



Customize default text

Last Modified on 04/03/2025 12:36 pm EDT

Use **Customize > Default text** to customize the default text strings we use at various places across your knowledge base to truly make your knowledge base your own.

Customize default text overview

Throughout your knowledge base, there are certain text strings that KnowledgeOwl generates. We call these our "default text."

With **Customize > Default text**, you can customize those text strings to match the wording you use.

Using these settings, you can change the text in these areas of your knowledge base:

- [Search](#)
- [Table of Contents/Breadcrumbs](#)
- [Reader Login](#)
- [Top Navigation](#)
- [Article](#)
- [Miscellaneous](#)
- [Required Reading](#)
- [Article Lists](#)
- [Contact Form](#)

Use the **Knowledge Base Section** selector at the top of the page to move between these sections.

For each section, we provide a list of the **Default Text Strings** and a more detailed **Description** of where/how that text string is used. If you've set your own customized text string, it is displayed in the **Your Text String** column.

Authors with the standard **Editor** and **Writer** roles can **Customize default text**; if you're using [custom author roles](#), you'll need to have the Tools [Permission](#) to **Update Customize Text**.

Add or edit your own text string

Authors with the standard **Editor** and **Writer** roles can **customize text strings**; if you're using [custom author roles](#), you'll need to have the Tools [Permission](#) to **Update Customize Text**.

To add a new customized text string or edit an existing customized text string:

1. Go to **Customize > Default text**.
2. Review the available **Knowledge Base Sections** and select the section your text string belongs to. (This may require some trial and error!)
3. Find the string you'd like to update.
4. Select the gear cog icon in the **Actions** column to the right of the string:

Select the gear cog icon in the Actions column to the right of the text string

5. This will open the **Edit Text String** pop-up, where you can enter or edit the text string.
6. Once you've added the text you'd like used in **Your Text String**, select **Update Text String** to save your change.

These changes will immediately be live in your knowledge base, though if you were already viewing your knowledge base you may need to refresh to see them!

Some tips on adding text strings:


- You cannot enter a blank/empty text string or a text string that is all spaces.
- In most places, you can insert an emoji and it will work properly!
- Raw HTML entered here will not render as HTML, but will instead display as an encoded text string.

Reset a customized text string

Authors with the standard **Editor** and **Writer** roles can update customized text strings; if you're using **custom author roles**, you'll need to have the **Tools Permission** to **Update Customize Text**.

Resetting a customized text string will remove whatever text you've entered for the string and switch your knowledge base back to using the **Default Text String**.

To reset a customized text string:

1. Go to **Customize > Default text**.
2. Find the customized text string you'd like to remove.
3. Find the text string you'd like to remove. In the **Actions** column to the right of the string, select the trashcan icon:

4. A modal opens asking you to confirm that you really want to remove your customized text string. Verify that you've selected the correct term and select **OK** to complete the text string reset.

- Your text string will be removed and your knowledge base will immediately start using the **Default Text String** again.

Section breakdown: Search

Here's a full list of the Default Text Strings available in the Search Knowledge Base Section, with accompanying screenshots to show how they're used:

Default Text String	Description	Additional notes/description	Screenshot References
Search for articles...	Global search bar placeholder text	This placeholder is used wherever the search bar appears, including on the homepage and top navigation.	Global Search screenshots, #1
Hit enter to search	Global search bar autocomplete call to action	When someone has started to type in a search, this text appears at the bottom of the typeahead search results. It appears everywhere the search bar is used.	Global Search screenshots, #3
Refine	Global search bar category filter button label	The button added to all search bars when the Filter search by categories option is enabled.	Global Search screenshots, #2
Search results...	Search results page header		Search Results Page screenshots, #4
Search	Search bar button label, search results page	When you're viewing the Search Results page, the search bar displayed there shows this text label instead of the magnifying glass button.	Search Results Page screenshots, #5
Search	Search input field title in search bar and search results page	This text is displayed when you hover over the search bar anywhere other than the homepage.	Global Search screenshots, #23

Default Text String	Description	Additional notes/description	Screenshot References
Total results:	Search results page total search results count label	This is the label for the total number of search results returned, which is displayed just below the search bar on the Search Results page.	Search Results Page screenshots, #6
Sort by:	Search results page sort control label	The label displayed to the left of the Sort by dropdown, just beneath the Search bar. Only displayed when Sorting is enabled in search.	Search Results Page screenshots, #7
Relevance	Search results page Relevance sort option	The default and first option in the Sort by dropdown, which sorts based entirely on relevancy and ranking algorithms. Only displayed when Sorting is enabled in search.	Search Results Page screenshots, #8
Popularity	Search results page Popularity sort option	The second option displayed in the Sort by dropdown, which sorts based on views. Only displayed when Sorting is enabled in search.	Search Results Page screenshots, #14
Last Updated	Search results page Last Updated sort option	The third option displayed in the Sort by dropdown, which sorts based on last modified date. Only displayed when Sorting is enabled in search.	Search Results Page screenshots, #16
Newest	Search results page Newest sort option	The final option displayed in the Sort by dropdown, which sorts based on create date. Only displayed when Sorting is enabled in search.	Search Results Page screenshots, #17

Default Text String	Description	Additional notes/description	Screenshot References
Glossary	Glossary snippet search result link to Glossary	The link to the Glossary that is displayed in a glossary snippet search result. Only displayed when Glossary snippets are enabled in search and a glossary term has been searched.	Search Results Page screenshots, #19
Glossary	Glossary snippet link to Glossary	The link to the Glossary that is displayed when the word "Glossary" is searched. Only displayed when Add the glossary page to your search results is enabled in search and the word "glossary" has been searched.	Search Results Page screenshots, #20
Refine by Category	Search results page category filter heading	The header displayed above the category filters on the Search Results Page. Only displayed when the Filter search by categories option is enabled.	Search Results Page screenshots, #9
Refresh results	Search results refresh results button	When the category filters have been changed on the Search Results Page, this text appears with the refresh action to update the search results to use the new filter selections. Only displayed when the Filter search by categories option is enabled.	Search Results Page screenshots, #10
No results found.	Search results page text shown when no search results match	Message displayed when no search results have been found.	Search Results Page screenshots, #21
Update in progress. Please wait a minute and try again.	Text displayed when search reindex is running	This message is only displayed when someone tries to search and a search reindex is running.	Search Results Page screenshots, #22

Default Text String	Description	Additional notes/description	Screenshot References
Search is temporarily unavailable. Please wait a moment and try again.	Text displayed when there is an error searching	This message is only displayed if an error occurs during the search, which is a pretty rare event. The display is similar to the Update in progress message.	
Total views:	Individual search result metadata label when Popularity sort used	When the Popularity sort order is selected, this label precedes the view count displayed for an individual search result. Only displayed when Sorting is enabled in search.	Search Results Page screenshots, #15
Created on:	Individual search result metadata label when Newest sort used	When the Newest sort order is selected, this label precedes the create date displayed for an individual search result. Only displayed when Sorting is enabled in search.	Search Results Page screenshots, #18

Default Text String	Description	Additional notes/description	Screenshot References
Last Updated:	Individual search result metadata label when default Relevance or Last Updated sort used	If sorting is not enabled, this label is shown at all times in individual search results. If Sorting is enabled in search, this label is shown when the default Relevance sort or the Last Updated sort is selected.	Search Results Page screenshots, #11
Tags:	Individual search result label for tags list	If an article has tags, the tags are displayed in the individual search result. This label precedes the tag list. If you have added the article-tags merge code to your Article HTML, this will also update that label in articles and PDFs.	Search Results Page screenshots, #13
in	Individual search result text between tags and parent category link	In an individual search result, this preposition is displayed between the initial metadata line (which varies based on sort) and the category the article is stored within.	Search Results Page screenshots, #12

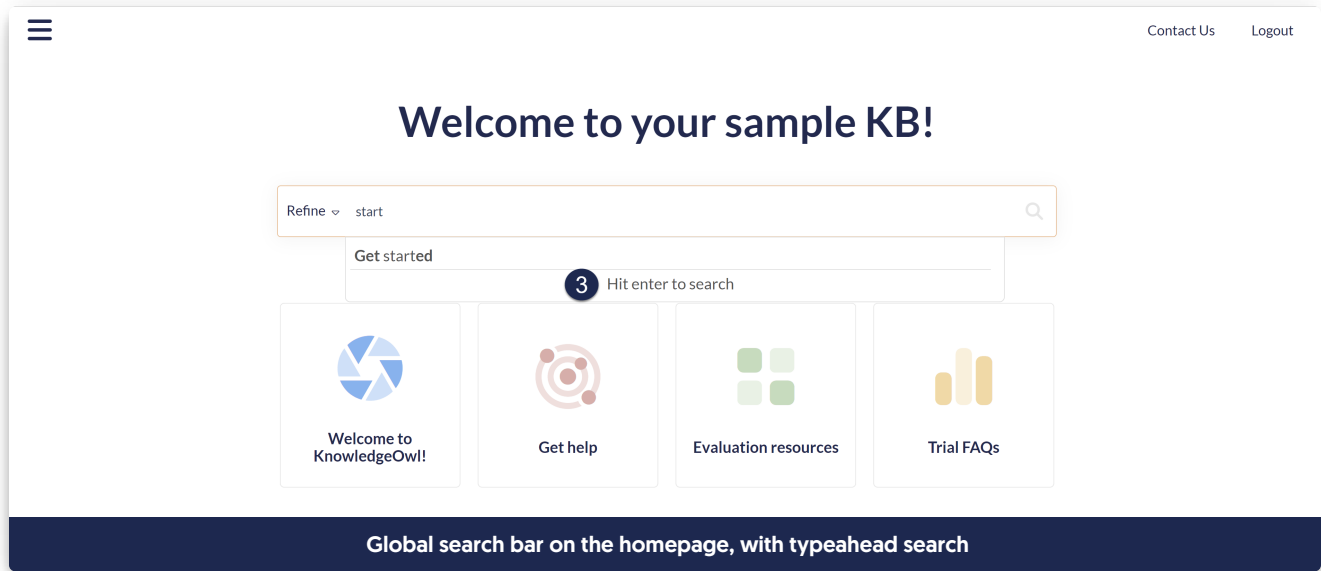
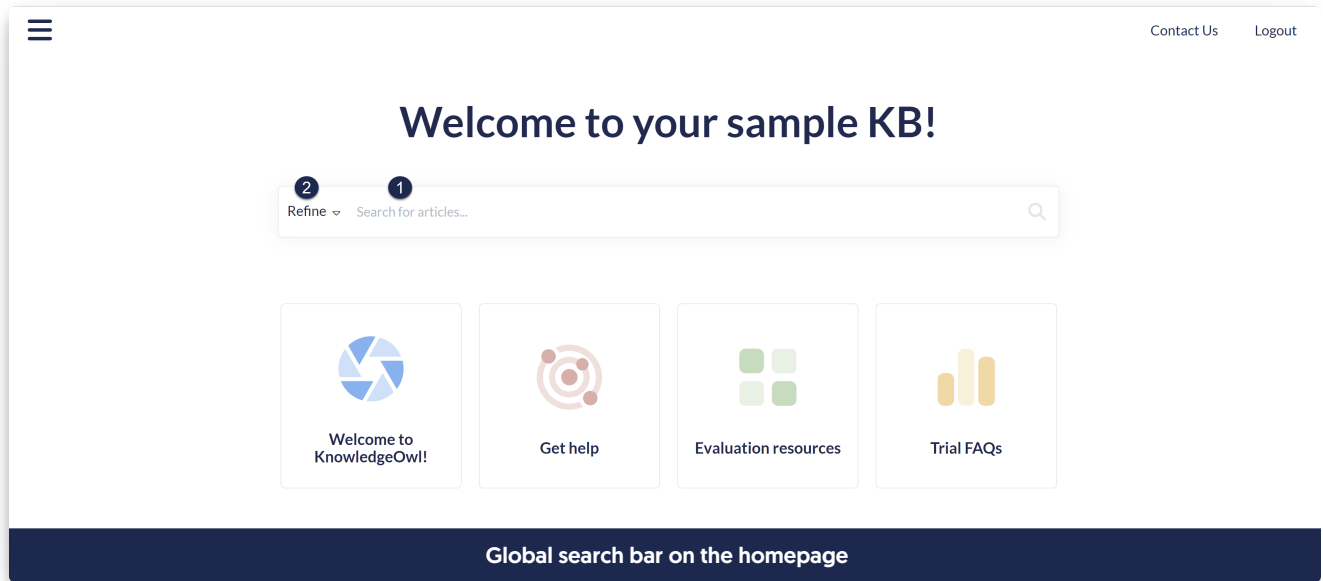
Global Search screenshots

