



# Customize Search text guide

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Use **Customize > Default text** to change KnowledgeOwl's default wording to better match your organization. Refer to [Customize default text overview](#) for more information on using this feature overall; refer to [Add and remove customized text strings](#) for instructions on editing text strings.

On this page, we walk through all of the **Search Default Text Strings** available with accompanying screenshots to show how they're used.

## Default text string references

Here's a list of all the Default Text strings available in the **Search Knowledge Base Section**:

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.	<a href="#">Global Search screenshots, #1</a>
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.	<a href="#">Global Search screenshots, #3</a>
Refine	Global search bar category filter button label	The button added to all search bars when the <a href="#">Filter search by categories</a> option is enabled.	<a href="#">Global Search screenshots, #2</a>
Search results...	Search results page header		<a href="#">Search Results Page screenshots, #4</a>
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.	<a href="#">Search Results Page screenshots, #5</a>

Default Text String	Description	Additional notes/description	Screenshot References
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.	<a href="#">Global Search screenshots, #23</a>
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.	<a href="#">Search Results Page screenshots, #6</a>
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 <b>Sorting</b> is enabled in search.	<a href="#">Search Results Page screenshots, #7</a>
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 <b>Sorting</b> is enabled in search.	<a href="#">Search Results Page screenshots, #8</a>
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 <b>Sorting</b> is enabled in search.	<a href="#">Search Results Page screenshots, #16</a>
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 <b>Sorting</b> is enabled in search.	<a href="#">Search Results Page screenshots, #17</a>

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 <a href="#">Glossary snippets</a> are enabled in search and a glossary term has been searched.	<a href="#">Search Results Page screenshots, #19</a>
Glossary	Glossary snippet link to Glossary	The link to the Glossary that is displayed when the word "Glossary" is searched. Only displayed when <a href="#">Add the glossary page to your search results</a> is enabled in search and the word "glossary" has been searched.	<a href="#">Search Results Page screenshots, #20</a>
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 <a href="#">Filter search by categories</a> option is enabled.	<a href="#">Search Results Page screenshots, #9</a>
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 <a href="#">Filter search by categories</a> option is enabled.	<a href="#">Search Results Page screenshots, #10</a>
No results found.	Search results page text shown when no search results match	Message displayed when no search results have been found.	<a href="#">Search Results Page screenshots, #21</a>
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.	<a href="#">Search Results Page screenshots, #22</a>

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.	
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 <a href="#">Sorting</a> is enabled in search.	<a href="#">Search Results Page screenshots, #18</a>
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 <a href="#">Sorting</a> is enabled in search, this label is shown when the default Relevance sort or the Last Updated sort is selected.	<a href="#">Search Results Page screenshots, #11</a>
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 <a href="#">merge code</a> to your Article HTML, this will also update that label in articles and PDFs.	<a href="#">Search Results Page screenshots, #13</a>

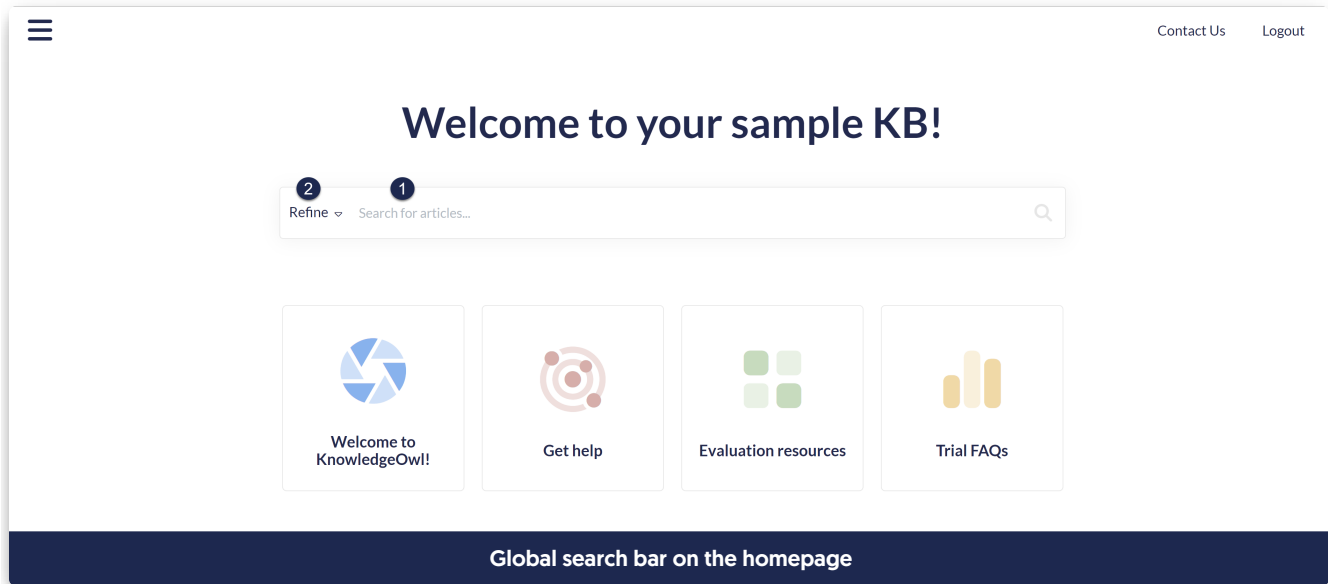
Default Text String	Description	Additional notes/description	Screenshot References
in	Individual search result text between tags and parent category link	In an individual search result, this preposition is displayed between the initial metadata line (which varies based on sort) and the category the article is stored within.	<a href="#">Search Results Page screenshots, #12</a>

