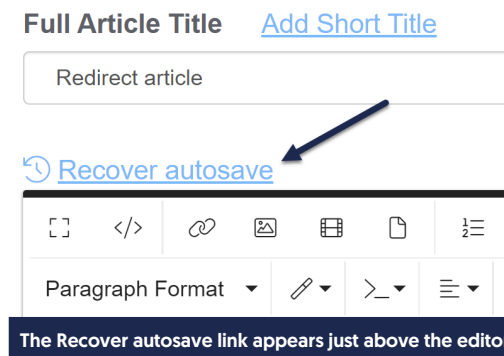
Action shortcuts

Action	Windows shortcut	Mac shortcut
Insert link	Ctrl + K	Cmd + K
Insert Image	Ctrl + P	Cmd + P
Ordered List	Ctrl + Shift + 7	Cmd + Shift + 7
Unordered/Bulleted List	Ctrl + Shift + 8	Cmd + Shift + 8
Undo	Ctrl + Z	Cmd + Z
Redo	Ctrl + Shift + Z	Redo

Autosave

When you edit a category or article, autosave creates a backup every 30 seconds.

If you leave without saving your changes, autosave will let you know the next time you come back to the category or article. You'll see a **Recover autosave** link just above the editor:



Click this link to open a pop-up where you can choose whether to delete or recover that autosave:

Autosave Recovery



Recover autosave created on 02/07/2023 12:19 pm EST?

Delete

Recover

Delete or Recover the auto save.



Once you've recovered the autosave, you'll still need to **Save** the article to permanently save those changes.

Modern WYSIWYG editor vs legacy editor



Modern editor looking weird? Try a hard refresh: **Shift+F5** on a PC and **Command+R** on a Mac.

The modern WYSIWYG editor is here to stay! If you aren't sure which editor you are using, here's a quick visual guide:

Full Article Title [Add Short Title](#)

New WYSIWYG Editor



Modern WYSIWYG Editor in KnowledgeOwl

Full Article Title [Add Short Title](#)

Old WYSIWYG Editor



Legacy WYSIWYG Editor in KnowledgeOwl

Is the legacy editor going away?

Not anytime soon. We never want to make any change to negatively impact our customers, and we understand that many of you have grown accustomed to and work effectively in our legacy editor. What's more, the modern editor is not supported in older browsers like Internet Explorer 9, so if you are still using that, you will want to be using the legacy editor until you are able to upgrade to a newer browser.

Will you be upgrading the legacy editor?

We will not be making any enhancements to the legacy editor; all modern WYSIWYG features and functionality will be done solely in the modern editor, which is one of the main reasons we wanted to make the switch. We want to be able to add awesome new features and functionality to the editor based on your feedback, and the modern editor makes it much easier for us to do that. We will do our best to fix any bugs that arise in the legacy editor, but our focus will be on improving the modern editor moving forward.

What are the benefits of the modern editor?

There's lots to love. In addition to a slick, modern, and clear interface, there's also better support for...

- **Images**
 - Copy and paste
 - Add captions
 - Easily center
 - Choose between block (break text) or inline
 - Drag and drop responsive resize
 - Quick styles (rounded corners, circular, thumbnails, or responsive)
 - Quick alt text
- **Video**
 - Embed via third-party URL or embed code without going to Source
 - Upload to KO and embed in HTML5 video
- **Copy and paste**
 - Copy and paste images
 - Copy and paste text cleanly from Word or Google Docs
- **Spacing**
 - Enter/return now creates line breaks, making it easy to add manual spacing in your content
- **Styles**
 - Magic wands allows you to quickly add wells, alerts, leads, and blockquotes
 - Keyboard shortcuts for common tools (more info coming soon!)
- **Tables**
 - Responsive tables (percentage widths!)
 - Helpful styles such as condensed, striped, bordered, and highlight on hover

What's not working in the Modern editor?