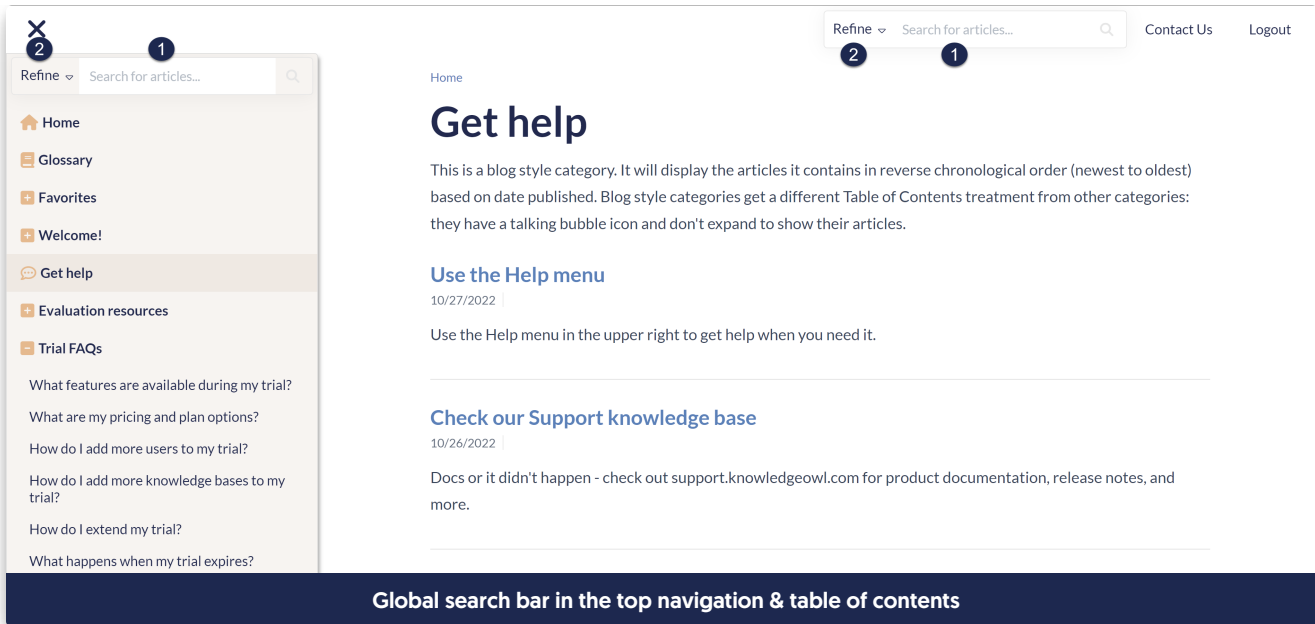
The global search bar can appear many places, including:

- The homepage

- The top navigation
- The table of contents
- The right column

Here are a few examples of where it's used:





Search Results Page screenshots

The Search Results Page will look a bit different depending on whether you the option to **Filter search by categories** enabled or not. These screenshots show the page with that option enabled, but if you aren't using it, the Refine by Category section and its elements won't be visible.



4 Search results...

help 5 Search

6 Total results: 5

7 Sort by: Relevance 8

9 Refine by Category

- Welcome!
- Get started
- Orientation
- Get help
- Evaluation resources
- Trial FAQs

1. Use the Help menu

Last Updated: 02/17/2023 in Get help

(That help widget is powered by our Contextual Help Widget.) ... On every page in app.knowledgeowl.com, you'll see a Help link in the upper right. ... If you have a question or a problem you can't find the answer to, use the Contact tab within the help

2. Check our Support knowledge base

Last Updated: 02/17/2023 in Get help

You can browse and search our Support knowledge base at any time using the Help link in the upper right

3. Contact support

Last Updated: 02/17/2023 in Get help

You can contact our support owls in several ways: In app.knowledgeowl.com, click the Help link in the

Search Results Page with Relevance sort selected



Search results...

help Search

Total results: 5

Sort by: Relevance

10 Refine by Category

- Refresh results
- Welcome!
- Get started
- Orientation
- Get help
- Evaluation resources
- Trial FAQs

11 1. Use the Help menu

Last Updated: 03/27/2023 in Get help

Tags: help widget

(That help widget is powered by our Contextual Help Widget.) ... On every page in app.knowledgeowl.com, you'll see a Help link in the upper right. ... If you have a question or a problem you can't find the answer to, use the Contact tab within the help

12 2. Check our Support knowledge base

Last Updated: 02/17/2023 in Get help

You can browse and search our Support knowledge base at any time using the Help link in the upper right

13 3. Contact support

Last Updated: 02/17/2023 in Get help

You can contact our support owls in several ways: In app.knowledgeowl.com, click the Help link in the

Search Results Page with new Refine by Category options selected and Relevance search result elements highlighted



Search results...

help Search

Total results: 5 Sort by: Popularity 14

Refine by Category 15

- Welcome!
- Get started
- Orientation
- Get help
- Evaluation resources
- Trial FAQs

1. Contact support

Total views: 3 in Get help
You can contact our support owls in several ways: In app.knowledgeowl.com, click the **Help** link in the

2. Orientation

Total views: 0
Get help : Find all the ways you can request help during and after your trial.

3. Check our Support knowledge base

Total views: 0 in Get help
You can browse and search our Support knowledge base at any time using the **Help** link in the upper right

Search Results Page with Popularity sort selected



Search results...

help Search

Total results: 5 Sort by: Last Updated 16

Refine by Category 11

- Welcome!
- Get started
- Orientation
- Get help
- Evaluation resources
- Trial FAQs

1. Use the Help menu

Last Updated: 03/27/2023 in Get help
Tags: help widget
(That help widget is powered by our Contextual Help Widget) ... On every page in app.knowledgeowl.com, you'll see a **Help** link in the upper right. ... If you have a question or a problem you can't find the answer to, use the Contact tab within the help

2. What happens when I subscribe to KnowledgeOwl?

Last Updated: 02/17/2023 in Trial FAQs
need a knowledge base or user account migrated from a separate trial into your main account, click the **Help**

3. Contact support

Last Updated: 02/17/2023 in Get help
You can contact our support owls in several ways: In app.knowledgeowl.com, click the **Help** link in the

Search Results Page with Last Updated sort selected



Search results...

help Search

Total results: 5 Sort by: Newest 17

Refine by Category 18

- Welcome!
- Get started
- Orientation
- Get help
- Evaluation resources
- Trial FAQs

1. What happens when I subscribe to KnowledgeOwl?

Created on: 02/17/2023 in Trial FAQs
need a knowledge base or user account migrated from a separate trial into your main account, click the **Help**

2. Contact support

Created on: 02/17/2023 in Get help
You can contact our support owls in several ways: In app.knowledgeowl.com, click the **Help** link in the

3. Orientation

Created on: 02/17/2023
Get help : Find all the ways you can request help during and after your trial.

Search Results Page with Newest sort selected

Refine Search for articles... Contact Us Logout

Search results...

Chief Executive Owl Search

Total results: 6 Sort by: Newest

Chief Executive Owl
The Chief Executive Owl is the CEO of KnowledgeOwl. Glossary **19**

Refine by Category

- Welcome!
- Get started
- Orientation
- Get help
- Evaluation resources
- Trial FAQs

1. What happens when my trial expires?
Created on: 02/17/2023 in Trial FAQs
This includes: Your own user account and permissions, plus any additional user accounts you created
2. What happens when I subscribe to KnowledgeOwl?
Created on: 02/17/2023 in Trial FAQs
Our support owls should be able to get things moved around so that your subscribed account has what it

Search Results Page with matching glossary snippet

Refine Search for articles... Contact Us Logout

Search results...

glossary Search

Total results: 0 Sort by: Relevance

20 Glossary

Refine by Category

- Welcome!
- Get started
- Orientation
- Get help
- Evaluation resources
- Trial FAQs

21 No results found.

Search Results Page with "Glossary" searched and no article results found

Refine Search for articles... Contact Us Logout

Search results...

test Search

Total results: 0 Sort by: Newest

22 Update in progress. Please wait a minute and try again.

Message displayed during search reindex

Section breakdown: Table of Contents

Here's a full list of the Default Text Strings available in the Table of Contents Knowledge Base Section, with accompanying screenshots to show how they're used:

Default Text String	Description	Additional notes/description	Screenshot References
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Default Text String	Description	Additional notes/description	Screenshot References
Home	Breadcrumb homepage link text	The "Home" link text displayed if Breadcrumbs are enabled in Settings > Basic > Website Settings	Breadcrumbs screenshot, #1
Home	Table of contents homepage link text	The "Home" link displayed in the table of contents, if Add a homepage link to the top of the table of contents is enabled in Settings > Basic > Website Settings .	Table of Contents screenshot, #1
Glossary	Table of contents glossary link text	The "Glossary" link displayed in the table of contents, if Add a glossary link to the top of the table of contents is enabled in Settings > Basic > Website Settings .	Table of Contents screenshot, #2
Full PDF Download	Table of contents full PDF download link text	The link to the full PDF download that is displayed in the table of contents if Add a link to the full PDF download to table of contents is enabled in Settings > Basic > Website Settings	Table of Contents screenshot, #3

Breadcrumbs screenshot

If [Breadcrumbs](#) are enabled, all content will display a breadcrumb beginning with the "Home" text, which you can customize:



Hear what others have to say

Last Modified on 12/27/2022 11:27 am EST

You can check out reviews of KnowledgeOwl on these sites:

- [Capterra](#)
- [G2](#): We won their Highest User Adoption in Enterprise Knowledge Base and High Performer in Customer Self-Service for Fall 2022.
- [SoftwareReviews](#): They capture an "emotional footprint" as part of the evaluation process. We were one of their 2022 Knowledge Management Data Quadrant Award champions.

Related Articles

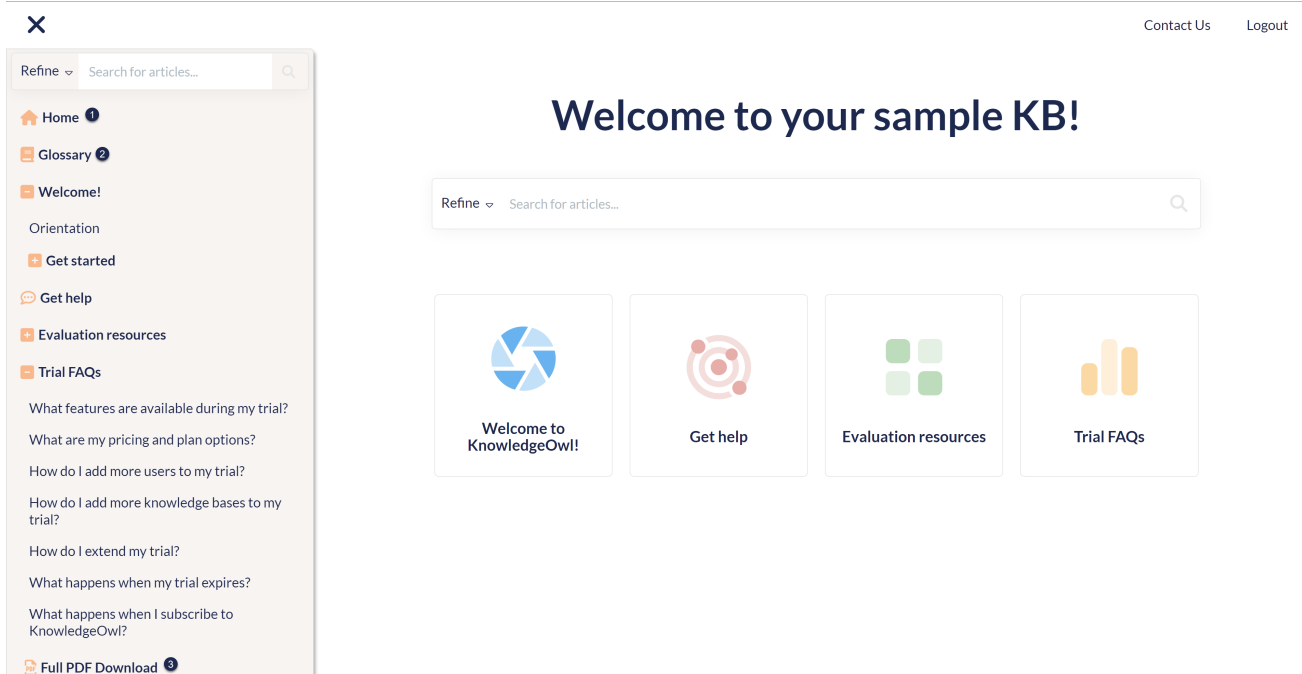
- [How do I add more users to my trial?](#)
- [What happens when I subscribe to KnowledgeOwl?](#)
- [Orientation](#)
- [How do I add more knowledge bases to my trial?](#)
- [How to delete this content](#)

Was this article helpful?



