



# Widget configuration & installation

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Detailed walkthrough of all the widget 2.0 settings options.

## Widget Settings section

The **Widget Settings** section is the first section in **Settings > Widget** (yes, these are confusingly similar). These settings determine how the widget will be opened or launched in your website/application.

The settings are basically divided into two options here:

- An automatic circular "?" icon -- no coding required!
- Attach the widget to an element of your choice (such as a menu option, top navigation link, hyperlink, icon, image, etc.) by element ID

See details below for setting up either option.



If you make changes to these settings, it may take up to an hour to see them in your browser due to caching. You can bypass the caching by doing a hard refresh.

### Automatic icon

With the automatic icon option, you don't need to adjust anything else on the website you're adding the code to. The script will automatically create the icon and place it based on the location setting you select.

To use this configuration, select any of the **Page Position** options other than Attach to Element (e.g. Bottom Right, Top Center, etc.). If you want to move the icon, you simply select a different display location from the dropdown:

## Widget Settings

**Button Page Position** <sup>1</sup> Bottom Right ▼

**Button Text Color** <sup>2</sup> #872FE8

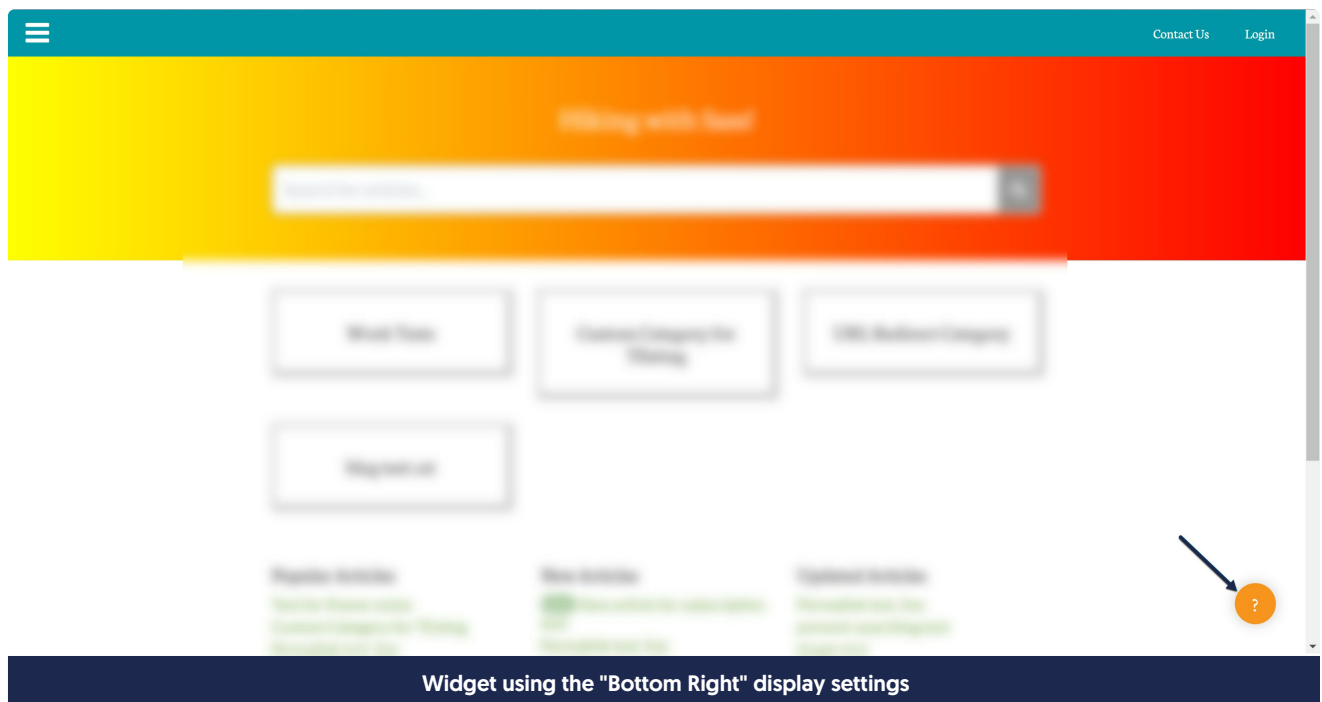
**Button Background Color** <sup>3</sup> #d9edf7

### Widget Settings when an icon display position is selected

1. **Button Page Position:** use this dropdown to select the display location for the icon.
2. **Button Text Color:** sets the color of the "?" on the icon. Use a hex color.
3. **Button Background Color:** sets the color of the icon button. Use a hex color.
4. Be sure to **Save** any changes you made here.

Here's what a widget icon will look like if it's configured with:

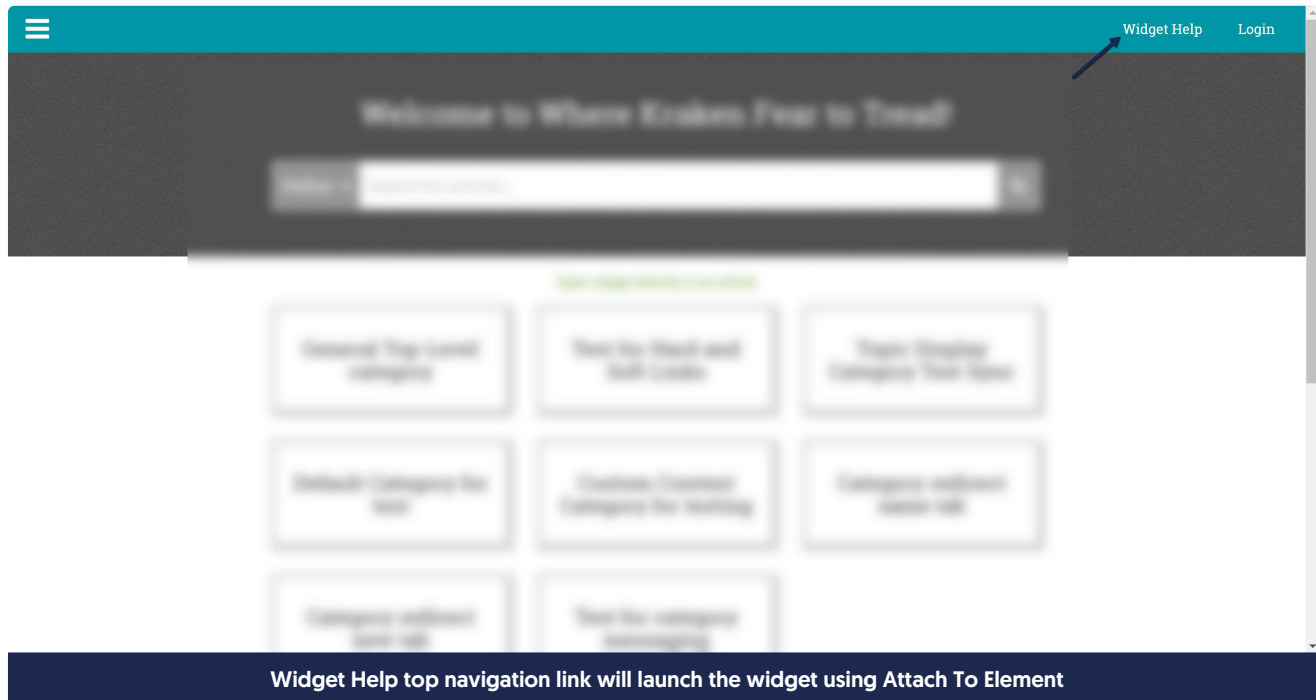
- **Button Page Position:** Bottom Right
- **Button Text Color:** White
- **Button Background Color:** Orange