## 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:






# Welcome to your sample KB!


Refine ▾ start

Get started


3 Hit enter to search




Welcome to KnowledgeOwl!



Get help



Evaluation resources










Trial FAQs

Global search bar on the homepage, with typeahead search



Refine ▾ Search for articles...

-  Home
-  Glossary
-  Favorites
-  Welcome!
-  Get help
-  Evaluation resources
-  Trial FAQs

What features are available during my trial?

What are my pricing and plan options?

How do I add more users to my trial?

How do I add more knowledge bases to my trial?

How do I extend my trial?

What happens when my trial expires?

Home

## Get help

This is a blog style category. It will display the articles it contains in reverse chronological order (newest to oldest) based on date published. Blog style categories get a different Table of Contents treatment from other categories: they have a talking bubble icon and don't expand to show their articles.

### Use the Help menu

10/27/2022

Use the Help menu in the upper right to get help when you need it.

### Check our Support knowledge base




10/26/2022

Docs or it didn't happen - check out support.knowledgeowl.com for product documentation, release notes, and more.

Global search bar in the top navigation & table of contents



Refine ▾ Search for articles...

-  Home
-  Glossary
-  Favorites

Home

## Get help

This is a blog style category. It will display the articles it contains in reverse chronological order (newest to oldest) based on date published. Blog style categories get a different Table of Contents treatment from other categories:

- Get started
- Use the Help menu
- Connect with us
- Trial FAQs

Hit enter to search

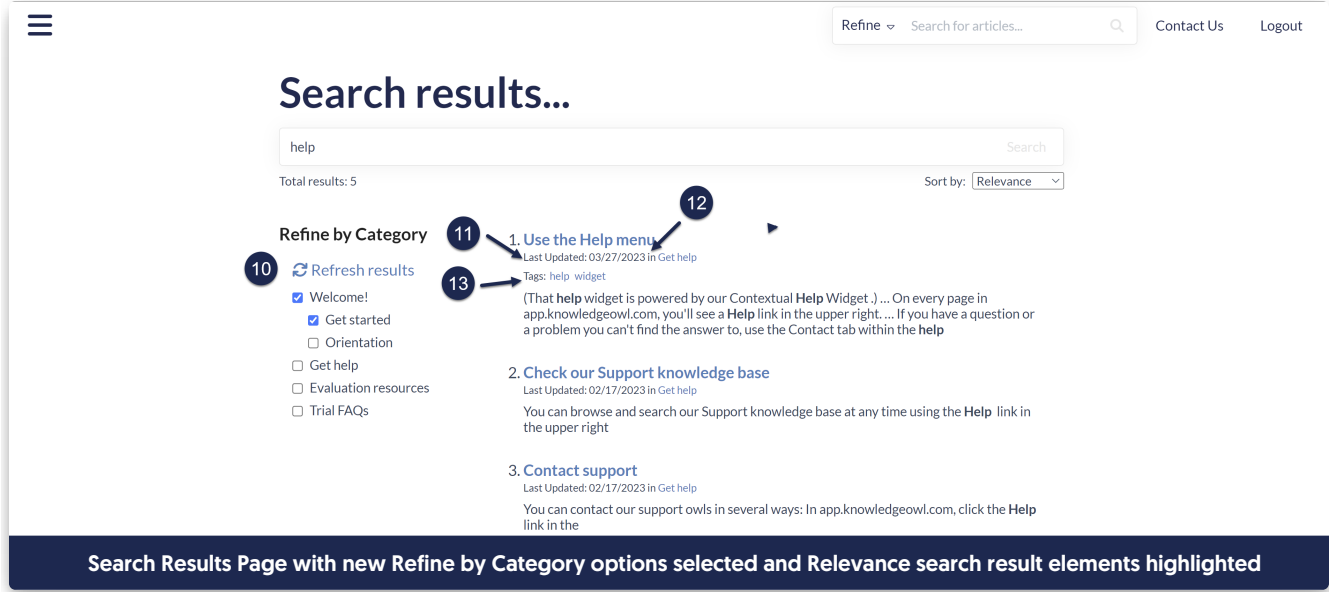
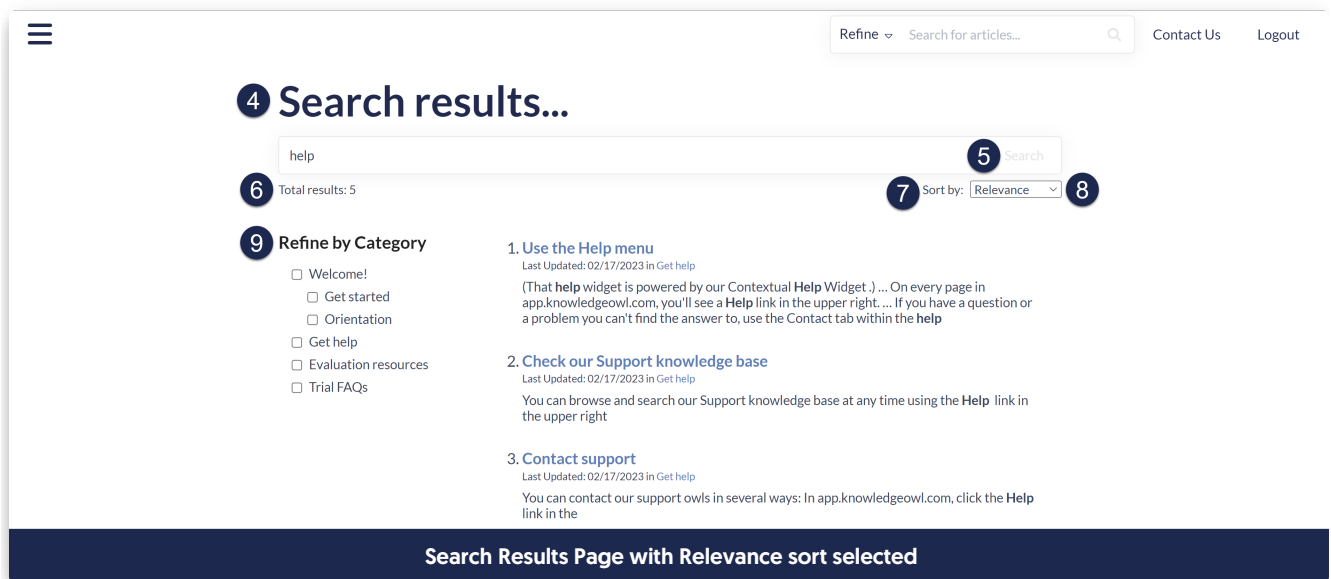
newest to oldest)

Global search bar in the top navigation, with typeahead search



## 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.





# Search results...

help Search  
Total results: 5 Sort by: Last Updated

### Refine by Category

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

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#### 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

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## Search Results Page with Last Updated sort selected



# Search results...

help Search  
Total results: 5 Sort by: Newest

### Refine by Category

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

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#### 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.

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## Search Results Page with Newest sort selected



# 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

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### 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



## Search results...

glossary Search

Total results: 0

Sort by: Relevance

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Glossary

### Refine by Category

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

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No results found.

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



## Search results...

test Search

Total results: 0

Sort by: Newest

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

Message displayed during search reindex