

Update your article actions merge code

Last Modified on 12/28/2022 12:25 pm EST

Until December 2022, the icon hyperlinks next to the article header to print, email, and view the article's PDF were hard-coded HTML added to **Settings > Style, Custom HTML > Article**:

Custom CSS Custom HTML Custom <head>

Custom HTML Article [Preview](#) [Change](#)

```
<div class="hg-article">
  <div class="hg-article-header">
    <h1 class="hg-article-title">[article("title")]<span class="ko-article-actions"><span class="pdf">[article("pdf_download_tool")]</span>
    <a href="#" class="ko-js-print"><i class="fa fa-print fa-fw"></i></a><a href="#" onclick="javascript:window.location='mailto:?subject=[article("title")]&body=' + window.location;"><i class="fa fa-envelope-o fa-fw"></i></a></span></h1>
    <div class="metadata">Last Modified on [article("date_modified")]</div>
```



If you wanted to hide one or more of those options, you either needed to remove or comment out the HTML.

In December 2022, we streamlined this format by replacing all that hard-coded HTML with a single merge code:

```
[article("action_icons")]
```

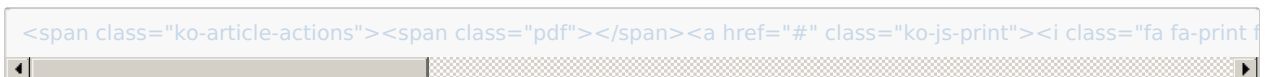
This merge code proactively creates that HTML, and does so in a more consistent structure.

We suggest all customers with knowledge bases that pre-date this change update their Article HTML to use that new merge code.

To do so:

1. Go to **Settings > Style**.
2. Below the Preview Pane, be sure **Custom HTML** is selected.
3. In the Custom HTML dropdown, select **Article**.
4. Find the section of your article HTML that contains a span with `class="ko-article-actions"`. You'll want to remove this entire span, which generally runs from after the article title to the `</h1>` tag. Here's a sample of the HTML you'll want to delete:

```
<span class="ko-article-actions"><span class="pdf"></span><a href="#" class="ko-js-print"><i class="fa fa-print f
```



Here's a sample screenshot with the relevant HTML highlighted:

Custom CSS Custom HTML Custom <head>

Custom HTML Article ▾

[Preview Changes](#)

```
<div class="hg-article">
  <div class="hg-article-header">
    <h1 class="hg-article-title">[article("title")]<span class="ko-article-actions"><span class="pdf">
[article("pdf_download_tool")]</span><a href="#" class="ko-js-print"><i class="fa fa-print fa-fw"></i></a><a
href="#" onclick="javascript:window.location='mailto:?subject=[article("title")]&body=' + window.location;"><i
class="fa fa-envelope-o fa-fw"></i></a></span></h1>
    <div class="metadata">Last Modified on [article("date_modified")]</div>
  </div>
  <div class="hg-article-body">
    [article("body")]
  </div>
  <div class="hg-article-footer">
```

5. Highlight that HTML and delete it.

6. Click the Select a Merge Code dropdown that's just below the Custom HTML pane.

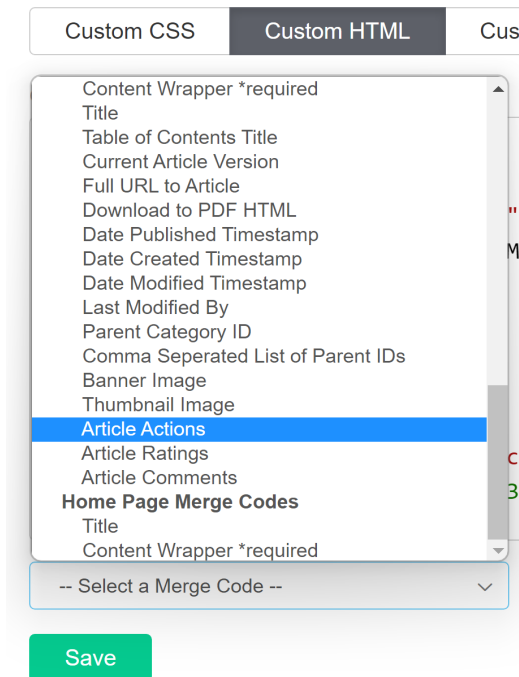
Custom CSS Custom HTML Custom <head>

Custom HTML Article ▾

```
<div class="hg-article">
  <div class="hg-article-header">
    <h1 class="hg-article-title">[ar
    <div class="metadata">Last Modif
  </div>
  <div class="hg-article-body">
    [article("body")]
  </div>
  <div class="hg-article-footer">
    <div class="ko-related-articles
      <h3>Related Articles</h3>
    [template("related")]
```

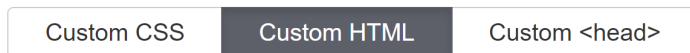
-- Select a Merge Code -- ▾

7. In the Article Merge Codes section, select the Article Actions merge code:



8. You can either copy the merge code and paste it in to where you deleted the HTML in step 5, or just click your cursor where it was and select the **Insert** button.

If your HTML looked like ours above, the new merge code should come immediately after the article title merge code:



Custom HTML [Article](#) ▾

```
<div class="hg-article">
  <div class="hg-article-header">
    <h1 class="hg-article-title">[article("title")][article("action_icons")]</h1>
    <div class="metadata">Last Modified on [article("date_modified")]</div>
  </div>
  <div class="hg-article-body">
    [article("body")]
  </div>
  <div class="hg-article-footer">
    <div class="ko-related-articles text-center">
      <h3>Related Articles</h3>
      [template("related")]
    </div>
  </div>
</div>
```

9. **Save your changes once you're done.**

10. If you'd like to hide any of these icons in all articles across your knowledge base, see [Remove the PDF, print, or email icon from all articles](#).