## Attach to element

Rather than having us automatically create an icon, you can launch the widget by attaching it to an element of your choice--this can be a menu option, an icon, a hyperlink, etc.

For example, in this screenshot, the "Widget Help" link in the upper right will open the widget:



To use this option, select Attach to Element from the **Button Page Position** dropdown:

## Widget Settings

**Button Page Position** ① Attach To Element ▼

**Element ID** ②

### Widget Settings when Attach To Element is selected

1. In the **Button Page Position** dropdown, select Attach to Element. Attach To Element is the only Button Page Position option which will let you attach the widget to an element of your choice; all other options will use the icon.
2. Once Attach To Element is selected, you'll see an **Element ID** field. Set the Element ID to match the html ID attribute of the element you want the widget attached to in your website or application. When someone clicks on this element, the widget will open. If your developers are creating an element from scratch, we

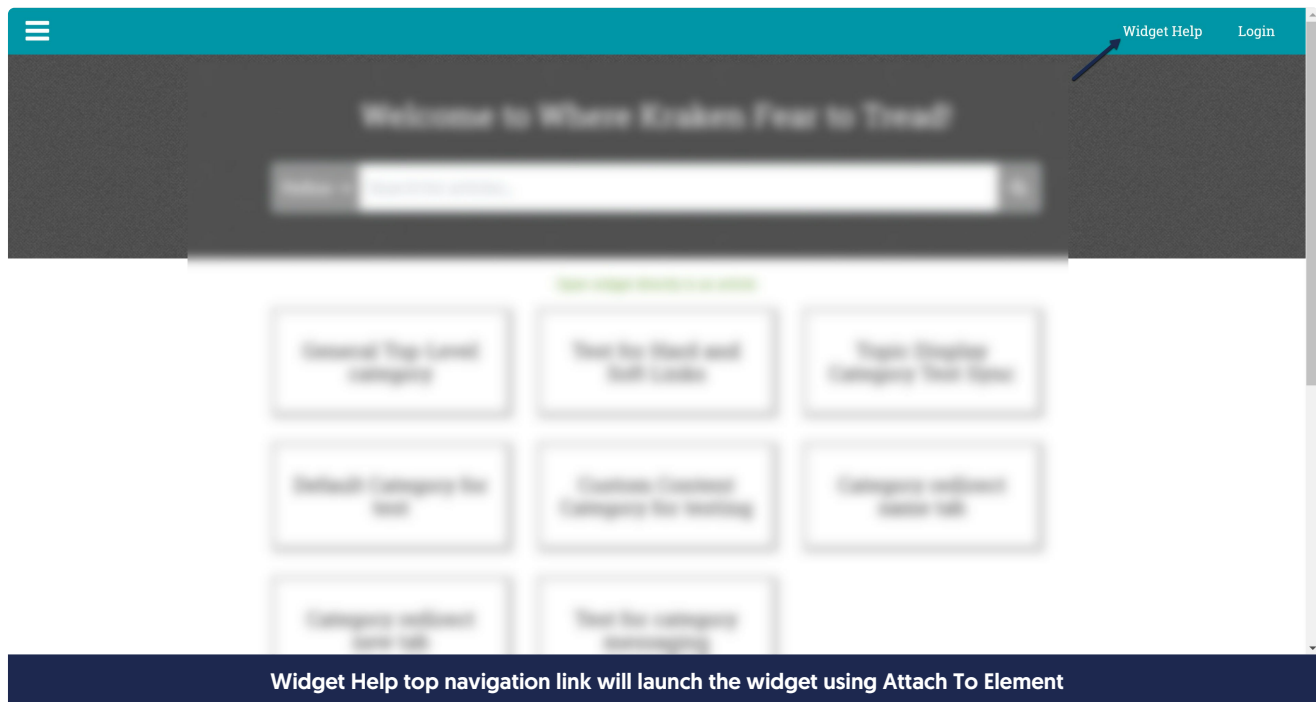
recommend using ko-launch or another obviously KnowledgeOwl-related element ID. You can use any Element ID you choose except for `ko-widget`; we prevent that ID from being used, and you'll see an error message if you try to use it.

3. Be sure to **Save** any changes you made here.

For example, if we used "ko-launch" as our Element ID, we might add this HTML element to a top navigation option in our other website:

```
<li><a class="header-link" id="ko-launch" href="">Widget Help</a></li>
```

That code might be included in the top navigation, producing something like this:



## Widget Admin Settings

The Admin Settings section of **Settings > Widget** controls the functionality of the widget behind the scenes, including if/how it suggests content and if/how it's authenticated.



If you make changes to these settings, it may take up to an hour to see them in your browser due to caching. You can bypass the caching by doing a hard refresh.

## Admin Settings

**Recommended Tab** ① ☐ Display article when there is only one recommended.

This setting only works in Widget 2.0

**Regex Replace URLs** ②

For use with recommended articles. Replaces matched patterns in the URL with {custom}.

**Suggested Content** ③ ☒ Suggest content based off of the page path

☐ Use the page query strings to suggest content

☐ Disable automatic page suggestions

Using the manual `updateRecommended(page)` function will continue to work.

④ ☐ Exclude articles that have a zero starting weight

Starting weight can be added by editing the article and including page paths in the associated screens list.

**OAuth Authentication** ⑤ ☐ Secure widget access using OAuth 2.0

If your site is not public facing, you will need to choose an authentication option for end-users to see article content.

For more details, view the [documentation](#).

Generate Client Secret

**JWT Authentication** ⑥ ☐ Secure widget access using JWT

If your site is not public facing, you will need to choose an authentication option for end-users to see article content.

For more details, view the [documentation](#).

**JWT Secret**

Do NOT share your JWT secret.