Table of Contents screenshot

The Table of Contents options highlighted here are all set in **Settings > Basic** in the [Website Settings](#) section:



Section breakdown: Top Navigation

Here's a full list of the Default Text Strings available in the Top Navigation Knowledge Base Section, with

accompanying screenshots to show how they're used:

Default Text String	Description	Additional notes/description	Screenshot References
Knowledge Base Logo	Knowledge base logo alt text	This sets the alt text used where your knowledge base logo is used; it won't impact the visual display of the logo at all. It will only be displayed to readers if the logo image is broken, and can be read by screen-readers.	Top Navigation text-only screenshot, #4
Contact Us	Text for link to Contact Form	This adjusts the text used for the link to the Contact Form. Only applies if you have the Contact Form enabled and the contact template merge code used.	Top Navigation visible screenshot, #1
Login	Text for reader login option	This adjusts the text for the "login" option if your Settings > Security has default access set to public and has reader logins enabled but also has reader logins enabled.	Top Navigation visible screenshot, #3
Logout	Text for reader logout option	If reader logins are enabled, this adjusts the text for the "logout" link.	Top Navigation visible screenshot, #2
Toggle navigation	Text for search icon on mobile devices, screen-reader only	On mobile devices where the screen is quite small, the search bar in top navigation is collapsed under an icon. This text label is used for screen-readers only. If you have a knowledge base created before June 2023, you'll also need to update Settings > Style to recognize these text changes. See Update Style Settings with Customize Text merge code for more details.	Top Navigation text-only screenshot, #5

Default Text String	Description	Additional notes/description	Screenshot References
Table of Contents	Text for table of contents button, screen-reader only	This text label is used as the text for the Table of Contents button. It is generally only displayed to screen-readers. If you have a knowledge base created before June 2023, you'll also need to update Settings > Style to recognize these text changes. See Update Style Settings with Customize Text merge code for more details.	Top Navigation text-only screenshot, #6

Top Navigation visible screenshots


These Top Navigation elements are hyperlinks visible to all readers if the feature is enabled:




Contact Us **1**

Logout **2**


Welcome to your sample KB!




Welcome to KnowledgeOwl!



Get help



Evaluation resources




Trial FAQs




Contact Us **1**

Login **3**


Welcome to your sample KB!




Welcome to KnowledgeOwl!



Get help



Evaluation resources




Trial FAQs

Top Navigation text-only screenshot

These Top Navigation text options are generally only used by screen-readers or if there are problems displaying logos or icons. Unless one of these situations happens, you can really only see them by looking at the underlying HTML:

```
<!DOCTYPE html>
<html lang="en">
  <head>...</head>
  <body class="hg-site hg-minimalist-theme hg-home-page hg-2column-layout" cz-shortcut-listen="true">
    <nav class="hg-header navbar navbar-default navbar-fixed-top" role="navigation"> == $0
      ::before
      <div class="ko-nav-wrapper">
        <div class="navbar-header">
          ::before
          <button type="button" class="ko-slideout-left-toggle">...</button>
          <a class="navbar-brand" href="/help" title="your sample KB">
            
          </a>
          <div class="hg-project-name">Test for content seeding</div>
          <div class="nav-left-searchbar hidden-xs">...</div>
          <button type="button" class="navbar-toggle toc-toggle pull-left clear-left" data-toggle="collapse" data-target=".documentation-categories">
            <span class="sr-only">Table of Contents</span>
            <span class="browse">Table of Contents</span>
            <span class="icon-bar"></span>
            <span class="icon-bar"></span>
            <span class="icon-bar"></span>
          </button>
          <button type="button" class="navbar-toggle" data-toggle="collapse" data-target=".navbar-collapse">
            <span class="sr-only">Toggle navigation</span>
            <span class="icon-bar"></span>
            <span class="icon-bar"></span>
            <span class="icon-bar"></span>
          </button>
          </div>
          ::after
```

 #5 and #6 (the screen reader only text) may require some updates to your Style Settings. See [Update Style Settings with Customize Text merge code](#) for more details.

Section breakdown: Reader Login

Reader Login text customizations are only necessary if the Reader Login page is being used in your knowledge base. The Reader Login page will be shown if you have [Enabled reader logins](#) and:

- Default Access is set to public + someone clicks the Login link
- Default Access is set to [Restrict by reader logins](#) and someone navigates to any article or the homepage without being logged in

Here's a full list of the Default Text Strings available in the Customize Text Reader Login Knowledge Base Section, with accompanying screenshots to show how they're used:

Default Text String	Description	Additional notes/description	Screenshot References
Login	Login form title	The title displayed on the login form	Reader login screenshot, #1

Default Text String	Description	Additional notes/description	Screenshot References
Username	Username input label	The label used to prompt the reader for their username.	Reader login screenshot, #2
Password	Password input label	The label used to prompt the reader for their password.	Reader login screenshot, #3
Reset Password	Reset password link text	The text for the Reset password link displayed on the login.	Reader login screenshot, #4
Reset Password	Reset password header text	When a reader has clicked the link to reset their password, this is the header of the pop-up that opens.	Reset password screenshot, #9
Email Address	Password reset email address input label	When a reader has clicked the link to reset their password, this is label used to prompt the reader for their email address.	Reset password screenshot, #10
Cancel	Reset password cancel button text	When a reader has clicked the link to reset their password, this is the label for the "Cancel" button to back out/not reset the password.	Reset password screenshot, #11
Reset Password	Reset password confirmation button text	When a reader has clicked the link to reset their password, this is the label for the button to confirm the password reset.	Reset password screenshot, #12
Submit	Login button text	The button to submit the login credentials.	Reader login screenshot, #5
Continue as Guest	Guest login button text	This link will only appear if the Default Access is set to Public AND the reader login form has been enabled.	Reader login screenshot, #6
Don't have a login?	Signup link intro text	This text only appears if you have Reader signups enabled.	Reader login screenshot, #7
Click here to signup.	Signup link text	This link only appears if you have Reader signups enabled.	Reader login screenshot, #8
Signup	Signup header text	This header is on a pop-up that only appears if you have Reader signups enabled and someone has clicked the Signup link.	Reader signup screenshot, #13
Email Address	Signup email address input label	This input is in a pop-up that only appears if you have Reader signups enabled and someone has clicked the Signup link. The name entered here will be stored as the reader's email address and is what they'll use to login.	Reader signup screenshot, #14

Default Text String	Description	Additional notes/description	Screenshot References
First Name	Signup first name input label	This input is in a pop-up that only appears if you have Reader signups enabled and someone has clicked the Signup link. The name entered here will be stored as the reader's first name in Readers.	Reader signup screenshot, #15
Last Name	Signup last name input label	This input is in a pop-up that only appears if you have Reader signups enabled and someone has clicked the Signup link. The name entered here will be stored as the reader's last name in Readers.	Reader signup screenshot, #16
Signup	Signup confirmation button text	This button is in a pop-up that only appears if you have Reader signups enabled and someone has clicked the Signup link.	Reader signup screenshot, #17
Cancel	Signup cancel button text	This button is in a pop-up that only appears if you have Reader signups enabled and someone has clicked the Signup link.	Reader signup screenshot, #18



If you are using [custom fields](#) in the reader signup form, the text for those fields can be changed in [your profile icon/name > Readers > Settings](#).

Reader login screenshot

The Reader Login page will be shown if you have [Enabled reader logins](#) and:

- Default Access is set to public + someone clicks the Login link
- Default Access is set to [Restrict by reader logins](#) and someone navigates to any article or the homepage without being logged in

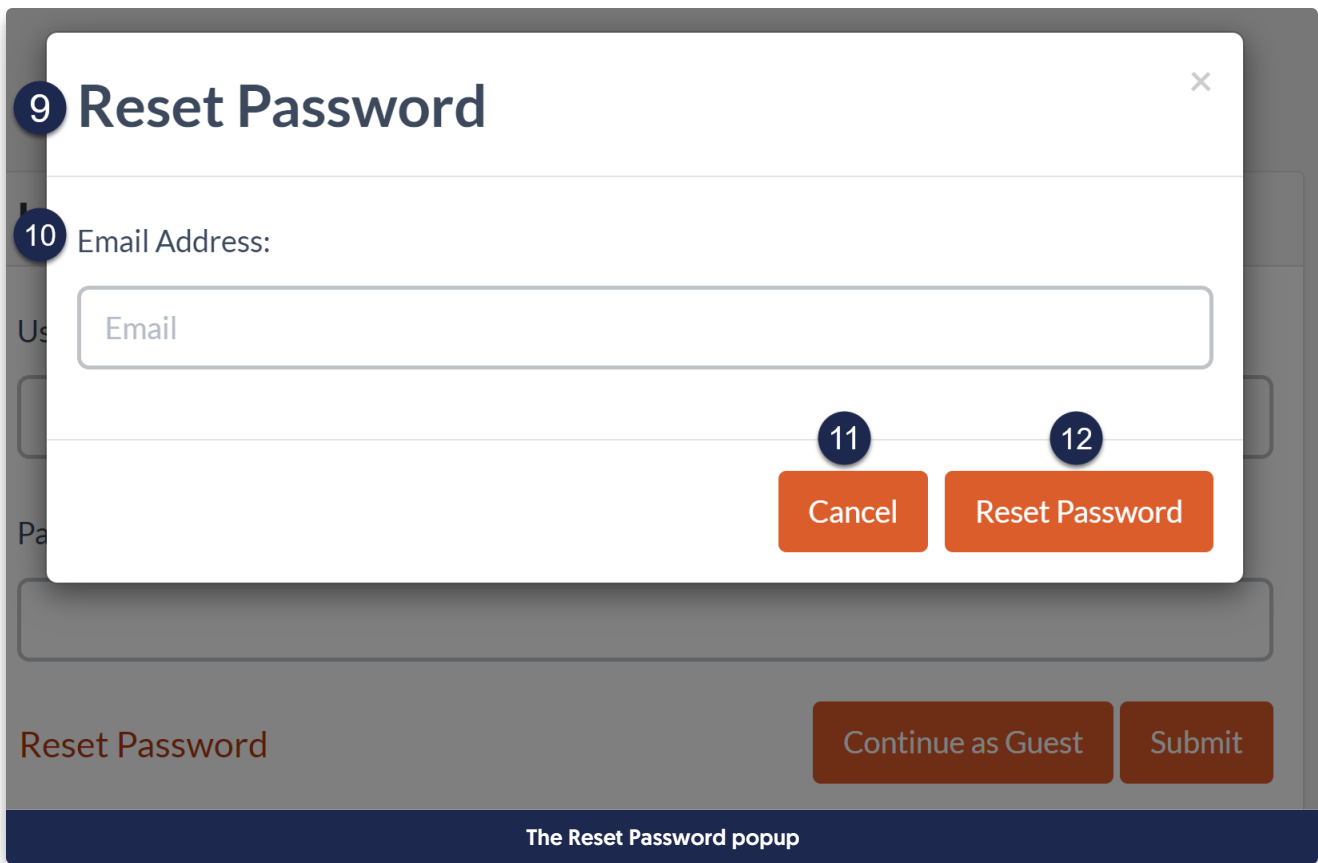
The screenshot shows a login form with the following elements:

- 1 Login**: The main heading of the form.
- 2 Username:**: A label for the first text input field.
- 3 Password:**: A label for the second text input field.
- 4 Reset Password**: A text link located below the password field.
- 6 Continue as Guest**: An orange button located to the right of the password field.
- 5 Submit**: An orange button located to the right of the 'Continue as Guest' button.
- 7**: A callout pointing to the text 'Don't have a login?'.
- 8**: A callout pointing to the text 'Click here to signup.'.

At the bottom of the page, there is a dark blue footer with the text: **The reader login page**.