- **Windows 7 Internet Explorer 11** has some modern editor issues, including the articles not automatically scrolling or resizing and glossary items being added to the end of the articles rather than where you put them. Probably best to use another browser or stick with the legacy editor until we sort this out.
- **Small screens** are not showing all the options in the WYSIWYG. If you are on a tablet, smaller laptop, or a phone, the editor probably is missing some thing right now.
- **Anchors** are not currently available in the modern editor unless you want to venture into the HTML. Best use the legacy editor for that for now!
- **Code blocks** are not currently available. While you can use the preformatted text block in the paragraph dropdown for code snippets, we do not currently have a code editor with language highlighting.
- There is currently no tool to add iFrames. Use the legacy editor for now unless you want to dive into the HTML.
- The link tool is missing an Email option to create mailtos. You can use the legacy editor or specify a email option by prepending "mailto:" to the email address in the URL field, like "mailto:support@knowledgeowl.com".

- Lists currently do not have the ability to choose **list styles**; it's currently bullets or numbers. Use the legacy editor or HTML to specify different options.
- Some of the legacy **inline styles** are missing, including keyboard, typewriter, and computer code.
- We are missing a **div** tool to wrap content and specify a class name.
- ~~You cannot specify your own hex colors in the color picker.~~
- There's no **find and replace**.
- Some articles from the legacy editor, especially ones with **complex tables**, don't convert well to the modern editor. If you switch to the modern editor and your articles look wrong, switch back before saving and let us know so we can help you get it converted.

SCAYT Spell Check



The SCAYT option is only for those using the Legacy editor. The Modern editor uses the built-in browser spell-check.

Spell check can be enabled by default under **Settings > Basic**. The spell checker tool in the editor is SCAYT, which stands for "spell check as you type".

The SCAYT feature allows you to specify a variety of options, including:

- Ignore All-Caps Words
- Ignore Domain Names
- Ignore Words with Mixed Case
- Ignore Words with Numbers

You can also choose from the following languages:

- American English (default)
- Brazilian Portuguese
- British English
- Canadian English
- Canadian French
- Danish
- Dutch
- Finnish
- French
- German
- Greek
- Italian
- Latin
- Norwegian
- Portuguese
- Spanish
- Swedish

It also allows for an author-generated dictionary that is stored in a browser cookie. Once too large for a cookie, you can store the dictionary in your library.

Most modern browsers have a built in spell checker, which is why the feature is off by default.

Sharing "draft" articles

Except in true lone writer setups, at some point, you're probably going to need to share a draft or in-progress article with other

people to get input. These might be other KO editors and admins, but it might just as readily be a Subject Matter Expert (SME), someone in your support or marketing department, or a manager.

There are two ways to quickly share an in-progress article with others. The option you choose depends on two factors:

- Is the person you're sharing with able to log in to app.knowledgeowl.com and view the article in edit mode?
- Would you rather they review it in edit mode or view it as it will appear live to readers of the knowledge base?

For other KnowledgeOwl authors

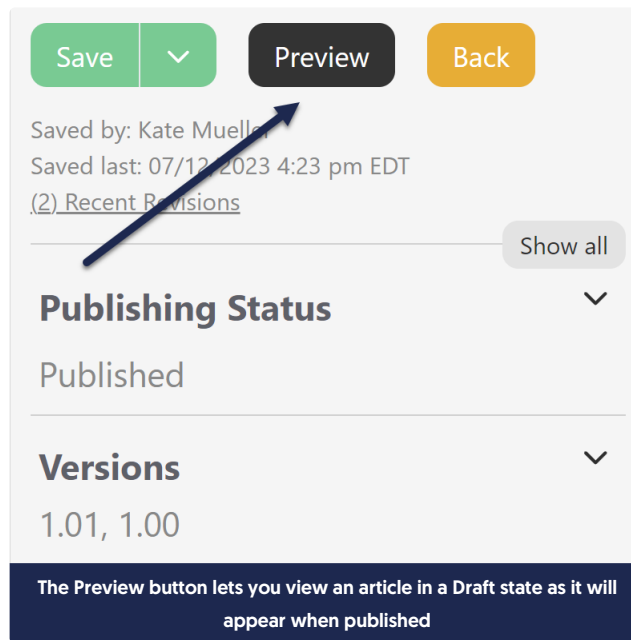
For other KnowledgeOwl authors (i.e. people who log in to app.knowledgeowl.com and can see the content in edit mode):

1. For the article you want reviewed, copy the app.knowledgeowl.com URL for that article. It will look something like:

```
/55aaaaabbbbbb5555577777
```

2. Share that link with the person you'd like to review the article.

3. Opening that link will take them directly to the article in edit mode; they could then click the **Preview** button in the upper right to view the article more or less how it will appear live.