Regenerate JWT Secret

- 1. Recommended Tab:** If you are using the widget to automatically recommend content (using [Using Widget 2.0 for Contextual Help: Pages to Recommend On](#)), this option will determine what happens if the widget opens and there is only one recommended article or category in the list. If you check the box, when the widget opens and there's only a single recommended article or category, the widget will automatically open that article or category. If you leave the box unchecked, the Recommended tab displays the list containing the single article or category.
- 2. Regex Replace URLs:** If you are using the widget to automatically recommend content, it has to do a little parsing of the URLs it finds to determine what content to show. Since URLs often contain ID values that might vary from user-to-user but the same overall path, Widget 2.0 includes a built-in regex that uses an `{id}` variable. `{id}` only works with numeric and 24-digit hexadecimal IDs. For IDs that don't match either of those patterns, you would use this Regex Replace URLs field to define the regex that should be used here, and you'd use the `{custom}` variable in your [Recommend on Pages URLs](#). [regex101](#) is a handy site that allows you to try out Regex rules against example words and phrases. When testing regex for use in KnowledgeOwl, select **PCRE2 (PHP >= 7.3)** under **FLAVOR**.
- 3. Suggested Content:** This section will determine which portion of the URL the widget uses to try to identify recommended content. It has three options:
  - **Suggest content based off of the page path (default):** use this setting if the website where you're embedding the widget uses the URL or page path to differentiate pages. For example, we use this

setting for the widget in this support knowledge base, since our page URLs are formatted without query strings and with no special characters.

- **Use the page query strings to suggest content:** use this setting if you want to recommend based on query strings, which appear in the URL as `?variable=`, such as `?s=` or `?client=` for example. If your website's URLs don't have query strings--or the query strings aren't meaningful for recommendation distinctions--don't use this setting.
  - **Disable automatic page suggestions:** use this setting if you plan to consistently override the page path or query string by using our [Single Page Application](#) methods, or if you don't want the widget to suggest content at all. This effectively turns off automatic page suggestions and the widget will only provide suggestions when the `_ko19.updateRecommended` method is being used.
4. **Suggested Content, exclude articles that have a zero starting weight:** Widget 2.0 is set up to be a "learning" widget. As people open the widget, it will track which articles or categories people end up opening from a given page. It will save this information as the Learned Bias in [Widget reporting](#). Once the Learned Bias of a resource gets high enough, the widget will include that article or category in the Recommended tab list automatically. While this learning process can be great, if you want tight control over the content that you're recommending, you might want to disable it. Checking this box will make the widget only use the recommendations you have explicitly assigned in the Recommend On Pages (it basically ignores anything that only has a learned bias). Leaving the box unchecked will allow the widget to continue to use the learned bias to present recommended content.
  5. **OAuth Authentication:** If you want or need to authenticate your widget using OAuth 2, you can use this section to generate the OAuth client secret, enable OAuth authentication, or regenerate the client secret. See [Widget 2.0 OAuth2 authentication](#) for full instructions and see [Widget authentication--when and how to use it](#) to figure out if you need authentication.
  6. **JWT Authentication:** If you want or need to authenticate your widget using JWT, you can use this section to grab your JWT client secret, enable JWT authentication, or regenerate the client secret. See [Widget 2.0 JWT authentication](#) for full instructions and see [Widget authentication--when and how to use it](#) to figure out if you need authentication.
  7. If you've made any changes to this section, be sure to **Save** them.

## Widget Customize Text section

In **Settings > Widget**, the **Customize Text** section allows you to change a variety of text fields:

- The Knowledge, Recommended, and Contact tab labels
- The header text displayed in the Knowledge and Recommended tabs
- The Open in full site and Scroll to top actions in the footer
- The search bar placeholder and the header text displayed above Quick Search and Full Search results
- Add a custom footer that will display below the open in full site and scroll to top footer



If you make changes to these settings, it may take up to an hour to see them in your browser due to



caching. You can bypass the caching by doing a hard refresh.

If you want to change any of this text, check out the screenshots and descriptions below so you know you're changing the right field[s]!