Reset password screenshot

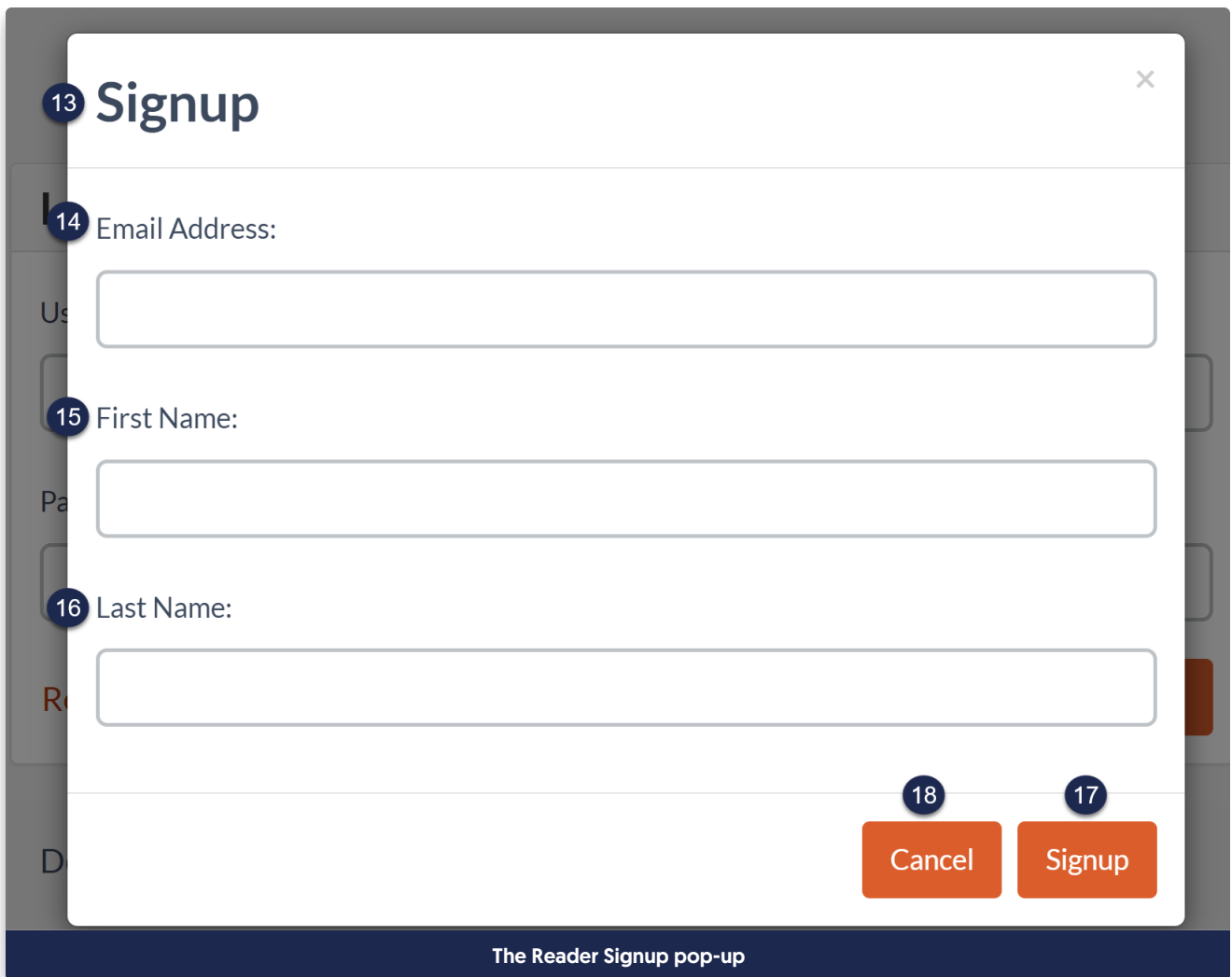
The Reset Password pop-up will open once someone clicks the **Reset Password** link on the main Reader Login page.



Reader signup screenshot

The Reader signup text and link will only be displayed in the main Reader Login page if you have enabled [Reader signups](#). If you aren't using Reader signups, you can ignore these text strings.

If you have enabled any [custom fields](#) in the reader signup form, the text for those can be edited in your [profile icon/name > Readers > Settings](#) in the Reader Signup Custom Fields section.



Section breakdown: Article

Here's a full list of the Default Text Strings available in the Article Knowledge Base Section, with accompanying screenshots to show how they're used:

Default Text String	Description	Additional notes/description	Screenshot References
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Default Text String	Description	Additional notes/description	Screenshot References
Last Modified on	Last modified timestamp label	This text is displayed beneath the article's title in both the live knowledge base and in Individual article PDFs (if used). It precedes the Last updated date. If you have a knowledge base created before June 2023, you'll also need to update Customize > Style to recognize these text changes. Refer to Update Style Settings with Customize Text merge code for more details.	Full Article screenshot, #1
Related Articles	Related articles list heading	Only applicable if you are using Related Articles . If you have a knowledge base created before June 2023, you'll also need to update Customize > Style to recognize these text changes. Refer to Update Style Settings with Customize Text merge code for more details.	Full Article screenshot, #2
Download PDF	Download PDF button name and title	If you display individual article PDFs , this text is displayed when someone hovers over the PDF icon (or when they use a screen reader).	Article Header screenshot, #12
How would you rate this article?	Article star rating label	If article ratings are enabled and set to 5 Star Rating, this text will display as the rating prompt.	Article Ratings screenshots, #7
Was this article helpful?	Article thumbs rating label	If article ratings are enabled and set to Thumbs Up / Thumbs Down, this text will display as the rating prompt.	Full Article screenshot, #3

Default Text String	Description	Additional notes/description	Screenshot References
Helpful	Name and title for the helpful rating link	If article ratings are enabled and set to Thumbs Up / Thumbs Down, this text will display when someone hovers over the thumbs up icon.	Article Ratings screenshots, #5
Unhelpful	Name and title for the unhelpful rating link	If article ratings are enabled and set to Thumbs Up / Thumbs Down, this text will display when someone hovers over the thumbs down icon.	Article Ratings screenshots, #6
Thank you for your feedback!	Rating success message	This message is displayed if article ratings are enabled and someone has submitted a rating. It replaces the rating section entirely.	Article Ratings screenshots, #13
Leave a comment...	Article comment placeholder text	If comments are enabled, this placeholder text is displayed in the Comments box.	Full Article screenshot, #4
User Icon	Alt text for user icons	If comments are enabled, this is the alt text for the user icon. It is only displayed if the user icon image can't load.	N/A
Change User Icon	Label for change user icon button	If comments are enabled, this is the label for the "change user icon" link displayed. (It will appear once someone activates the comments text box.)	Article Comments screenshots, #8
Submit	Label for comment submit button	If comments are enabled, this is the text displayed on the Submit button. (It will appear once someone activates the comments text box.)	Article Comments screenshots, #9
Submit comment	Title attribute for comment submit button	If comments are enabled, this is the text that will display when a reader hovers over the Submit button.	Article Comments screenshots, #10

Default Text String	Description	Additional notes/description	Screenshot References
Thank you! Your comment has been submitted for approval.	Feedback text shown when a comment is submitted.	If comments are enabled and someone has submitted a comment, this text will display as confirmation that their comment was submitted.	Article Comments screenshots, #11
Version Number	Version number or custom identifier	The text label for an inactive version's number. Currently used in version PDFs only.	Article Version PDF screenshot, #1
Version Author	Name of author who created this version	The text label for the author who created an inactive version. Currently used in version PDFs only. Only populated for versions created after 11 October 2023.	Article Version PDF screenshot, #2
Version Creation Date	Date this version was created	The date and timestamp when an inactive version was first created. Currently used in version PDFs only. May not be populated for versions created before 11 October 2023.	Article Version PDF screenshot, #3
Version Activation Date	Date this version was activated	The date and timestamp when an inactive version was activated. Currently used in version PDFs only. Only populated for versions activated after 11 October 2023.	Article Version PDF screenshot, #4
Author Activating	Author who activated this version	The text label for the author who activated a version. Currently used in version PDFs only. Only populated for versions activated after 11 October 2023.	Article Version PDF screenshot, #5
Version Deactivation Date	Date this version was deactivated	The date and timestamp when an active version was deactivated. Currently used in version PDFs only. Only populated for versions deactivated after 11 October 2023.	Article Version PDF screenshot, #6

Default Text String	Description	Additional notes/description	Screenshot References
Author Deactivating	Author who deactivated this version	The text label for the author who deactivated a version by activating another one. Currently used in version PDFs only. Only populated for versions deactivated after 11 October 2023.	Article Version PDF screenshot, #7

Full Article screenshot

Here are where most of the text string sections appear within a full article:

The screenshot shows a KnowledgeOwl article page for 'Orientation'. At the top left is a hamburger menu icon. At the top right is a search bar with the text 'Search for articles...'. Below the search bar is the breadcrumb 'Home >> Welcome to KnowledgeOwl!'. The article title 'Orientation' is prominently displayed with icons for PDF, print, email, and a star. A callout #1 points to the text 'Last Modified on 02/17/2023 9:35 am EST'. Below the title is a welcome message: 'Welcome to your new knowledge base! We're glad to have you here. 🍌'. This is followed by a paragraph: 'We've created some content here to answer questions you might have and share some different configuration options:'. A bulleted list follows:

- **Get Started:** This is an abbreviated version of our whole Getting Started Guide, which walks you through some of the settings and configurations you may want to tweak to test things out. This is a custom content category, so it's a category that behaves more like an article.
- **Get help:** Find all the ways you can request help during and after your trial. This is a blog style category.
- **Evaluation resources:** Check out reviews from other KnowledgeOwl users, learn how to connect with us outside of your trial, and learn how to delete all this content once you don't need it. This is a default category.
- **Trial FAQs:** Here, we provide answers to some of the questions we get asked most often by trial users. This is a topic display category using the accordion layout. You can ignore this category if you created this new knowledge base as part of an existing paid account!

Below the list is a section titled '#2 Related Articles' with a sub-link 'Get started'. Underneath is a question '#3 Was this article helpful?' with thumbs up and thumbs down icons. At the bottom is a comment section with a user icon and a text input field labeled '#4 Leave a comment...'. A dark blue bar at the bottom of the screenshot contains the text 'Full Article Screenshot'.

#2 is only relevant if you are using **Related Articles**.

#3 is only relevant if **Ratings** have been enabled and the Thumbs Up / Thumbs Down rating type is used.

#4 is only relevant if **Comments** are enabled.



#1 and #2 (Last modified on and Related Articles) may require some updates to your Style Settings.



Refer to [Update Style Settings with Customize Text merge code](#) for more details.

Article Header screenshot

The Download PDF text string is only visible when someone hovers over the PDF icon in the header (and if the PDF icon is displayed in the article):

Home >> Welcome to KnowledgeOwl!

Orientation

Last Modified on 02/17/2023 9:35 am EST

12 **Download PDF**

Welcome to your new knowledge base! We're glad to have you here. 🙌

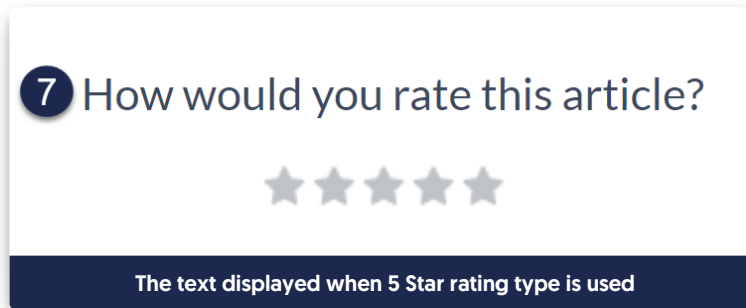
Article Rating screenshots

The screenshots below only apply if [Ratings](#) have been enabled.

The Helpful and Unhelpful text strings are displayed when the **Thumbs Up / Thumbs Down** rating type is used and someone hovers over the icons:



When the 5 Star rating type is used, a different text string displays above the stars:



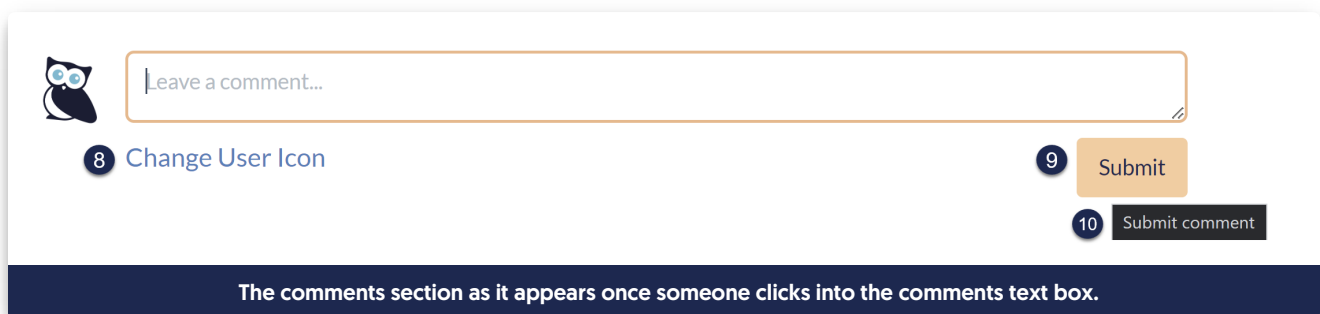
With either Article Rating type, once someone submits a rating, the ratings section is replaced by the feedback message:



Article Comments screenshots

The screenshots in this section only apply if [Comments](#) are enabled.

