Widget methods and functions dictionary

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Here's a full list of the variables, functions, and methods available in our Contextual Help Widget 2.0:

Function/Method	Description	Additional notes	References
`_ko19.open();`	**Open the widget**	**Often used after or with other methods**	**Open widget to a specific article or category**
`_ko19.close();`	**Close the widget**	**Often used after or with other methods**	
`_ko19.reset();`	**Reset the widget's displayed article and recommended articles**	**Puts the widget back into an "empty" state. Can be used to clear out the widget on close or to clear out recommended content before running the** `_ko19.updateRecommended()` **method**	
`_ko19.onOpen = function() {}`	**The widget has been opened**	**Use this to execute code when the widget is opened**	**Open widget to specific tab** **Using Widget 2.0 on Single Page Applications** **Prepopulate Widget 2.0 Contact Form fields**
`_ko19.onReady = function () {}`	**The widget is loaded and ready to receive commands**	**Use this to execute code when the widget is ready**	**Widget 2.0 JWT authentication** **Widget 2.0 OAuth2 authentication**
`_ko19.onLoad = function() {}`	**The widget is loaded--generally serves to open the widget as soon as the page loads**	**Use this to execute code when the widget is loaded rather than opened**	**Open widget to specific tab** **Prepopulate Widget 2.0 Contact Form fields**

Function/Method	Description	Additional notes	References
`_ko19.onTabChange = function(changeData) {}`	**The active tab of the widget has been changed**	**When onTabChange is triggered,** `changeData` **will return the old tab and new tab, for example:** `{ oldTab: "recommended", newTab: "article" }`	
`_ko19.openArticle('article-identifier');`	**Loads the specified article in the widget**	**Replace** `article-identifier` **with article permalink or ID. Keep in single quotes.**	**Open widget to a specific article or category**
`_ko19.openCategory('category-identifier');`	**Loads the specified category in the widget**	**Replace** `category-identifier` **with category permalink or ID. Keep in single quotes.**	**Open widget to a specific article or category**
`_ko19.loadContact();`	**Load/open the Contact tab**	**Generally used with onLoad or onOpen**	**Open widget to specific tab**
`_ko19.loadKnowledge();`	**Load/open the Knowledge tab**	**Generally used with onLoad or onOpen**	**Open widget to specific tab**
`_ko19.loadRecommended();`	**Load/open the Recommended tab**	**Generally used with onLoad or onOpen**	**Open widget to specific tab**
`_ko19.updateRecommended('currentUrl');`	**Update the page path passed to the widget to a path of your choice.**	**Replace** `currentUrl` **with path to use. Most often used with Single Page Applications, though can be used in any situation where you want to transform the URL when passing it to widget. Best to only call this when a reader has initiated widget opening. May want to combine this with** `_ko19.reset()` **;**	**Using Widget 2.0 on Single Page Applications**
`_ko19.updateContact({name: 'Sample name', email: 'Sample email' });`	**Prepopulate Contact tab fields when authentication isn't used**	**Accepts name and email details. Replace** `Sample name` **and** `Sample email` **with values in single quotes**	**Prepopulate Widget 2.0 Contact Form fields**
`_ko19.containerId = "my-custom-div-id";`	**Specify your own wrapper div to put the widget in**	**This is a variable rather than a function added to the Widget embed script after the** `_ko19.base_url` **. Replace** `my-custom-div-id` **. Will not change the width of 370px;**	**Advanced option: add the widget in your own div wrapper**

Function/Method	Description	Additional notes	References
`_ko19.onAuthResp = function(response) {}`	When authenticating, the widget will pass the response from the authentication back here.	Useful for debugging purposes if an error occurs in authentication	**Widget 2.0 JWT authentication** **Widget 2.0 OAuth2 authentication**
`_ko19.onAuthError = function () {}`	When authentication is used, the widget will call this function whenever authorization fails.	This can occur before the reader is logged in, and after the authentication expires. With most workflows, you will want to re-authorize the reader when this event occurs.	**Widget 2.0 JWT authentication** **Widget 2.0 OAuth2 authentication**
`_ko19.authenticate();`	For use with authentication; pass your token as JSON into the widget's authenticate function	Format should be: `{'type': 'jwt|oauth', 'token': token_value}`	**Widget 2.0 JWT authentication** **Widget 2.0 OAuth2 authentication**