



# Fix missing favorites icon

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## Does this apply to you?

Follow these instructions only if you've already [Enabled favorites](#), viewed an article as a logged-in reader or author, and don't have a favorites star icon next to the article title.

Once you've turned on favorites, if you don't see the star icon next to article titles, you're likely using an older knowledge base whose theme pre-dates the release of Article Favorites. Never fear, we just need to get your theme updated so it knows Favorites exists!

To do so:

1. Go to **Customize > Style (HTML & CSS)**.
2. In the **Customize HTML, CSS, and JSS** section, select **Custom HTML**.
3. Select **Article** from the **Select HTML** section to edit dropdown.
4. Look for the `h1 class="hg-article-title"`, usually around row 3 in the Custom HTML. If you don't see `article("action_icons")`, we need to make more changes. Your HTML likely has a `span class="ko-article-actions"`, something like this:

```
<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="#" oncl
ick="javascript:window.location='mailto:?subject=[article("title")]&body=' + window.location;"><i class="fa fa-env
elope-o fa-fw"></i></a></span></h1>
    <div class="metadata">
```

5. You have two options:
  - a. **Recommended:** Highlight all of the HTML for the `ko-article-actions` span, remove it, and replace it with the `article("action_icons")` template. For more detailed instructions, refer to [Update your article actions merge code](#).
  - b. If you don't want to touch that HTML due to existing customizations, add a new merge code into the HTML to enable the favorites icon:
    - i. Copy the merge code below:

```
[article("favorites_action")]
```

- ii. Look for the final `</span>` before the `</h1>` tag (row 3 usually wraps onto multiple lines, this should be right at the end of the final wrapped line). Paste the merge code in between the `</a>` and the `</span>`. Our code sample from above now looks like this:

```
<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>[article("favorites_action")]</span
></h1>
    <div class="metadata">
```

6. Be sure to **Save** your changes once you're done.

Use **View "My KB"** at the top of the Style page to open your knowledge base. Open an article. If you've done everything correctly, you'll now see the favorites star icon:

Sample article favorites star icon

If your article still doesn't display the star icon, [contact us](#) for help.