Once someone gets into comments placeholder textbox, the [Change User Icon](#) link and [Submit](#) button appear. Hovering over the [Submit](#) button will display the [Submit comment](#) text string.



Once someone submits a comment, the comments section is replaced with feedback text:

11 Thank you! Your comment has been submitted for approval.

The feedback message replaces the comments section once a comment is submitted

Article Version PDF screenshot

The text strings below are currently only used in [article version PDFs](#). Many of these text strings will be empty for versions created, activated, or deactivated prior to 11 October 2023. The layout of these PDFs may look different if you've edited [Customize > Style \(HTML & CSS\) > Custom HTML > Article Version](#).

Published article with versions

- 1 Version Number a456.1
- 2 Version Author [REDACTED]
- 3 Version Creation Date 10/10/2023 12:32 pm EDT
- 4 Version Activation Date 10/10/2023 1:01 pm EDT
- 5 Author Activating [REDACTED]
- 6 Version Deactivation Date 10/10/2023 1:02 pm EDT
- 7 Author Deactivating [REDACTED]

I'm a published article. va456.1

Section breakdown: Miscellaneous

Here's a full list of the Default Text Strings available in the **Miscellaneous Knowledge Base Section**, with accompanying screenshots to show how they're used:

Default Text String	Description	Additional notes/description	Screenshot References
Glossary	Glossary page title	The title of the page displayed at /glossary. If the Search setting to Add the glossary page to your search results is enabled, the word "glossary" and the custom text string you enter here will return the glossary page in search results.	Glossary screenshot, #1

Glossary screenshot

The Glossary page title is the header displayed at the top of the /glossary page in your knowledge base:

Glossary screenshot

If you customize this text string and you have the [Add the glossary page to your search results](#) option enabled in **KB settings > Search and synonyms > General settings**, the Glossary page will be returned as a result when someone searches:

- The word "glossary"
- The custom text string you've entered

Be sure to adjust Table of Contents and Search options for Glossary references to get a total re-naming in place!

Section breakdown: Required Reading

Here's a full list of the Default Text Strings available in the [Required Reading](#) Knowledge Base Section, with accompanying screenshots to show how they're used:

Default Text String	Description	Additional notes/description	Screenshot References
Required Reading	Required reading articles list heading	This is the heading for the Required Reading articles list where it is displayed. This article list is not automatically added to new knowledge bases.	Homepage screenshots, #1
Required Reading	Required reading page title	This is the title of the Required Reading page displayed at <code>/{root}/required-reading</code> in your knowledge base (this page also opens when the "See more" link is opened from the Required Reading articles list.)	Required Reading screenshots, #1
Required	Required description in legend at top of required reading page	This is the description of the required icon displayed in the legend at the top of the Required Reading page .	Required Reading screenshots, #2
Acknowledged	Acknowledged description in legend at top of required reading page	This is the description of the acknowledged icon displayed in the legend at the top of the Required Reading page .	Required Reading screenshots, #3

Default Text String	Description	Additional notes/description	Screenshot References
This article is required to read	Article required reading top of page callout	This is the text displayed by the Required Reading flag merge code when a required article has not yet been confirmed as read. You can add this merge code anywhere in your article template.	Article screenshots, #1
This article is required reading. Please click to confirm that you have read and understood it.	Article required reading checkbox text	This is the text displayed by the Required Reading acknowledgement merge code when a required article has not yet been confirmed as read. You can add this merge code anywhere in your article template.	Article screenshots, #2
Acknowledged	Required reading flag with acknowledgement	This is the text displayed by the Required Reading flag merge code when a required article has been confirmed as read.	Article screenshots, #3
Thank you for reading the article and confirming that you completed it.	Article required reading checkbox text for acknowledged article	This is the text displayed by the Required Reading acknowledgement merge code when a required article has been confirmed as read.	Article screenshots, #4
No results found.	Required reading page message if no required reading found	This message is displayed on the Required Reading page if there are no articles marked as required	Required Reading screenshots, #4
See more...	Required reading article list see more	This is the "See more..." link displayed in the Required Reading articles list when it contains more articles than can be displayed.	Homepage screenshots, #2
None	Required reading article list empty text	The text that is displayed if the Required Reading article list is shown but has no articles within it.	Homepage screenshots, #3

Homepage screenshots

If you add the Required Reading article list to your homepage (or another page), these text fields are the ones we'll display:

1 Required Reading

New Article within custom content cat

Updated  Check our YouTube channel

Orientation

New Schedule a demo

Talk to a current customer

2 *See more...*

Required Reading article list with articles

1 Required Reading

3 *None*

Required Reading article list without articles

Required Reading screenshots

The Required Reading page can be accessed:

- by navigating to `/{root}/required-reading`
- by clicking the "See more..." link in the Required Reading article list

1 Required Reading

2 Required 3 Acknowledged

Article within custom content cat New

Created on: 02/10/2023 in Welcome to KnowledgeOwl! >> Get started

Call me Ishmael. Some years ago - never mind how long precisely - having little or no money in my purse, and nothing particular to interest me on shore, I thought I would sail about a little and see the watery part of the world. It is a way I have o...

Check our YouTube channel Updated

Published on: 01/10/2023 in Get help

Check out our small-but-growing YouTube channel.

Orientation

Published on: 27/08/2023 in Welcome to KnowledgeOwl!

Why is this content here? Learn what we've put in this knowledge base and why.

Sample Required Reading page with several articles

1 Required Reading

2 Required 3 Acknowledged

4 No results found.

Sample Required Reading page with no articles



To customize the text in the pagination controls of this page, see [Section breakdown: Article Lists](#) for the default text strings for the pagination controls.

Article screenshots

The screenshots below only apply when:


- Required Reading has been enabled
- Merge codes for the flag and acknowledgement are in the Article Custom HTML template

- Someone is viewing an article marked as "Required".

The exact placement of these sections depends on where you've put them:

Home >> Get help

Check our YouTube channel

1  This article is required to read

Last Modified on 04/10/2023 11:19 am EDT

We recently started doing a series of drop-in video sessions on select topics. Check out the recordings we have available at our [YouTube channel](#).

2

This article is required reading. Please click to confirm that you have read and understood it.

Related Articles

Flag and acknowledgement text displayed when a required article has not been acknowledged as read

Check our YouTube channel

3  Acknowledged

Last Modified on 04/10/2023 11:19 am EDT

We recently started doing a series of drop-in video sessions on select topics. Check out the recordings we have available at our [YouTube channel](#).

4



Thank you for reading the article and confirming that you completed it.

Related Articles

Flag and acknowledgement text displayed when a required article has been acknowledged as read

Section breakdown: Article Lists

Here's a full list of the Default Text Strings available in the Article Lists Knowledge Base Section, with accompanying screenshots to show how they're used:

Default Text String	Description	Additional notes/description	Screenshot References
Popular Articles	Popular articles list heading	This is the heading for the Popular Articles list where it is displayed. If you have a knowledge base created before September 2023, you'll also need to update either the top-level Homepage or Settings > Style to recognize this text change. See Update Style Settings with Customize Text merge code for more details.	Homepage Default Article Lists screenshots, #1

Default Text String	Description	Additional notes/description	Screenshot References
Popular Articles	Popular articles page heading	The heading displayed on the full Popular Articles page (<code>{/root}/popular-articles</code>). This page is opened when someone clicks the "See more..." link in the Popular Articles list.	Popular Articles screenshot, #1
See more...	Popular articles see more	The text displayed at the bottom of the Popular Articles list when it contains more articles than can be displayed.	Homepage Default Article Lists screenshots, #2
None	Popular articles empty text	The text that is displayed if the Popular Articles list is shown but has no articles within it.	Homepage Default Article Lists screenshots, #7
New Articles	New articles list heading	This is the heading for the New Articles list where it is displayed. If you have a knowledge base created before September 2023, you'll also need to update Settings > Style to recognize this text change. See Update Style Settings with Customize Text merge code for more details.	Homepage Default Article Lists screenshot, #3
New Articles	New articles page heading	The heading displayed on the full New Articles page (<code>{/root}/new-articles</code>). This page is opened when someone clicks the "See more..." link in the New Articles list.	New Articles screenshot, #1
See more...	New articles see more	The text displayed at the bottom of the New Articles list when it contains more articles than can be displayed.	Homepage Default Article Lists screenshots, #4
None	New articles empty text	The text that is displayed if the New Articles list is shown but has no articles within it.	Homepage Default Article Lists screenshots, #8

Default Text String	Description	Additional notes/description	Screenshot References
Updated Articles	Updated articles list heading	This is the heading for the Updated Articles list where it is displayed. If you have a knowledge base created before September 2023, you'll also need to update Settings > Style to recognize this text change. See Update Style Settings with Customize Text merge code for more details.	Homepage Default Article Lists screenshots, #5
Updated Articles	Updated articles page heading	The heading displayed on the full Updated Articles page [{root}/updated-articles]. This page is opened when someone clicks the "See more..." link in the Updated Articles list.	Updated Articles screenshot, #1
See more...	Updated articles see more	The text displayed at the bottom of the Updated Articles list when it contains more articles than can be displayed.	Homepage Default Article Lists screenshots, #6
None	Updated articles empty text	The text that is displayed if the Updated Articles list is shown but has no articles within it.	Homepage Default Article Lists screenshots, #9
Recent Articles	Recent articles heading	This is the heading for the Recent Articles list where it is displayed. This article list is not automatically added to new knowledge bases. If you've added the list yourself, you may need to update Homepage or Settings > Style to recognize this text change. See Update Style Settings with Customize Text merge code for more details.	Optional Article Lists screenshot, #1

Default Text String	Description	Additional notes/description	Screenshot References
None	Recent articles empty text	The text that is displayed if the Recent Articles list is shown but has no articles within it.	Optional Article Lists screenshot, #2
Favorite Articles	Favorite articles heading	This is the heading for the Favorite Articles list where it is displayed. This article list is not automatically added to new knowledge bases. If you've added the list yourself, you may need to update Homepage or Settings > Style to recognize this text change. See Update Style Settings with Customize Text merge code for more details.	Optional Article Lists screenshots, #3
Favorite Articles	Favorite articles page heading	The heading displayed on the full Favorite Articles page [/{root}/favorite-articles]. This page is opened when someone clicks the "See more..." link in the Favorite Articles list.	Favorite Articles screenshot, #1
See more...	Favorite articles see more	The text displayed at the bottom of the Favorite Articles list when it contains more articles than can be displayed.	Optional Article lists screenshot, #5
None	Favorite articles empty text	The text that is displayed if the Favorite Articles list is shown but has no articles within it.	Optional Article Lists screenshot, #4
Last Updated:	Popular articles last updated label	This wording introduces the last updated date for each article in the Popular Articles page. If you've customized your Search results text strings to replace Last Updated, we recommended matching those changes here .	Popular Articles screenshot, #2

Default Text String	Description	Additional notes/description	Screenshot References
Last Updated:	Updated articles last updated label	This wording introduces the last updated date for each article in the Updated Articles page. If you've customized your Search results text strings to replace Last Updated, we recommended matching those changes here.	Updated Articles screenshot, #2
Created On:	New articles created on label	On the New Articles page, this wording introduces the creation date for each article. If you've customized your Search results text strings to replace Created On, we recommended matching those changes here.	New Articles screenshot, #2
Published On:	New articles published on label	On the New Articles page, this wording introduces the published date for each article. This text is only shown if a published date has been explicitly added to an article AND if that date is more different from the date the article was created.	New Articles screenshot, #3
More	Article list pagination next button label	When the New, Popular, or Updated Articles page contain more articles than they can hold, this is the label for the control that navigates to the next page.	Article List Pagination screenshot, #4
Back	Article list pagination previous button label	When the New, Popular, or Updated Articles page contain more articles than they can hold, this is the label for the control that navigates to the previous page.	Article List Pagination screenshot, #1

Default Text String	Description	Additional notes/description	Screenshot References
Viewing	Article list current page label	When the New, Popular, or Updated Articles page contain more articles than they can hold, this is the label to indicate which articles in the list you're currently viewing.	Article List Pagination screenshot, #2
of	Article list current page preposition	When the New, Popular, or Updated Articles page contain more articles than they can hold, this is the label to offset what you're currently viewing from the total number of articles.	Article List Pagination screenshot, #3


Homepage Default Article Lists screenshots

By default, new knowledge bases are created with the Popular Articles, New Articles, and Updated Articles sections on the homepage:

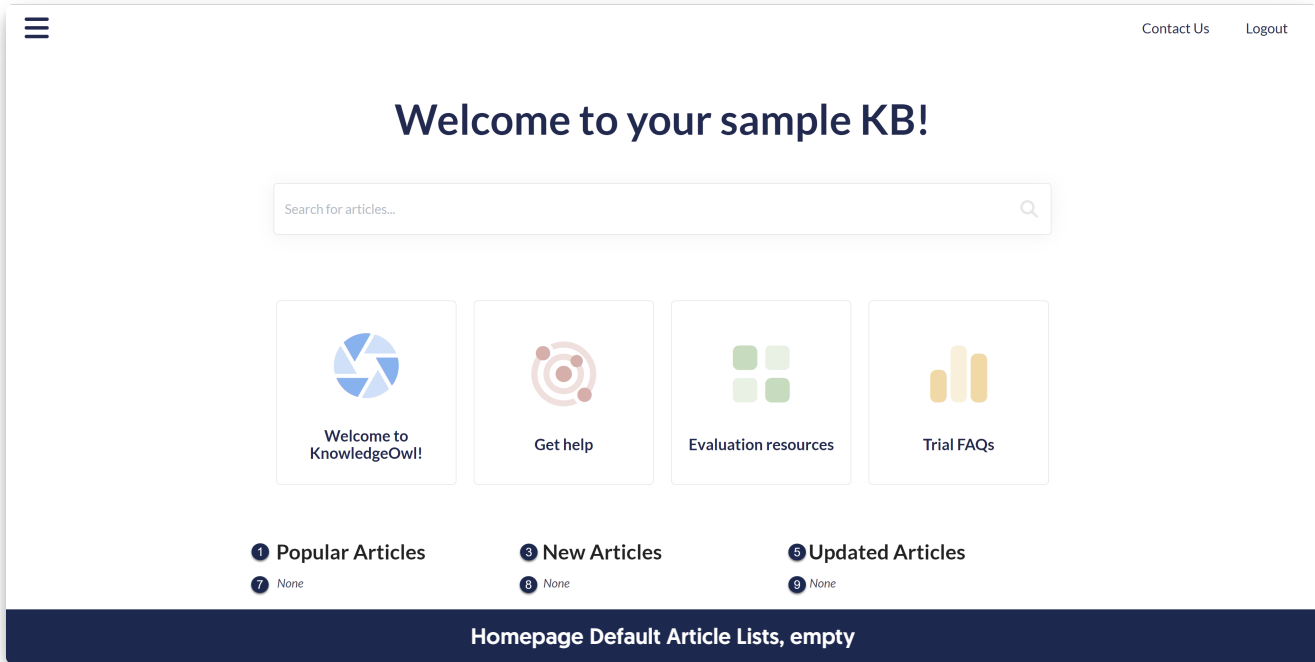
The screenshot shows the KnowledgeOwl homepage. At the top, there is a search bar with the placeholder text "Search for articles...". Below the search bar are four navigation cards: "Welcome to KnowledgeOwl!", "Get help", "Evaluation resources", and "Trial FAQs". The main content area features three article lists:

- 1 Popular Articles**: Includes links for "Trial FAQs", "How to delete this content", "Get started", "Hear what others have to say", "Connect with us", and "See more..."
- 3 New Articles**: Includes links for "How do I add more knowledge bases to my trial?", "How do I extend my trial?", "How do I add more users to my trial?", "What happens when my trial expires?", "What features are available during my trial?", and "See more..."
- 5 Updated Articles**: Includes links for "Trial FAQs", "How do I extend my trial?", "How do I add more knowledge bases to my trial?", "How do I add more users to my trial?", "What features are available during my trial?", and "See more..."

At the bottom of the screenshot, a dark blue banner reads "Homepage Default Article Lists, populated".

 **#1, #3, and #5 (the titles for each list) may require some updates to Settings > Style or Homepage.**
 See [Update Style Settings with Customize Text merge code](#) and [Update Homepage with Customize](#)

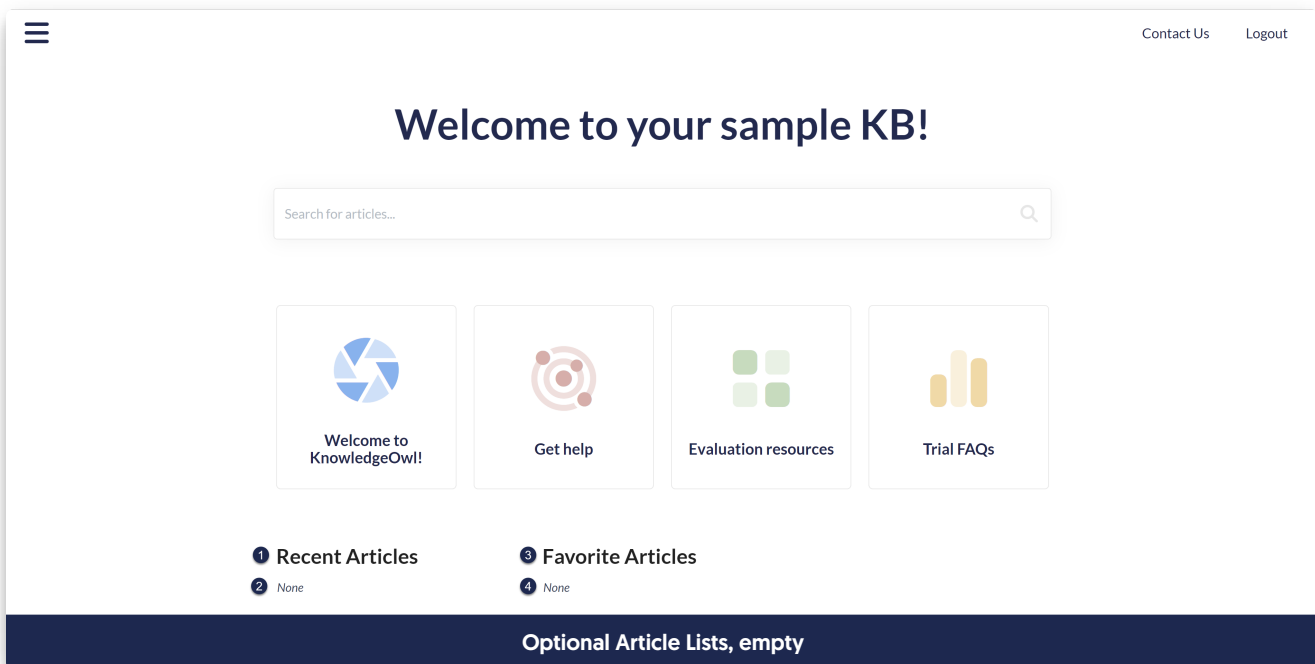
[Text merge code](#) for more details.



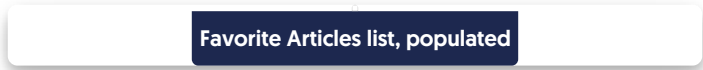
Optional Article Lists screenshot

The [Favorite Articles](#) and [Recent Articles](#) lists aren't included in your knowledge base by default, but you can choose where to add them. Both lists require individual reader logins to work.

Here's an example of what they'd look like added to your homepage, with the corresponding text strings numbered, when the lists contain nothing:

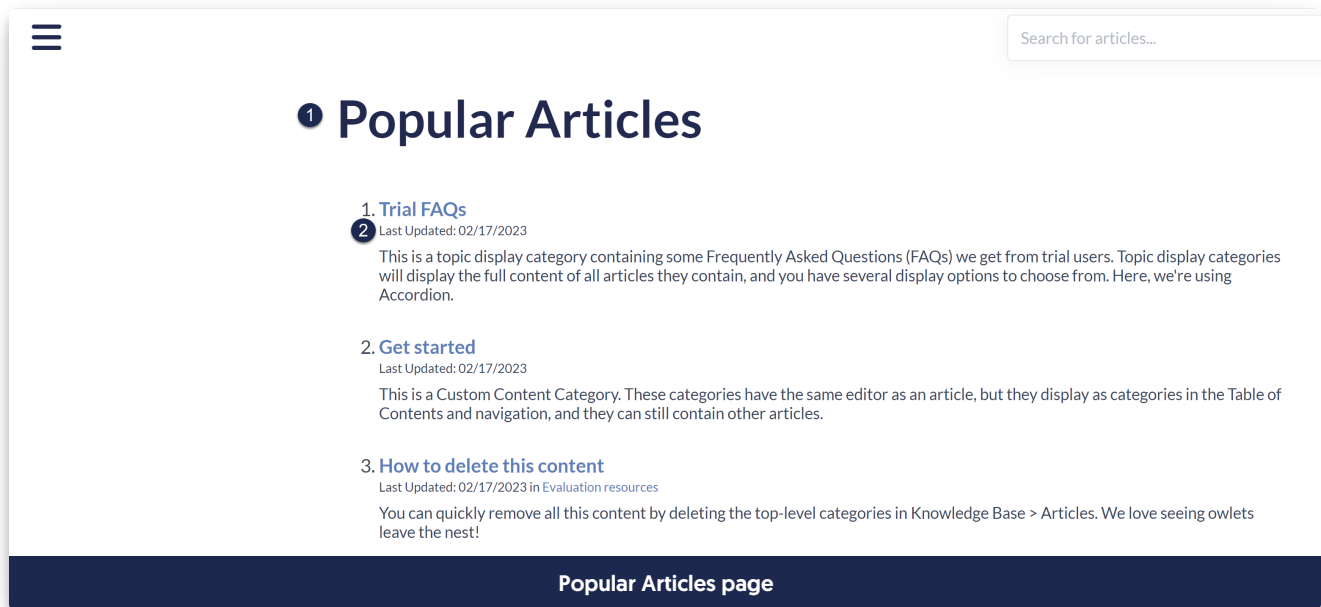


Readers can favorite up to 50 articles; the list displays only up to 10. If the reader's favorited more than 10 articles, a See more link is displayed:



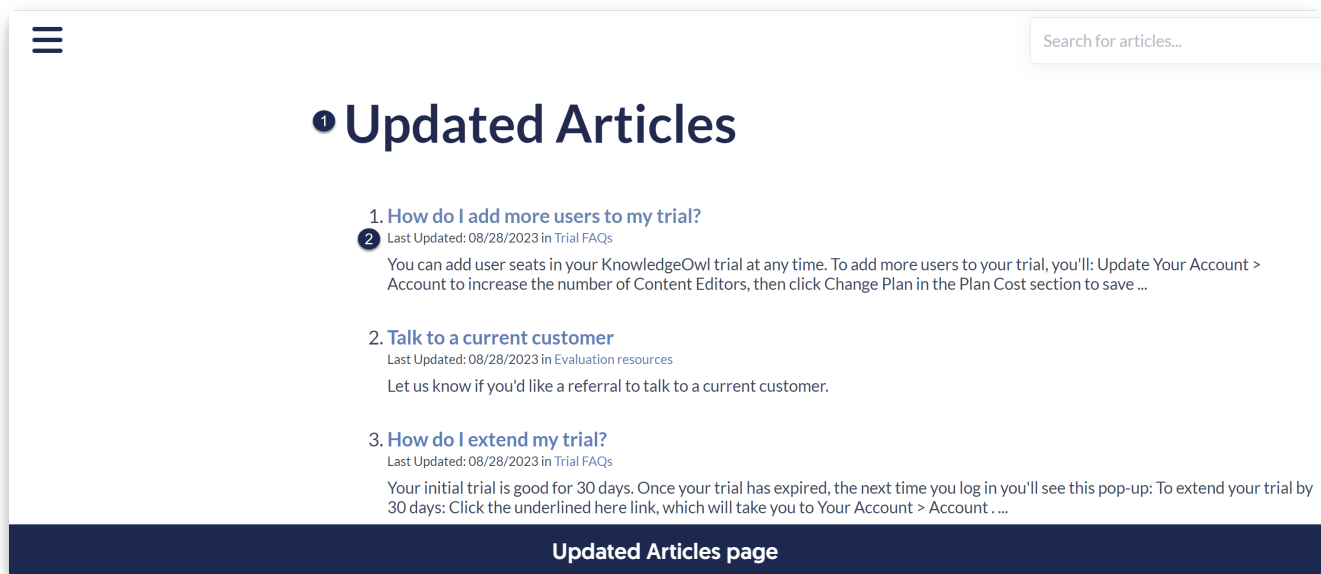
Popular Articles screenshot

Once you click the "See more..." link in the Popular Articles list (or navigate to `/root/popular-articles` in your knowledge base), you're presented with the full Popular Articles page:



Updated Articles screenshot

Once you click the "See more..." link in the Updated Articles list (or navigate to `/root/updated-articles` in your knowledge base), you're presented with the full Updated Articles page:





To change the "in" used between the date and the category breadcrumb, update the "in" default text string in the [Search](#) section.

New Articles screenshot

Once you click the "See more..." link in the New Articles list (or navigate to `/{root}/new-articles` in your knowledge base), you're presented with the full New Articles page:

Search for articles...

