File labels

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Use file labels to filter the files you've uploaded to your knowledge base.

What are file labels?

A file label is a word or short phrase that describes or categorizes a file. Files can have as many file labels as you like. They can be a great way to add organization to your Files page.

File labels are only displayed in the **Files** page. They're only viewable by people with app.knowledgeowl.com access to one of these two locations.

The easiest way to think about file labels is as filters for your files. These filters can be used in the Files page to make it easier to find files you need quickly:

Common uses for file labels include:

- The **relevant feature**, functionality, geographic region, policy, procedure, etc. for a given file. For example, we have a `brand asset` label so we can find all of our icons, logos, and font files. We also have a `linus` label so we can quickly find all the images of Linus we store in our knowledge base.
- The file's **owner**. This can be an individual, team, department, or so on.
- Other information **relevant for file audits**, such as fiscal year.

Create a file label

You can create file labels in two ways:

- In **Files > File Labels** using the **Create** link.
- In **Files** while editing an individual, enter new **File labels** and hit Enter or tab.

> Authors with the default Editor or Writer role can create file labels. If you're using a custom role, you'll need to have the **File Library** Permission to **Create file labels**.

Create labels in Files > File Labels

Creating labels in the File Labels tab can be great if you:

- Need to create a lot of file labels at once.

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- Want to be able to see file labels that already exist while you create file labels.

To do so:

1. In the left navigation, select **Files**. The **Files** page opens.
2. Select the **File Labels** tab.
3. Select **Create**. The **Create Label** modal opens.
4. Enter the **Label name** you'd like to use.
5. Select **Create Label**. Your Files page updates to include the label and you can begin using it immediately.

Create labels while editing Files

You can also create labels on the fly while you're editing an individual file in the Files tab.

To do so:

1. In the left navigation, select **Files**. The **Files** page opens.
2. Select the file you'd like to edit.
3. Select **Edit** near the top of the page or the **gear cog** icon in the file metadata modal at the bottom of the page:



4. The **Edit File** modal opens.
5. Enter your new label in the **File labels** field and hit Enter or Tab.
6. KnowledgeOwl creates the label and adds it to this file.
7. Be sure to **Save** your file once you're done.

Edit a file label

Once a file label has been created, you can edit it to update the name.

> Authors with the default Editor or Writer role can create article versions. If you're using a custom role, you'll need to have the **File Library** Permission to **Edit file labels**.

To update the label text:

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1. Select **Files** from the left navigation. The Files page opens to the **Files** tab.
2. Open the **Labels** tab.
3. Select the file label you'd like to edit. (If you have a lot of labels, you may need to search to find the label you want.)
4. Once you've select a label, select **Edit**.

   The **Edit Label** modal opens.
5. Update the **Label name** to the text you'd like to use, then select **Edit Label** to save your changes. Refer to Merge labels for information on using the **Merge into different label** option.

All files with this label will now display the updated label text.

Delete a file label

Once a file label has been created, you can only delete it from **Files > Labels**. This removes the file label from all files where it's been used and deletes it from the Labels list.

> Authors with the default Editor or Writer role can delete labels. If you're using a custom role, you'll need to have the **File Library** Permission to **Delete file labels**.

To delete a label:

1. In the left navigation, select **Files**. The **Files** page opens.
2. Select the **Labels** tab.
3. Select the file label or labels you'd like to delete. If you have a lot of labels, you may need to search to find the labels you want.
4. Once you've selected one or more labels, the **Delete** option activates. Select it. The **Delete Labels** modal opens.
5. Confirm the labels listed in the modal are the labels you meant to delete, then select **OK**.
6. All the labels you selected will be deleted and removed from any files that referenced them.

Add an existing label to a file

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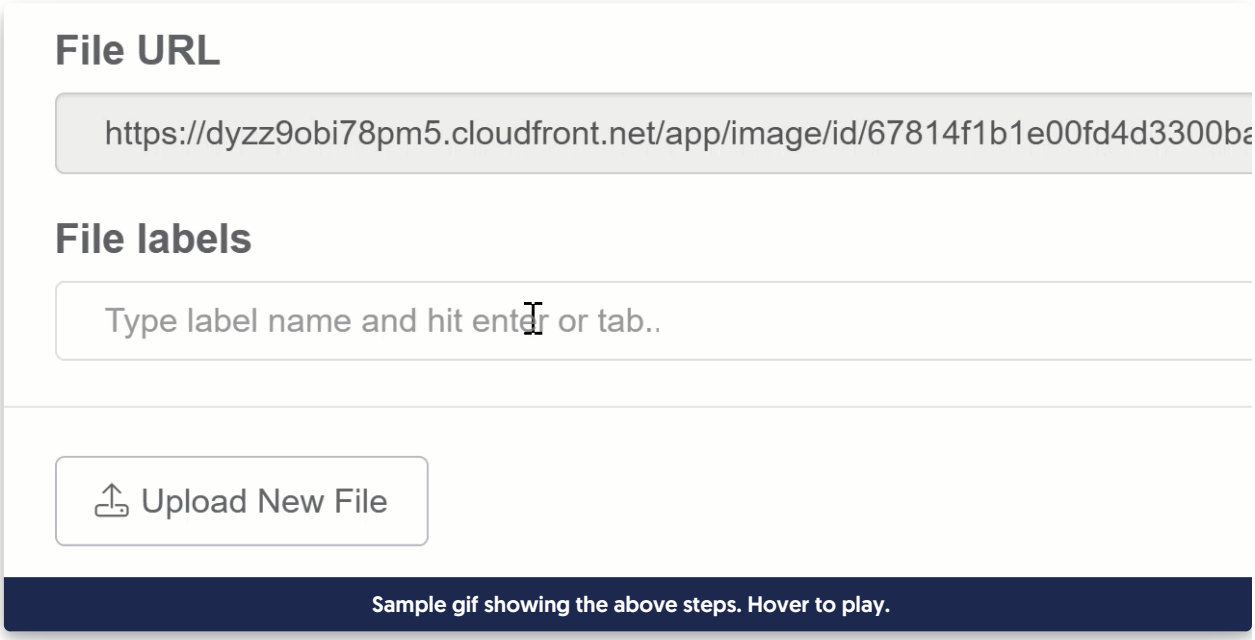
Creating a new label is not always the same thing as adding an existing label to a file.