### Customize Text

Knowledge Tab

1 Knowledge

Recommended Tab

2 Recommended

Contact Tab

3 Contact

Open in Site

4 Open in full site

Scroll to Top

5 Scroll to Top

Knowledge Header

6 How can we help you?

Search Bar Placeholder

7 Search for articles...

Recommended Header

8 Recommended Articles For You

Quick Search Header

9 Suggested Search Results (Hit enter to see full results!);

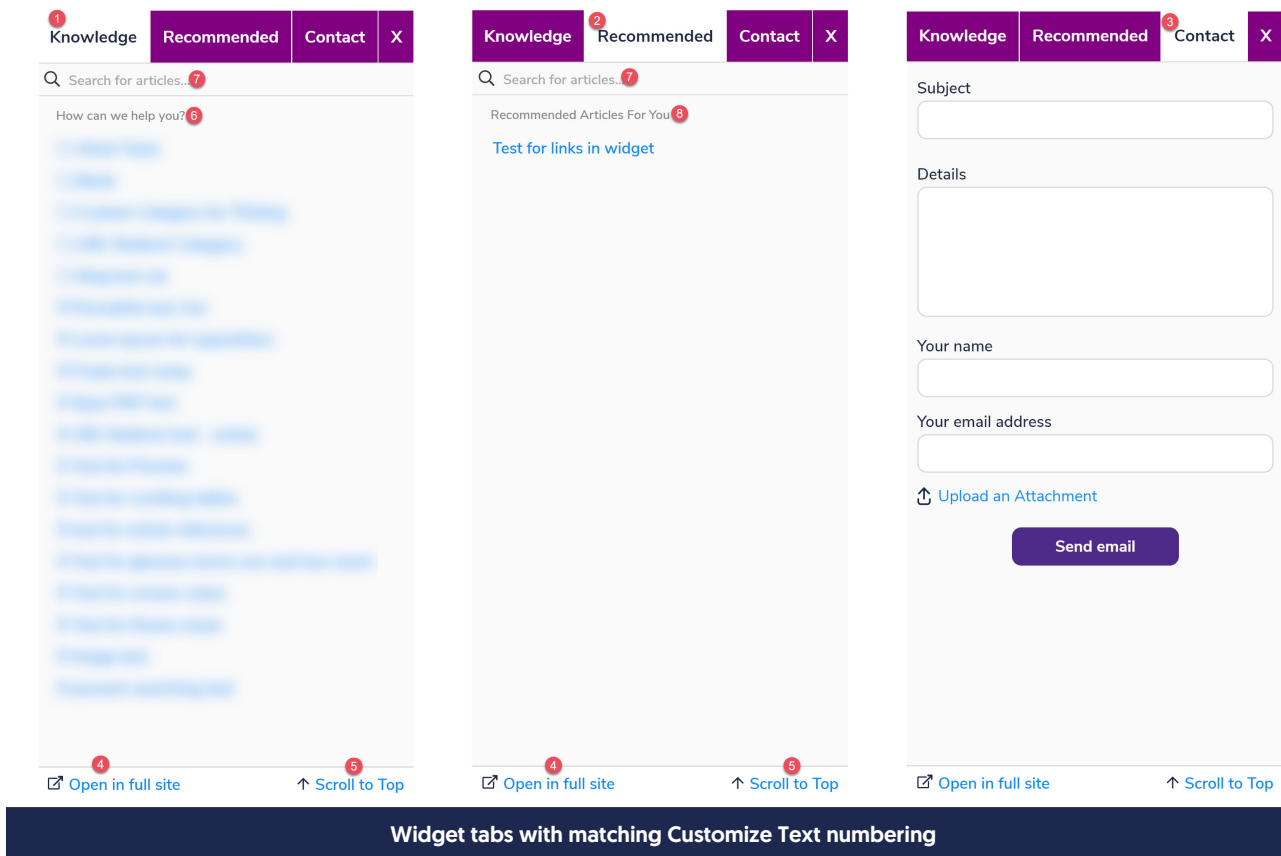
Full Search Header

10 Full Search Results:

Custom Footer Content ?

11

### Customized Text options



1. **Knowledge Tab:** Text entered here will change the label for the Knowledge Tab, the first tab in the widget. This tab lets your readers browse and navigate your knowledge base. All articles clicked on in other tabs will open here, too.
2. **Recommended Tab:** Text entered here will change the label for the Recommended Tab, the second tab in the widget. If you are using [Contextual Help](#) and Pages to Recommend On, the recommended articles for the current page display here.
3. **Contact Tab:** Text entered here will change the label for the Contact Tab, the third tab in the widget. (This tab only displays if you are using the [Contact Form](#) in your knowledge base.)
4. **Open in Site:** All three widget tabs include a footer which displays an Open in Site link. Clicking this link will open your full knowledge base in a separate tab, opened to the page currently displayed in the widget. (For the Recommended tab, Open in Site will take readers to your knowledge base's homepage.)
5. **Scroll to Top:** All three widget tabs include a footer which displays a Scroll to Top link. This link is shown on non-touch devices so that if someone is scrolling through a lengthy article in the widget, they can quickly jump back to the top of the article.
6. **Knowledge Header:** Text entered here appears at the top of the Knowledge Tab.
7. **Search Bar Placeholder:** Text entered here is displayed in the search bar when it's empty. The search bar appears on the Knowledge and Recommended tabs.



8. **Recommended Header:** Text entered here appears at the top of the Recommended Tab.

The screenshot displays the KnowledgeOwl interface with the 'Recommended' tab selected. The search bar contains the text 'widget'. Below the search bar, the 'Suggested Search Results' section lists several articles with a red badge indicating 9 results. The articles are: 'Article Widgets', 'Widget Installation', 'New Articles Widget', 'How the widget works', 'Popular Articles Widget', 'Widget reporting', 'Updated Articles Widget', 'Pages Searched using the Widget', 'Widget Authentication with OAuth2', and 'Using the Widget on Single Page Applications'. To the right, the 'Full Search Results' section shows a list of results with a red badge indicating 10 results. The first result is '1) Widget Installation' with a last update date of 03/21/2019. The second result is '2) Popular Articles Widget' with a last update date of 09/17/2019. The third result is '3) New Articles Widget' with a last update date of 09/08/2019. At the bottom of the interface, there is a dark blue footer bar with the text 'Quick search, full search, and custom footer'.

9. **Quick Search Header:** Text entered here displays at the top of the search results as someone types into the search bar.

10. **Full Search Header:** Text entered here displays at the top of search results once someone hits enter or completes a full search.

11. **Custom Footer Content:** You can insert your own custom footer, which will appear below the Open in Site and Scroll to Top footer. Text entered here will display there.

## Widget Contact Form section

In **Settings > Widget**, the **Contact Form** section allows you to change some of the text labels and placeholder text in the widget's Contact tab, including:

- Field labels
- Search results header
- Thank you message
- Add a custom footer



If you make changes to these settings, it may take up to an hour to see them in your browser due to caching. You can bypass the caching by doing a [hard refresh](#).

## Contact Form

**Subject**

1

Subject

**Details**

2

Details

**Name**

3

Your name

**Email Address**

4

Your email address

**Attachment**

5

Upload an Attachment

**Button**

6

Send email

**Suggested Resources**

7

Is this what you're looking for?

**Expand Suggested Resources**

8

Suggested content

**Thank You Message**

9

Thanks! Your request has been sent.

**Custom Footer HTML**

10

Widget Contact Form settings

The image displays four sequential screenshots of the KnowledgeOwl Widget 2.0 Contact Form, illustrating its various states and components. Each screenshot is labeled with a red number corresponding to the list below:

- 1. Subject:** The initial form state with the 'Subject' field highlighted.
- 2. Details:** The form state where the 'Details' field is highlighted.
- 3. Name:** The form state where the 'Your name' field is highlighted.
- 4. Email Address:** The form state where the 'Your email address' field is highlighted.
- 5. Attachment:** The form state where the 'Upload an Attachment' button is highlighted.
- 6. Button:** The form state where the 'Send email' button is highlighted.
- 7. Suggested Resources:** The form state showing suggested articles below the 'Details' field.
- 8. Expand Suggested Resources:** The form state showing the 'Suggested content' expand/collapse control.
- 9. Thank You Message:** The final state of the form after submission, displaying a thank you message.
- 10. Custom Footer HTML:** The footer area of the widget, which is visible in all screenshots.

#### Widget Contact Form settings in widget

- 1. Subject:** Text entered here changes the label for the Subject field.
- 2. Details:** Text entered here changes the label for the Details field.
- 3. Name:** Text entered here changes the label for the Name field.
- 4. Email Address:** Text entered here changes the label for the Email address field.
- 5. Attachment:** Text entered here changes the label for the Upload an Attachment field.
- 6. Button:** Text entered here changes the label for the button that submits the contact form.
- 7. Suggested Resources:** Text entered here changes the header above the Suggested Articles once a reader types into the Subject field.
- 8. Expand Suggested Resources:** Text entered here changes the text next to the expand arrow when the suggested resources are collapsed.
- 9. Thank You Message:** Text entered here changes the Thank you message that appears after a reader submits the contact form.
- 10. Custom Footer HTML:** You can add a custom footer which will appear below the main body of the contact form. This field accepts HTML, so you can include links to a privacy policy, data retention policy, etc.



As of July 2023, the Widget 2.0 Contact Form does not incorporate Custom Fields or Zendesk fields in the main Knowledge Base > Contact Form settings. [Contact us](#) if you'd like to be added to the feature request for any of these fields.

## Custom Widget Styles

In addition to changing the widget **tabs**, **labels**, and **headers** by using the built-in settings, you can also customize its look and feel using CSS and Javascript.

