

Remove the PDF, print, or email icon from all articles

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By default, all KnowledgeOwl knowledge bases are set up to have three icons displayed next to each article's title:

- A **PDF icon**: Downloads the PDF of the currently displayed article
- A **printer icon**: Opens the browser's print dialog
- An **envelope icon**: Opens a new email using the end-user's default email program, with the hyperlink for the currently displayed article included in the body

You can remove the PDF icon in individual articles using the checkbox in the **Restrictions**.

But if you'd like to disable one or more of these icons across your entire knowledge base, you can!

First, you'll need to check out **Settings > Style** to figure out which article-actions configuration your knowledge base is using, and then edit the Style Settings differently depending on which setup you're using.

To do so:

1. Go to **Settings > Style**.
2. Below the Preview pane, be sure **Custom HTML** is selected.
3. Select **Article** from the Custom HTML dropdown.
4. Now look carefully at the custom HTML displayed after hg-article-title to figure out which solution you need to use:
 - If your Custom Article HTML includes a span with class="ko-article-actions": You're using our older, hard-coded article actions. See **Hard-coded HTML article action** below. Your HTML may look like this:

Custom CSSCustom HTMLCustom <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">
```

- If your Custom Article HTML includes the `[article("action_icons")]` merge code, you're using our newer action icons merge code. See Action icons merge code below.

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>
```

Hard-coded HTML article action

If your knowledge base is using the hard-coded HTML article action, first, consider [updating it to use the action_icons merge code](#).

If you don't want to update to use the new merge code, you'll need to look at the HTML there and either delete or comment out the HTML for the icon you want to remove globally. To comment out HTML, add a `<!--` before the start of the HTML and a `-->` at the end of it. For example, here we've commented out the HTML for the PDF action icon:

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>
```

Once you've edited the Custom HTML to remove or comment out the icon(s) you don't need, be sure to **Save** your changes.

Hide the PDF action icon

To hide the PDF action icon, you'll want to delete or comment out this HTML:

```
<span class="pdf"></span>
```

Hide the print action icon

To hide the print action icon, you'll want to delete or comment out this HTML:

```
<a href="#" class="ko-js-print"><i class="fa fa-print fa-fw"></i></a>
```

Hide the email action icon

To hide the email action icon, you'll want to delete or comment out this HTML:

```
<a href="#" onclick="javascript:window.location='mailto:?subject=Remove the PDF, print, or email icon from all articles&bc
```

Action icons merge code

If you're using the `action_icons` template merge code, you don't need to edit any HTML. To remove one of the action icons across your entire knowledge base:

1. In **Settings > Style**, select **Custom CSS** below the **Preview Pane**.
2. Copy the appropriate CSS for the icon you'd like to hide from the sections below.
3. Paste that CSS anywhere into your Custom CSS.
4. **Save your changes**.

Hide the PDF action icon

To hide the PDF action icon, copy the CSS below and paste it in using the steps outlined above:

```
/* Hide PDF article action icon globally */  
.ko-article-actions .pdf {display:none;}
```

Hide the print action icon

To hide the print action icon, copy the CSS below and paste it in using the steps outlined above:

```
/* Hide print article action icon globally */  
.ko-article-actions .print-article {display:none;}
```

Hide the email action icon

To hide the email action icon, copy the CSS below and paste it in using the steps outlined above:

```
/* Hide email article action icon globally */  
.ko-article-actions .email-article {display:none;}
```