1 New Articles

- 1. Talk to a current customer**
2 Created on: 08/28/2023 in Evaluation resources
Let us know if you'd like a referral to talk to a current customer.
- 2. How do I add more users to my trial?**
3 Published on: 08/27/2023 in Trial FAQs
You can add user seats in your KnowledgeOwl trial at any time. To add more users to your trial, you'll: Update Your Account > Account to increase the number of Content Editors, then click Change Plan in the Plan Cost section to save ...
- 3. How do I add more knowledge bases to my trial?**
Created on: 02/17/2023 in Trial FAQs
You can add more knowledge bases in your KnowledgeOwl trial at any time. To add more users to your trial, you'll: Update Your Account > Account to increase the number of Knowledge Bases, then click Change Plan in the Plan Cost section...

New Articles page



To change the "in" used between the date and the category breadcrumb, update the "in" default text string in the [Search](#) section.

Favorite Articles screenshot

Once you click the "See more..." link in the Favorite Articles list (or navigate to `/{root}/favorite-articles` in your knowledge base), you're presented with the full Favorite Articles page:

Favorite Articles page

Article List Pagination screenshot

The full page for the Popular, Updated, or New Articles pages displays pagination controls at the bottom if there are more than 10 articles on the page. The text strings here allow you to customize the text associated with those controls.

8. What are my pricing and plan options?

Created On: 02/17/2023 in Trial FAQs

For full details on our plans and pricing, see: Plans Pricing For other plan or pricing questions not answered there, see: Plans and trials FAQ . All trial accounts come it at our Flex plan level. If you'd like to updat...

9. Trial FAQs

Created On: 02/17/2023

This is a topic display category containing some Frequently Asked Questions (FAQs) we get from trial users. Topic display categories will display the full content of all articles they contain, and you have several display options to choose from. Here, we're using Accordion.

10. How to delete this content

Created On: 02/17/2023 in Evaluation resources

You can quickly remove all this content by deleting the top-level categories in Knowledge Base > Articles. We love seeing owlets leave the nest!



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Update the text strings here to customize the pagination control text labels

Section breakdown: Contact Form

Contact Form text customizations are only necessary if the [Contact Form](#) is being used.

The Contact Form basically has three main pages:

- **The initial search page:** this page prompts the viewer to search for something
- **A search results page:** their initial question or phrase is searched and we return potentially useful articles. They select whether the article there answered their question. If they say it did answer their question, they're kicked to a confirmed self-serve success page and finish the form. If they say it did not answer their question, they move to the full form.
- **The full contact form:** Once someone has navigated through the first two pages and confirmed that none of the suggested resources answered their question, they're presented with the full contact form. Submitting this form will trigger an email (or whatever method of contact form submission you've selected!) and will then present a confirmed submission page.



Contextual help widget users

These text strings will update the Contact Form in the full knowledge base only. If you're using the [Contextual Help Widget \(2.0\)](#), update that text in [KB settings > Widget](#). [Text in [Modern & Legacy Contextual Help Widget \(deprecated\)](#) won't update].

Here's a full list of the Default Text Strings available in the [Customize Text Contact Form Knowledge Base Section](#), with accompanying screenshots to show how they're used:

Default Text String	Description	Additional notes/description	Screenshot References
Contact Form	Contact form page title tag	The title tag is what's used as the label for the browser tab. It's displayed throughout the contact form interaction, but only shown in one screenshot here.	Initial search screenshot, #1
How can we help?	Contact form introduction header text	The header displayed when someone first opens the contact form.	Initial search screenshot, #2
We need just a bit more information before you submit your question.	Contact form header		Full contact form screenshots, #1
Do any of these articles answer your question?	Contact form search header		Search results page screenshot, #1
Next	Contact form search submit button text	The Next button is displayed when someone first opens the Contact Form. They select this once they've entered their initial question/search.	Initial search screenshot, #5
Yes! That Helped!	Contact form search confirmed self-serve button text	This button is displayed once someone completes the initial search in the Contact Form, when we suggest resources based on that search. If they click this button, it gets marked as a confirmed self-serve and they're taken to a success page that uses the Self-serve confirmation header as the header.	Search results page screenshot, #2
No, submit my request	Contact form search submit ticket button text	This button is displayed once someone completes the initial search in the Contact Form, when we suggest resources based on that search. If they click this button, they're taken to the full Contact Form so they can submit a query.	Search results page screenshot, #3

Default Text String	Description	Additional notes/description	Screenshot References
Awesome!	Self-serve confirmation header	If someone selects the "Yes! That Helped!" button, this is the header of the page that gets displayed. The body of the text displayed below this header can be edited in Customize > Contact Form in the Successful Search Body field.	Confirmed self-serve screenshot, #1
Where should this ticket go?	Multiple email label	If the Contact Form is set up to send via email and the option to send to multiple email addresses is selected, this is label is displayed above the dropdown for the reader to select where to send it.	Full contact form screenshots, #11
Subject	Contact form subject label	This label is placed above the question field on the first page, and gets carried through as the "Subject" if they proceed with submitting to the full Contact Form.	Initial search screenshot, #3 Full contact form screenshots, #2
How do I...	Contact form subject placeholder	This placeholder is displayed in the search bar when the Contact Form is first loaded. If someone goes to submit the full form and deletes all of the text they previously entered in the Subject field, this placeholder will display again in the full form.	Initial search screenshot, #4
Details	Contact form details label	This is the label for the body or details section of the full contact form. It's only displayed if someone selects "No, submit my request".	Full contact form screenshots, #3
Your Name	Contact form full name label	This label displays above the name field in the full contact form.	Full contact form screenshots, #4

Default Text String	Description	Additional notes/description	Screenshot References
John Doe	Contact form full name placeholder	This placeholder is displayed in the name field in the full contact form. If readers are logged in, the name associated with their account is pre-populated and they won't see this placeholder.	Full contact form screenshots, #5
Your Email Address	Contact form email address label	This label displays above the email field in the full contact form.	Full contact form screenshots, #6
john@doe.com	Contact form email address placeholder	This placeholder is displayed in the email field in the full contact form. If readers are logged in, the email associated with their account is pre-populated and they won't see this placeholder.	Full contact form screenshots, #7
Attach Files	Contact form file attachments label	This label appears above the file picker in the full contact form.	Full contact form screenshots, #8
Submit	Contact form feedback submit button label	This button is what readers click to submit the full contact form.	Full contact form screenshots, #10
Back	Contact form feedback cancel button label	This button allows readers to back out of the full contact form to return the search results page.	Full contact form screenshots, #9
Awesome!	Contact form submitted confirmation header	Once someone submits the full contact form, this is the header of the page that gets displayed. The body of the text displayed below this header can be edited in Customize > Contact Form in the Form Submitted Body field.	Submission confirmation page screenshot, #1

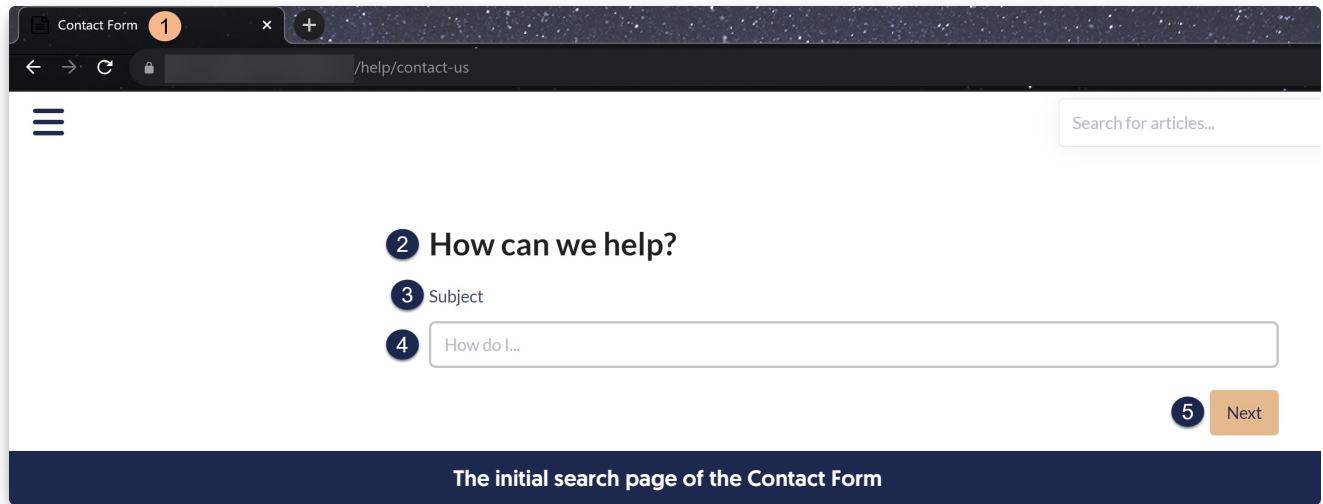


"Contact Us" link

To customize the wording for the "Contact Us" link your top navigation, go to **Knowledge Base Section: Top Navigation**. Refer to [Section breakdown: Top Navigation](#) for more information.

Initial search screenshot

The Initial search page is displayed when someone first opens the Contact Form, and contains a streamlined set of fields:



Once the reader selects "Next", a search is performed and they're taken to the search results page.

Search results page screenshot

Once a reader selects Next on the initial search page, we'll perform a search for relevant articles. The reader will be taken to an intermediate Search results page to see if we can encourage them to self-serve with a relevant resource.

They use the two buttons at the bottom to either confirm that their question has been answered (Yes! That Helped!) or to confirm that their question hasn't been answered and they need to go to the full contact form (No, submit my request.):

1 Do any of these articles answer your question?

[What are my pricing and plan options?](#)

Last Updated: 11/08/2023

[How do I add more knowledge bases to my trial?](#)

Last Updated: 11/08/2023

[How do I add more users to my trial?](#)

Last Updated: 11/08/2023

[What happens when I subscribe to KnowledgeOwl?](#)

Last Updated: 11/08/2023

[How do I extend my trial?](#)

Last Updated: 11/08/2023

2

Yes! That Helped!

3

No, submit my request.

The search results page

Confirmed self-serve screenshot

If the reader selects "Yes! That Helped!" from the search results, they'll exit the contact form and be taken to a confirmation page. This will log their search as a self-serve in [Contact form reporting](#).

1 **Awesome!**

Thanks for contacting us!

Confirmed self-serve page



Edit "Thanks for contacting us!"

The "Awesome!" header is the only text on this page you can edit in [Customize > Default text](#).

Edit the "Thanks for contacting us!" message in [Customize > Contact Form](#) by updating the [Successful Search Body](#) field.

Full contact form screenshots

If the reader selects "No, submit my request" button on the search results page, they're taken to the full contact form. Once they fill out the details here and select "Submit", the contact form submission will be delivered to you through whatever send method you've set up.

The screenshot shows a contact form with the following elements:

- 1** We need just a bit more information before you submit your question.
- 2** Subject: A text input field containing "how do I update my billing info".
- 3** Details: A large, empty text area for providing more information.
- 4** Your Name: A text input field containing "John Doe".
- 5** Your Email Address: A text input field containing "john@doe.com".
- 6** Attach Files: A section with a "Choose File" button and the text "No file chosen".
- 9** Back: An orange button.
- 10** Submit: An orange button.

At the bottom of the form is a dark blue footer bar with the text "The full contact form".

If the contact form has been set up to [use multiple email addresses](#), that field will display between the full contact form header and the Subject:

1 We need just a bit more information before you submit your question.

11 Where should this ticket go?

2 Subject

3 Details

The full contact form, with multiple email addresses

Submission confirmation page screenshot

Once a reader selects the "Submit" button from the full contact form, they're presented with a submission confirmation page:

1 Awesome!

We will get back to you as soon as possible.

The submission confirmation page



Edit "We will get back to you as soon as possible."

The "Awesome!" header is the only text on this page you can edit in **Customize > Default text**.

Edit the "We will get back to you as soon as possible" message in **Customize > Contact Form by**

updating the Form Submitted Body field.

Update Style Settings with Customize Text merge code

In some cases, when you edit a text string in **Customize > Default text**, the **Edit Text String** modal displays a warning like this:

To display this text string, update your [knowledge base theme](#) or [homepage](#) to use the appropriate Customize Text Merge code. [Learn more](#)

The warning appears because before the Customize Text merge codes existed, we hard-coded these text strings into the Custom HTML templates used in **Customize > Style (HTML & CSS)** and in **Customize > Homepage**.

It will take a little bit of sleuthing to update the text accordingly. If you're unsure what to update, [contact us](#) and one of our support owls will happily help you!