The **Custom Widget Styles** section of **Settings > Widget** lets you add custom CSS to style your widget:

Custom Widget Styles

```
.widget .widget__nav a {
  background-color: #0097a7;
}
.article-links a,
.list-links a,
.list-links i,
.btn-upload,
a {
  color: #1f9baa;
}
.btn-back:before {
  border-color: transparent transparent #1f9baa #1f9baa;
}
.nav .nav__content ul > li.active svg {
  fill: #1f9baa;
}
.form .form-submit {
```

Sample custom CSS in Custom Widget Styles



If you make changes to these settings, they should show up nearly instantly in your live widget.

You can play around with a right-click and inspect on various fields or areas in the widget to try to identify the classes being used. Here are a few of the most frequently changed styles. You can copy and paste these in to your Custom Widget Styles section and then change the highlighted text to make adjustments:

### Change the background color of the tabs

To use this code, update the value used for background-color in row 3 with the color of your choice. Here, we use a hex code but you can use rgb values.

```
/* Tab color */
.widget .widget__nav a {
  background-color: #0097a7;
}
```

### Change the font on the tab labels

To use this code, update the font-family in row 3 from Neuton to a family of your choice.

```
/* Tab label font used (must be defined on the site where widget is being used */
.widget .widget__nav a {
  font-family: Neuton;
}
```

## Change the color of all hyperlinks

To use this code, update the value used for color in row 7 with color of your choice. Here, we use a hex code but you can use rgb values.

```
/* Change the color of hyperlinks */
.article-links a,
.list-links a,
.list-links i,
.btn-upload,
a {
  color: #1f9baa;
}
```

## Change the contact form submit button color

To use this code, update the value used for background-color in row 3 with the color of your choice. Here, we use a hex code but you can use rgb values.

```
/* Contact Form submit button color */
.form .form-submit {
  background-color: #fc9f00;
}
```

## Change the > icon next to articles in the Knowledge tab and search results to a different icon

We use a FontAwesome chevron-right icon next to the titles of articles in the Knowledge tab and the search results.

If you'd like to change this to use a different FontAwesome icon, you'll need to know the unicode for the [FontAwesome](#) icon you'd like to use. Replace the f15c in row 5 below with that unicode:

```
/* Change the default ">" icon in the Knowledge tab navigation (chevron-right)
and the Search results (angle-right), including Contact Form search results */
.list-links .fas.fa-chevron-right:before,
.list-links .fas.fa-angle-right:before {
  content: "\f15c" !important;
}
```

## Hide one of the widget's tabs

You can use CSS to hide one or more of the tabs from the widget. See [Hide one of the Widget 2.0 tabs](#) for full instructions.

## Custom article styles in the Widget

Some authors want to style article elements differently in the widget from their main knowledge base (such as article title, etc.).

For these customizations, instead of using **Settings > Widget**, you'll add the Custom CSS directly to **Settings > Style**. Preface your class selectors with `.w-documentation-article`, which specifically targets articles displayed in the widget rather than in the knowledge base.

1. Go to **Settings > Style**.
2. Below the preview pane, be sure **Custom CSS** is selected.
3. Add the Custom CSS for your widget article styles.
4. **Save**.

For example, `h1.hg-article-title` is the CSS selector for the article title in your full knowledge base. This sample code will let you set the article title to a 20px font-size in the widget only (you can update the font-size in row 2 to any size you'd like):

```
.w-documentation-article h1.hg-article-title {  
  font-size: 20px;  
}
```

## Custom Widget Javascript

For additional customizations of behavior in the widget (such as removing some fields entirely, changing the order, etc.), you'll need to use Javascript (JS) in the widget.



If you make changes to these settings, they should show up nearly instantly in your live widget.

To add widget JS:

1. Go to **Settings > Widget**.
2. Add your JS to the Custom Widget Javascript section.
3. **Save** your changes.

## Custom Widget Javascript

```
//JS for the contact form needs to go inside onTabChange function
var onTabChange = function(data) {
  //hide file attachment option
  $('#.form__upload').hide();
}
```

### Sample Custom Widget Javascript



You do **NOT** need to add `<script>` tags around code entered in the Custom Widget Javascript section.

## Working with the Contact tab

Javascript for the contact form needs to go inside the `onTabChange` function. Inside this function, you have access to `data.oldTab` and `data.newTab` to hook onto the `tabChange` events:

```
//JS for the contact form needs to go inside onTabChange function
var onTabChange = function(data) {
  //you have access to the data.oldTab and data.newTab to hook onto these events if it helps. Example:
  console.log("Tab changed from " + data.oldTab + " to " + data.newTab);
  //do some code down here
}
```

For example, this code will hide the "Upload file attachment" option in the contact form:

```
//JS for the contact form needs to go inside onTabChange function
var onTabChange = function(data) {
  //simple example of hiding an option
  //hide file attachment option
  $('#.form__upload').hide();
}
```

## Protect Widget 2.0 Contact Form with reCAPTCHA

If you are using Contextual Help Widget [2.0] on a publicly-available site, we recommend adding a v3 reCAPTCHA to protect your Widget 2.0 Contact Form from spam and attacks.

To enable this option:

- You must enable the [Contact Form](#) in your knowledge base.
- You must be using [Contextual Help Widget \[2.0\]](#).
- You must select the option to Require [ReCaptcha](#) "I'm not a robot" validation to submit a ticket in your Contact Form settings:

## Contact Form

### Admin Settings

- ☒ Enable Contact Form
- ☐ Do not store any collected ticket information within KnowledgeOwl [?](#)
- ☒ Require ReCaptcha "I'm not a robot" validation to submit a ticket

Relevant Knowledge Base > Contact Form settings



If you're using a KO subdomain, you don't need to do anything; if you're using a [private domain](#), you'll want to add a V3 reCAPTCHA key. See below for more info.

## How does it work?

Widget 2.0's Contact tab is aware of the reCAPTCHA setting in **Knowledge Base > Contact Form**, so you can enforce reCAPTCHA on your widget contact form to prevent spam submissions there, just as you would in the full contact form. [reCAPTCHA](#) is a free service from Google designed to verify that someone interacting with your site is a real person and not a bot. A "CAPTCHA" is a simple test--usually a task that is very easy for a human to perform, but hard for bots and other malicious software to figure out.

This way, no matter where your widget is embedded, you can apply the same reCAPTCHA protections to the Contact tab that you might use in the knowledge base Contact Form itself.

For the Widget Contact tab, we use reCAPTCHA V3, which is a silent/invisible reCAPTCHA--no boxes to check or fire hydrants to find. reCAPTCHA calculates a score behind-the-scenes to determine if your reader is a bot or a human. Widget readers who fail the invisible V3 will not be able to submit the Contact tab.