> Authors with the default Editor or Writer role can add existing labels to files and create new labels. If you're using a custom role, you'll need to have the **File Library** Permission to **Edit files**. If you also have the permission to **Add new labels**, you can start typing and then create a new label or select an existing. If you only have the **Edit files** permission, you can only select from existing labels.

To add an existing label to a file:

1. In the left navigation, select **Files**. The Files page opens to the **Files** tab.
2. Select the file you'd like to add the label to.
3. In the file detail modal that opens at the bottom of the page, select the **gear cog** icon (or select **Edit** near the top of the page):

   The **Edit file** modal opens.
4. In the modal in the **File labels** field, start entering the name of the label. As you type, the modal displays a list of autosuggested matching labels. Use the **arrow keys** and **Enter** or use your mouse to select the label you'd like to add.



Sample gif showing the above steps. Hover to play.

5. Once you've finished adding labels, be sure to **Save** the file.

Remove a label from a file

Removing a label from a file simply removes it from the file--it doesn't delete the label from your knowledge base.

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If you'd like to delete a label from your knowledge base completely, refer to Delete a label.

> Authors with the default Editor or Writer role can remove labels from files. If you're using a custom role, you'll need to have the **File Library** Permission to **Edit files**.

To remove a label from a file:

1. In the left navigation, select **Files**. The **Files** page opens to the **Files** tab.
2. Select the file whose label you'd like to edit.
3. Select the **Edit** link near the top of the page or the gear cog icon in the file metadata modal at the bottom of the page:
4. The **Edit File** modal opens.
5. In the **File Labels** section, select the **x** in the card for the label you'd like to remove.



6. Be sure to **Save** the file.

Merge labels

Like your product, company, and policies, file labels might change over time. And without clear style guidelines (and even sometimes with them!), different authors might create differently-structured labels. Linus has faced this problem several times in our documentation, for example, some files were labeled with `screenshot` and some were labeled with `screenshots`. What's an owl to do?

> Authors with the default Editor or Writer role can merge file labels. If you're using a custom role, you'll need to have the **File Library** Permissions to **Edit file labels** and **Delete file labels**.

Merging allows you to replace one label with the other and delete the now unneeded label. It's fast and much easier than auditing files through a File library label filter. Refer to What does merging labels do? for a more detailed explanation of what happens behind the scenes during a merge.

To merge labels:

1. In the left navigation, select **Files**. The **Files** page opens.
2. Select the **Labels** tab.
3. Select the label you'd like to merge into another label. This will be the label that gets removed.

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4. With the label selected, **Edit** and **Delete** options activate. Select the **Edit** link.



   The **Edit Label** modal opens.

5. Select the **Merge into different label** option. If you don't see this option, you don't have the appropriate permissions to merge labels. Check with your knowledge base administrator.



   The modal changes to the **Merge Label** modal.

6. Start entering the label you'd like to replace this label with in the **Existing label to merge with** field. The field autosuggests labels as you enter letters. Refer to What does merging labels do? for more explanation of how the merge works.

   Look before you leap
   Label merges cannot be undone. Be sure you've selected the right labels!

7. Once you're sure you've selected the right labels, select **OK** to complete the merge.

What does merging labels do?

In each label merge, there are two labels:

- The **Current** label: The label you began the merge from.
- The **Existing label to merge with**: The label that will remain when the merge is complete.

Merging will:

- Add the **Existing label to merge with** to all files that have the **Current** label
- Remove the **Current** label from all files
- Delete the **Current** label from your knowledge base

Let's assume I'm using this scenario in my merge:

- **Current label:** `screenshots` . The label I began the edit and merge with.
- **Existing label to merge with:** `screenshot`

When I complete the merge:

- The `screenshots` label won't exist anymore.
- All articles that had `screenshots` as a label will have the `screenshot` label.
- Articles that had both labels will only have the `screenshot` label.

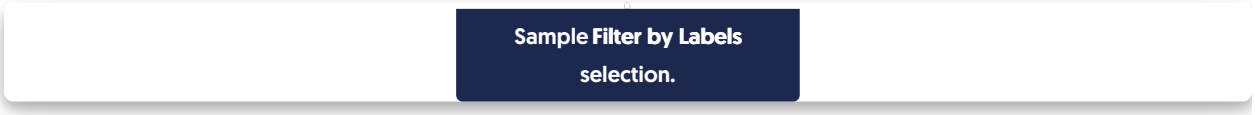
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- `screenshots` will no longer appear in the Files **Filter by label** dropdown, but `screenshot` will.

Use labels as filters

Once you have added file labels to your files, those file labels can be used to filter your Files page. To do so:

1. In the left navigation, select **Files**. The **Files** page opens.
2. Select the **Filter by Labels** dropdown.
3. Select the label(s) you'd like to use as filters. If you select more than one label, only files with all the selected labels are displayed.



4. Once you select a label, the Files display updates to show only the files with that label.
5. To remove a label from your filter, select it again to deselect it or reload the page.

You can combine the labels filter with the **Show Active/Deleted Files** and **Show File Type** filters, too.

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