Here's an overview of what you'll need to do if you see this warning:

1. Select the **knowledge base theme** link or navigate to **Customize > Style (HTML & CSS)**.
2. Open the appropriate Custom HTML template (Article or Top Navigation).
3. Find the previously hard-coded text and replace it with a merge code.
4. **Save your changes.**

We have more detailed instructions for each scenario below!

Relevant text strings

This warning message may display for these knowledge base sections' text strings. Select the text string you're editing to jump to instructions on it:

- [Article: Last Modified on](#)
- [Article: Related Articles](#)
- [Top Navigation: Toggle navigation](#)
- [Top Navigation: Table of Contents](#)
- [Article Lists: Popular articles list heading](#)
- [Article Lists: Updated articles list heading](#)
- [Article Lists: New articles list heading](#)
- [Article Lists: Recent articles list heading](#)
- [Article Lists: Favorite articles list heading](#)

Article: Last Modified on

If you try to edit the default text string for Last Modified on in the Article section and receive the warning:

1. Select the **knowledge base theme link** in the warning or navigate to **Customize > Style (HTML & CSS)**.
2. In the **Customize HTML, CSS, and JS section**, select **Custom HTML**.
3. Select **Article** from the **Select HTML section to edit dropdown**.
4. Identify the text that needs to be replaced. The **Last modified on statement** is usually near the top, in the `<div class="metadata">` section, which begins on row 4. Here, we see it in row 4:

```
<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")] by [author("name")]</div>
  </div>
  <div class="hg-article-body">
    [article("body")]
```

5. Select the **"Last modified on"** text and delete it.
6. Copy the merge code below and paste it where the text was:

```
[translation("article:last-modified-on-label")]
```

7. Your Custom HTML should now look something like this:

```
<div class="hg-article">
  <div class="hg-article-header">
    <h1 class="hg-article-title">[article("title")][article("action_icons")]</h1>
    <div class="metadata">[translation("article:last-modified-on-label")] [article("date_modified")] by
[author("name")]</div>
  </div>
  <div class="hg-article-body">
    [article("body")]
```

8. Be sure to **Save your changes** when you're done.



Individual article PDFs

If you use [individual article PDFs](#) and you update the **Last Modified on** text string, the article PDFs will update as you save changes to the articles. [Contact us](#) to regenerate your individual article PDFs in bulk so they display the new text!

Article: Related Articles

If you try to edit the default text string for Related Articles in the Article section and receive the warning:

1. Select the **knowledge base theme** link in the warning or navigate to **Customize > Style (HTML & CSS)**.
2. In the **Customize HTML, CSS, and JS** section, select **Custom HTML**.
3. Select **Article** from the **Select HTML** section to edit dropdown.
4. Identify the text that needs to be replaced. The **Related Articles** heading usually appears near the bottom, in the `<div class="hg-article-footer">` within an `h3`. Here, we see it in row 6:

```
<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>
```

5. Delete the original **"Related Articles"** text, but keep the `<h3></h3>` tags on either side.
6. Copy the merge code below and paste it where the text was:

```
[translation("article:related-articles-heading")]
```

7. Your **Custom HTML** should now look something like this:

```
<div class="hg-article-body">
  [article("body")]
</div>
<div class="hg-article-footer">
  <div class="ko-related-articles text-center">
    <h3>[translation("article:related-articles-heading")]</h3>
    [template("related")]
  </div>
</div>
```

8. Be sure to **Save** your changes when you're done.

Top Navigation: Toggle navigation

If you try to edit the text string for **Toggle navigation** in the **Top Navigation** section and receive the warning:

1. Select the **knowledge base theme** link in the warning or navigate to **Customize > Style (HTML & CSS)**.
2. In the **Customize HTML, CSS, and JS** section, select **Custom HTML**.
3. Select **Top Navigation** from the **Select HTML** section to edit dropdown.
4. Identify the text that needs to be replaced. The **Toggle navigation** text is usually about halfway down the

pane below a slideout-right-toggle template. Here, it's in row 3:

```
[template("slideout-right-toggle")]
<button type="button" class="navbar-toggle" data-toggle="collapse" data-target=".navbar-collapse">
  <span class="sr-only">Toggle navigation</span>
  <span class="icon-bar"></span>
  <span class="icon-bar"></span>
  <span class="icon-bar"></span>
</button>
```

5. Delete the original "Toggle navigation" text.

6. Copy the merge code below and paste it where the text was:

```
[translation("top-navigation:toggle-navigation")]
```

7. Your Custom HTML should now look something like this:

```
[template("slideout-right-toggle")]
<button type="button" class="navbar-toggle" data-toggle="collapse" data-target=".navbar-collapse">
  <span class="sr-only">[translation("top-navigation:toggle-navigation")]</span>
  <span class="icon-bar"></span>
  <span class="icon-bar"></span>
  <span class="icon-bar"></span>
</button>
```

8. Be sure to Save your changes when you're done.

Top Navigation: Table of contents

If you try to edit the text string for Table of in the Top Navigation section and receive the warning:

1. Select the **knowledge base theme link** in the warning or navigate to **Customize > Style (HTML & CSS)**.
2. In the **Customize HTML, CSS, and JS** section, select **Custom HTML**.
3. Select **Top Navigation** from the **Select HTML section to edit** dropdown.
4. Identify the text that needs to be replaced. The Table of Contents text involves two sections of text you'll need to replace. Both are fairly close to the top of the Top Navigation: `Table of Contents` and `Table of Contents`. Here, they're in rows 6-7:

```
<h1 class="hg-project-name">[template("project-name")]</h1>
<div class="nav-left-searchbar hidden-xs">
  [template("searchbar")]
</div>
<button type="button" class="navbar-toggle toc-toggle pull-left clear-left" data-toggle="collapse" data-
target=".documentation-categories">
  <span class="sr-only">Table of Contents</span>
  <span class="browse">Table of Contents</span>
```

5. Delete each original "Table of Contents" text.

6. Copy the merge code below and paste it where the text was:

```
[translation("top-navigation:table-of-contents")]
```

7. Your Custom HTML should now look something like this:

```
<h1 class="hg-project-name">[template("project-name")]</h1>
<div class="nav-left-searchbar hidden-xs">
  [template("searchbar")]
</div>
<button type="button" class="navbar-toggle toc-toggle pull-left clear-left" data-toggle="collapse" data-
target=".documentation-categories">
  <span class="sr-only">[translation("top-navigation:table-of-contents")]</span>
  <span class="browse">[translation("top-navigation:table-of-contents")]</span>
```

8. Be sure to **Save** your changes when you're done.

Article Lists: Any list heading



Article list location

For the article list headings, older knowledge bases may have these lists in **Customize > Homepage**. If you don't see the list in **Customize > Style (HTML & CSS)**, follow the instructions in **Update Homepage with Customize Text merge code**.

If you try to edit the default text string for any of the article list headings (New, Popular, Updated, Recent, Favorites) and receive the warning:

1. Select the **knowledge base theme** link in the warning or navigate to **Customize > Style (HTML & CSS)**.
2. In the **Customize HTML, CSS, and JS** section, select **Custom HTML**.
3. Select **Homepage** from the **Select HTML** section to edit dropdown.
4. Identify the text that needs to be replaced. The **Popular Articles**, **New Articles**, and **Updated Articles**

headings usually appear near the bottom. They're in rows 10-12 below:

```
<div class="ko-homepage-top">
  <h1 class="hg-article-title xcolor">[homepage("title")]</h1>
  [template("large-search")]
</div>
<div class="hg-article">
  <div class="hg-article-body">
    <div>[template("icon-cats,max=8,col=4,desc=0")]</div>
    <div>[homepage("body")]</div>
    <div class="homepage-widgets row">
      <div class="col-md-4 col-sm-6"><h3>Popular Articles</h3>[template("pop-articles")]</div>
      <div class="col-md-4 col-sm-6"><h3>New Articles</h3>[template("new-articles")]</div>
      <div class="col-md-4 col-sm-6"><h3>Updated Articles</h3>[template("up-articles")]</div>
    </div>
  </div>
</div>
```

Recent Articles and Favorites Articles lists need to be added manually, so you may need to look around a bit for them!

5. Delete the original list heading.
6. Copy the appropriate merge code below and paste it where the text was:

a. Popular articles list heading:

```
[translation("article-lists:popular-articles")]
```

b. New articles list heading:

```
[translation("article-lists:new-articles")]
```

c. Updated articles list heading:

```
[translation("article-lists:updated-articles")]
```

d. Recent articles list heading:

```
[translation("article-lists:recent-articles")]
```

e. Favorite articles list heading:

```
[translation("article-lists:favorite-articles")]
```

7. If you replaced all three of the article list headings, your Custom HTML should now look something like this:

```
<div class="ko-homepage-top">
  <h1 class="hg-article-title xcolor">[homepage("title")]</h1>
  [template("large-search")]
</div>
<div class="hg-article">
  <div class="hg-article-body">
    <div>[template("icon-cats,max=8,col=4,desc=0")]</div>
    <div>[homepage("body")]</div>
    <div class="homepage-widgets row">
      <div class="col-md-4 col-sm-6"><h3>[translation("article-lists:popular-articles")]</h3>[template("pop-articles")]</div>
      <div class="col-md-4 col-sm-6"><h3>[translation("article-lists:new-articles")]</h3>[template("new-articles")]</div>
      <div class="col-md-4 col-sm-6"><h3>[translation("article-lists:updated-articles")]</h3>[template("up-articles")]</div>
    </div>
  </div>
</div>
```

8. Be sure to **Save** your changes when you're done.

Update Homepage with Customize Text merge code

In some cases, when you edit a text string in **Customize > Default text**, the **Edit Text String** modal displays a warning that reads something like this:

To display this text string, update your [knowledge base theme](#) or [homepage](#) to use the appropriate **Customize Text Merge Code**.

Before we introduced the customize text merge codes, we used to hard-code these text strings into either the **Customize > Homepage** content editor (for knowledge bases created before October 2022) or the Custom HTML templates used in **Customize > Style (HTML & CSS)**. The warning appears to encourage you to check all places where we previously hard-coded the text strings, so you can replace them with a merge code.

It will take a little bit of sleuthing to update the text accordingly. If you're unsure what to update, [contact us](#) and one of our support owls will happily help you!

This warning message can be displayed for these knowledge base sections' text strings:

- Article Lists: Popular articles list heading
- Article Lists: Updated articles list heading
- Article Lists: New articles list heading
- Article Lists: Recent articles list heading
- Article Lists: Favorite articles list heading

Here's an overview of what you'll need to do if you see this warning:

1. Figure out where the article lists are stored. Select the **homepage** link to navigate to **Customize > Homepage** and check for the lists there first. (Knowledge bases created before October 2022 often have this setup.) If you see the article list you want to edit here, keep using these instructions!
 - a. If you don't see the lists there, they're likely in **Customize > Style (HTML & CSS)**. Follow the instructions in [Update Style Settings with Customize Text merge code](#) instead.
2. Find the previously hard-coded text and replace it with a new merge code.
3. **Save your changes.**

Since the steps are fairly similar for all three article lists, we'll walk through how to update one list as an example:

Article Lists in Homepage

If you try to edit the default text string for the New, Popular, Updated, Recent, or Favorites Articles list headings and receive the warning:

1. Select the **homepage** link in the warning or navigate to **Customize > Homepage**.
2. In the **Homepage content** pane, look for the list title you want to update. Older knowledge bases have a **Heading 3** for each list, like this:



Sample Homepage Custom content editor with article lists

3. Highlight part or all of the text you want to update. Here, we'll update the **Popular Articles** heading.
4. Select the **</>** **(Code View)** icon in the editor controls.
5. With the text highlighted, the code editor will open with that same text highlighted. 😊 For example:



Code view opens with the same text highlighted

6. Delete that text. Be sure you keep any `<h3></h3>` or other HTML tags that were already there.
7. Copy the appropriate merge code from below and paste it in where the text was.

- a. **Popular articles list heading:**

```
[translation("article-lists:popular-articles")]
```

- b. **New articles list heading:**

```
[translation("article-lists:new-articles")]
```

c. Updated articles list heading:

```
[translation("article-lists:updated-articles")]
```

d. Recent articles list heading:

```
[translation("article-lists:recent-articles")]
```

e. Favorite articles list heading:

```
[translation("article-lists:favorite-articles")]
```

8. Your code view should now look something like this:

```
<div>[template("base-cats")]</div>
<div class="homepage-widgets">
  <div class="col-md-4 col-sm-6">

    <h3>[translation("article-lists:popular-articles")]</h3>[template("pop-articles")]</div>
  <div class="col-md-4 col-sm-6">
```

9. If you toggle back to the regular editor, you should see the title replaced with the merge code you added:

Sample editor with the customize text merge code used

10. Be sure to Save your changes.

At this point, any updates to **Customize > Default text** for the article list heading should properly show in your knowledge base!