The only obvious change to the widget end-user experience is a required statement in the Contact tab, just below the submit button:

The screenshot shows the bottom portion of a contact form. At the top is a link 'Upload an Attachment' with an upward arrow icon. Below it is an orange 'Send email' button. Under the button, text reads: 'This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply'. At the very bottom is a dark blue bar with the text 'Sample reCAPTCHA statement'.

This statement is not editable/removable and will appear automatically. (This is part of Google's reCAPTCHA terms of service, and we felt the statement was better than forcing a reCAPTCHA icon to appear over your website, for example.)

You can see this footer statement now by opening the widget in the KnowledgeOwl app (click **Help** in the upper right)--or click Contact Support in our support documentation--and viewing the Contact tab. 😊



## Customers with KnowledgeOwl subdomains

As with other reCAPTCHA settings, if you are using a KnowledgeOwl subdomain (like [mykb.knowledgeowl.com](#)), you do not need to make any changes.

We will automatically apply reCAPTCHA to your Widget 2.0 Contact tab whenever the Require **ReCaptcha** "I'm not a robot" validation to submit a ticket box is checked in **Knowledge Base > Contact Form**.

If you have these settings selected, you should now see the reCAPTCHA statement in the screenshot above in your widget's Contact tab.

## Customers with private domains

If you are using the above settings with your own domain (like [help.owlsareawesome.com](#)), you will need to add your own V3 reCAPTCHA key and secret to leverage this feature.

You'll see the V3 reCAPTCHA settings just below the existing V2 reCAPTCHA settings in **Settings > Basic**, and you can follow the same process for adding a V3 reCAPTCHA as outlined in [Add reCAPTCHA](#).

Domain Settings

Sub-domain

.knowledgeowl.com

Private Domain

To set up a private domain, refer to [our documentation](#)

☒ Enable private domain link in the application

☒ 301 redirect all sub-domain requests to the private domain

Root Path

☒ help — mydomain.knowledgeowl.com/help

☐ home — mydomain.knowledgeowl.com/home

☐ docs — mydomain.knowledgeowl.com/docs

reCAPTCHA Key V2

reCAPTCHA Secret V2

reCAPTCHA Key V3

reCAPTCHA Secret V3

ReCAPTCHA keys are required when using reCAPTCHA on a [contact form](#), enabling public [subscriptions](#), or for Un-restricted [commenters](#). Keys can be obtained here: <https://www.google.com/recaptcha/admin>

V3 reCAPTCHA keys are required when using the [widget](#)

SEO Settings

☐ Generate a publicly available sitemap

reCAPTCHA V3 section in Settings > Basic if you are using a private domain

If the Contact Form is set to require reCAPTCHA and you have not yet entered a V3 reCAPTCHA key, **don't worry!** Your widget Contact tab will still work. In this state, you just won't see the reCAPTCHA statement in the footer (and you'll have no reCAPTCHA protections).

Once you add a V3 reCAPTCHA key and secret, the footer statement will appear in your widget Contact tab and

contact form submissions through the tab will be under that reCAPTCHA's protection.

The only other issue widget users might see is if you have entered an invalid V3 reCAPTCHA key/secret. If this happens, once your readers click the Contact tab submit button, we throw an error message above the submit button and don't allow them to submit:

KnowledgeRecommendedContactX

Subject

invalid key test

Suggested content ▼

Details

invalid key test

Your name

invalid key test

Your email address

support@knowledgeowl.com

Upload an Attachment

reCAPTCHA error, could not submit request.

Send email

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply

Open in full site

Scroll to Top

To summarize, here are the various configuration options and what you need to do:

reCAPTCHA enabled in Knowledge Base > Contact Form?	Knowledge base domain	Settings > Basic v3 key/secret status	Widget end-user experience	Contact tab protected by reCAPTCHA?
No	KO subdomain or private domain	N/A	No different; tab submits	No
Yes	KO subdomain	N/A; key/secret automatically applied	Contact tab displays reCAPTCHA footer statement; tab submits	Yes
Yes	Private domain	No key/secret added	No different; tab submits	No

reCAPTCHA enabled in Knowledge Base > Contact Form?	Knowledge base domain	Settings > Basic v3 key/secret status	Widget end-user experience	Contact tab protected by reCAPTCHA?
Yes	Private domain	Valid key/secret added	Contact tab displays reCAPTCHA footer statement; tab submits	Yes
Yes	Private domain	Invalid key/secret added	Contact tab displays reCAPTCHA statement; reCAPTCHA error thrown when reader tries to submit	Yes, but submissions are prevented

## Open widget to a specific article or category

Some customers like to be able to open the widget directly to a specific article or category. The steps for each are quite similar.

To open the widget to a specific article, you'll need to use two methods:

- `_ko19.openArticle('article-identifier');` -- this loads the specific article you want into the widget. For the *article-identifier*, you can use one of two options:
  - The article's relative **permalink** (for example, for this article, it would be `open-widget-to-a-specific-article` )
  - The article's **ID** (found by opening the article in edit mode: the ID is the number that comes after `/aid/` in the URL)
- `_ko19.open();` --this call opens the widget

Using only the `openArticle` method will prime the widget to open to a specific article the next time it's opened by your reader.

Similarly, to open the widget to a specific category, you'll need to use two methods:

- `_ko19.openCategory('category-identifier');` -- this loads the specific article you want into the widget. For the *category-identifier*, you can use one of two options:
  - The category's relative **permalink** (for example, for the Widget 2.0 category, it would be `widget-20` )
  - The category's **ID** (found by opening the category in edit mode: the ID is the number that comes after `/cid/` in the URL)
- `_ko19.open();` --this call opens the widget

A good way to use these methods is on a specific hyperlink in your documentation, to open the widget to a specific article. In this case, you'll insert a hyperlink with an empty URL, and add two onclick events--one for each of the methods above.

So, for example, this link [opens the widget directly to the article](#) you're reading right now. Here's the code for it:

```
<a href="#" name="" onclick="_ko19.openArticle('open-widget-to-a-specific-article'); _ko19.open();return false;" title="Open widget to a specific article">
```

So, for example, this link [opens the widget directly to the Widget 2.0 category](#) you're reading right now. Here's the code for it:

```
<a href="#" name="" onclick="_ko19.openCategory('widget-20'); _ko19.open();return false;" title="Widget 2.0">opens the
```

## Scrolling behavior

For the hyperlinks, you can have different scrolling behavior on the main page when the link is clicked by formatting the link differently:

- Use an `href="#"` by itself to force the main page to scroll to the top when the widget is opened, as in this link [opens the widget directly to the article](#) you're reading right now.

```
<a href="#" name="" onclick="_ko19.openArticle('open-widget-to-a-specific-article'); _ko19.open();" title="Open wid
```

- Use an `href="#"` with a `return false;` at the end of the onclick to prevent the scroll (as used in the examples above)
- You can also use `href=""` to achieve the no-scroll behavior:

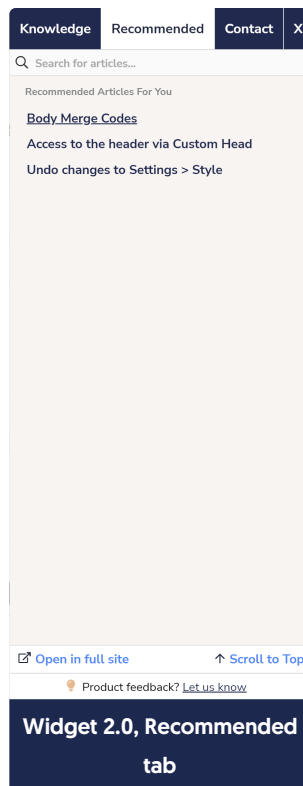
```
<a href="" name="" onclick="_ko19.openArticle('open-widget-to-a-specific-article'); _ko19.open();" title="Open widg
```

## Using Widget 2.0 for Contextual Help: Recommend on Pages

**Recommend On Pages** allows you to provide contextual help to your readers through the embeddable [Contextual Help Widget \(2.0\)](#) or the API. You can provide a list of relevant articles based on the page the person opened the widget from, which may eliminate the need for them to search the knowledge base or contact you.

You can relate individual articles to pages in your knowledge base, website, or application so that they are suggested when the widget loads on the page, or you use the API to return articles for a particular page in your site. For example, if you associate articles with the `/pricing` page on your website, these articles appear when the contextual help widget is opened on that page. Alternatively, if you associate articles with the `/account` page in your application and use the API to pull articles for that page, these articles will be returned for your `/account` page.

In Widget 2.0, the Recommend on Pages will update the Recommended tab list:



In order to start using this feature, you'll need to:

- Set the Widget Settings to use the appropriate **Suggested Content** setting
- Add URLs from your main application or website to the articles or categories you'd like to recommend in the widget or API

## Configuration - Widget settings

First, in **Settings > Widget**, check your widget's **Admin Settings** and be sure that the **Suggested Content** option best matches how your website or application is set up. This is usually a one-time set-up.

- Suggested Content**
- ☒ Suggest content based off of the page path
  - ☐ Use the page query strings to suggest content
  - ☐ Disable automatic page suggestions

Using the manual `updateRecommended(page)` function will continue to work.

The Suggested Content options in the **Admin Settings** section

## Formatting your page paths

Always use relative URLs. If we are configuring articles for <https://www.knowledgeowl.com>, take the portion of the URL that comes *after* that URL. For example, <https://www.knowledgeowl.com/pricing> becomes `"/pricing"`. Specifically, the pathname of the URL is sent. The fragment and query string are not sent (unless you've selected the option to use query strings! Then you'd want to use query strings here.)

If your website or application includes URLs that have a variable ID field in them, you can replace that ID with {id} in your URL.



{id} only works with numeric and 24-digit hexadecimal IDs. For IDs that don't match either of those patterns, you would need to use the {custom} option via regex in **Settings > Widget** and configure custom regex rules appropriately.

You may also need to use some custom regex to handle ID values in your URLs; see the **Regex Replace URLs** section in [Widget Admin Settings](#) for more details.

Once you have the relative URL for pages you want to specify recommended articles or categories for, you can get started.

If you are using a single page application or the URLs in your website/app don't fit well within this framework, you can call a function to send a path of your choice to the widget. See [Using Widget 2.0 on Single Page Applications](#) for more information.

The interface is a little different depending on whether you're adding articles or categories, so let's look at each in turn:

## Recommending Articles

To set up an article as being recommended:

1. Open the article for editing.
2. Find the **Recommend on Pages** section in the righthand column.
3. Select **Add page** to begin adding a new page.



4. This will open an "Adding new page" section. Add your page path into the text field with the /app/documentation placeholder:

## Recommend On Pages

Adding new page:

[Cancel](#) Save

The Adding new page field will appear

5. Once you've finished adding your page path, click the **Save** button directly under it.

## Recommend On Pages

Adding new page:

[Cancel](#) Save

Add your page path into the text box and click the **Save** button directly under it

6. The interface will update to show the page path you added:

## Recommend On Pages

/pricing

Add page

The page path now appears in the section with a trashcan icon to the right

7. Repeat this process for any other pages you want to recommend this article on.
8. Be sure to **Save** your article once you're done adding paths.

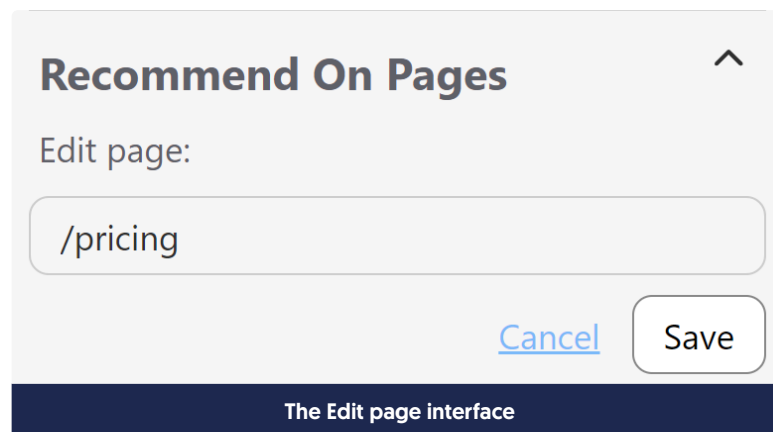
## Update an existing recommended article path

To update an existing **Recommend On Pages** path:

1. Open the article for editing.
2. In the **Recommend On Pages** section, click on the text of the path you want to edit. Here, we'll edit our /pricing page path:

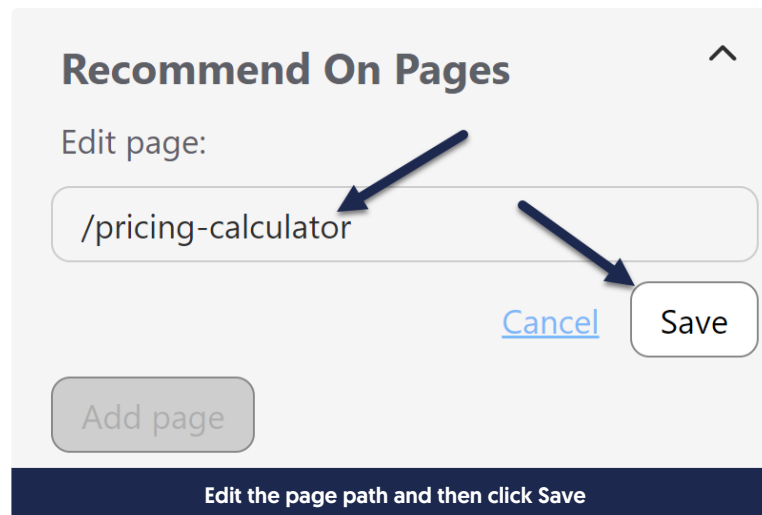


3. Once you click on the path, the interface adjusts to say "Edit page". You can now edit the path in the text box.



4. Once you've finished making your edits, click the **Save** button directly under the page path:





**Recommend On Pages**

Edit page:

/pricing-calculator

[Cancel](#) **Save**

Add page

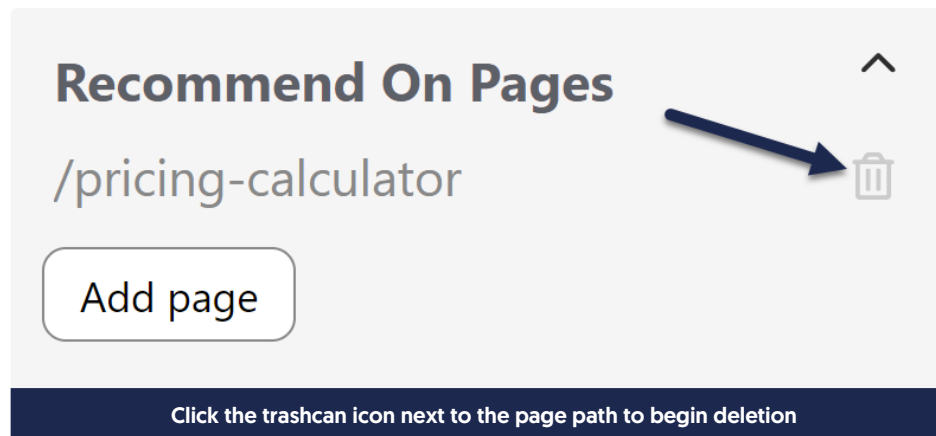
Edit the page path and then click Save

5. Be sure to **Save** your article once you're done making your edits!

#### Delete an existing recommended article path

To remove a page path you no longer want to recommend this article on:

1. Open the article for editing.
2. In the **Recommend On Pages** section, click the trashcan icon to the right of the page path you want to remove:



**Recommend On Pages**

/pricing-calculator

Add page

Click the trashcan icon next to the page path to begin deletion

3. In the confirmation message that appears, confirm that the page path is the one you meant to delete.
4. If it's the correct page path, click **OK** to complete the deletion.

Article will no longer be recommended on:

✕

/help/test-default-cat

Cancel

OK

Confirm the path is the one you wish to delete, then select OK

5. The interface updates to remove the path.
6. Once you're done making changes, be sure to **Save** your article!

## Recommending Categories

To set up a category as being recommended:

1. Open the category for editing.
2. Find the **Recommend on Pages** section in the righthand column.
3. Add the relative URL to the **Recommend On Pages** section, then select **Save**.

Recommend On Pages: ?

/pricing

Add one path per line

4. If you want this article to be recommended on multiple pages in your application or website, add each relative URL on a separate line:

**Recommend On Pages:** ?

/pricing  
/product

Add each new page path on a new line

5. Be sure to **Save** the article. The next time someone opens the widget from one of those pages in your site or application, it will suggest this category.

### Update an existing recommended category path

To update an existing **Recommend On Pages** path in a category:

1. Open the category for editing.
2. Find the **Recommend on Pages** section in the righthand column.
3. Click in the text box there and edit the page path you want to adjust.
4. Be sure to keep each page path on its own line in the box.
5. Once you're done making edits, be sure to **Save** the article.

### Delete an existing recommended category path

To remove a page path you no longer want to recommend this category on:

1. Open the category for editing.
2. Find the **Recommend on Pages** section in the righthand column.
3. Click in the text box there and delete the page path you want to adjust.
4. Be sure the remaining page paths are all on their own lines in the box.
5. Once you're done making edits, be sure to **Save** the category.

### Ordering recommended articles

If you've added several recommended articles and you'd like to set the order they display in, you can change the order in by editing the article weights for that page in **Widget > Reporting**. See [Recommended Article Weights](#) for more information.

## Hide one of the Widget 2.0 tabs

If you don't want to use one of the tabs in Widget 2.0, you can hide it:

1. Go to **Settings > Widget**.
2. Copy the relevant code below and paste it into the **Custom Widget Styles** section:
  - a. To hide the Knowledge tab, copy and paste this code:

```
/* Hide the Knowledge tab */  
.widget .widget__nav li:nth-child(1) {  
  display:none !important;  
}
```

- b. To hide the Recommended tab, copy and paste this code:

```
/* Hide the Recommended tab */  
.widget .widget__nav li:nth-child(2) {  
  display:none !important;  
}
```

- c. The Contact tab will only display if you have enabled Contact Form in your knowledge base. If you have Contact Form enabled but you want to hide the Contact tab, copy and paste this code:

```
/* Hide the Contact tab */  
.widget .widget__nav li:nth-child(3) {  
  display:none !important;  
}
```

3. Be sure to **Save** your changes to the Widget settings.

## Widget 2.0 installation

Once you've [configured and saved your widget settings](#), you'll need to add the widget embed code into your website or web-based application:

1. Scroll to the bottom of **Settings > Widget**.
2. Copy the Widget Embed Code in the box at the bottom.

## Widget Embed Code

```
<script type="text/javascript">
var _ko19 = _ko19 || {};
_ko19.__pc = '5';
_ko19.base_url = '//[redacted].knowledgeowl.com';

!function() {
var ko = document.createElement('script');
ko.type = 'text/javascript';
ko.async = true;

ko.src = `${_ko19.base_url}/widget/load`;
document.head.appendChild(ko);
}();
</script>
```

Save

Sample embed code in Settings > Widget

### 3. Paste that embed code before the closing `</body>` tag in your website or application.

Depending on your configuration and requirements, you may need to perform additional setup steps, such as:

- If your knowledge base requires authentication, review whether you need to [authenticate your widget](#) and configure [OAuth2 authentication](#) or [JWT authentication](#).
- If your knowledge base uses a private domain and is publicly available, you should consider [enabling reCAPTCHA](#) on your [Contact Form](#) to help prevent spam and potential DDoS attacks. See [Protect Widget 2.0 Contact Form with reCAPTCHA](#) for more information.
- If you are using the widget within a single page application, see [Using Widget 2.0 on Single Page Applications](#).
- If your URLs contain IDs, figure out if you can use the built-in `{id}` variable (for numeric and 24-digit hexadecimal IDs) or if you need to write your own [Regex Replace URLs](#) regex and use the `{custom}` variable instead. See [Widget Admin Settings](#) for more information.
- See [Advanced widget configuration & methods](#) for additional methods you can use to further control the widget opening behavior, such as opening to specific articles or categories, opening to a specific tab, and more.