The screenshot shows the top right corner of the KnowledgeOwl edit mode interface. It features three buttons: a green 'Save' button with a dropdown arrow, a dark grey 'Preview' button, and an orange 'Back' button. Below these buttons, the text indicates the article was saved by 'Kate Mueller' on '07/12/2023 4:23 pm EDT' and lists '(2) Recent Revisions'. A blue arrow points to the 'Preview' button. Below the revisions section, there are sections for 'Publishing Status' (set to 'Published') and 'Versions' (1.01, 1.00). A dark blue banner at the bottom of the screenshot contains the text: 'The Preview button lets you view an article in a Draft state as it will appear when published'.



Preview links are not persistent, so you can't copy the Preview link and share it with another author. Preview mode doesn't support all [snippet](#) logic, so if you're using a series of snippets, try the next option.

For reviewers without KnowledgeOwl author access

For reviewers who do not have author accounts at app.knowledgeowl.com, you'll need to share the article as it appears in the live knowledge base. We recommend hiding the article from search and navigation, publishing it, and sharing the direct URL to the article. The advantages to this approach:

- All reviewers see the article exactly as readers will
- You don't have to use additional author seats for people who aren't editing content
- This is basically like a hidden published article. It won't show up in the table of contents or search, and only people with the direct URL can view it.

To share an article this way:

1. Open the article in edit mode.
2. Scroll to the **Display Settings** section and check the boxes next to **Exclude from search results**, **Hide from table of contents**, **Hide from category landing page**, and **Hide from widgets**. See [Display Settings](#) for more information on these options.

Display Settings ^

- Exclude from search results
- Hide from the table of contents
- Hide from category landing page
- Hide from article lists
- Remove "PDF" icon
- Remove feedback ability
- Remove comment ability

Select the Exclude from search results and Hide from... options



You can skip this step if you don't mind the article showing up in search, navigation, the table of contents, and the widgets, but most people don't like in-progress articles to show there!

3. Change the Publishing Status to **Published**.
4. Click the **Save** button.

Save Preview Back

Saved by: Kate Mueller
Saved last: 07/12/2023 4:23 pm EDT
[\(2\) Recent Revisions](#)

Show all

Publishing Status ^

Published

Set Publishing Status to Published and click Save

5. Now your article is published, but hidden from search and navigation. Click the **View Article** link to the left of the **Save** button to view the article as it appears in your knowledge base.

The screenshot shows the top navigation bar of the Knowledge Base software. It includes a dark blue header with menu items: Knowledge Base, Tools, Library, Settings, Reporting (with a 161 notification badge), and View KB. Below the header, there is a breadcrumb trail: Write the docs > Articles > Edit an article >. To the right of the breadcrumb trail are three links: Generate version PDF, Old Links, Copy Link, and View Article. The View Article link is highlighted with a blue arrow. Below the links is a permalink input field containing the text: Permalink: https://support.knowledgeowl.com/help/sharing-draft-articles. At the bottom of the screenshot, a dark blue banner contains the text: The View Article link appears once an article is published--it will open the live article in a separate tab.

6. This will open the article within the knowledge base in a separate tab. Copy the URL it opens to.
7. Share that URL with your reviewers.
8. Once your review is done, you can uncheck any of the **Display Settings** boxes you checked in Step 2 to make the article publicly visible, **Save**, and continue with your normal workflow.



Using versions? Versions have a "**Make Visible to Groups**" option so you can share an inactive version in the live knowledge base for review, too!