Edit and update videos

Last Modified on 04/03/2024 1:06 pm EDT

Every file you add to an article in your knowledge base is stored in your File Library. You can access files there to update the name, the file itself, and labels associated with that file.

Renaming files

By default, files are uploaded with a name based on the file you originally uploaded. This is the name that will show up when the file is downloaded/opened.

If you'd like to edit this to something more human-friendly or search-friendly:

1. Go to **Library > Files**.

2. Find the file you'd like to edit (use search or the Labels filters if necessary).

3. Click on that file.

4. From here, you can either:

   a. Click the **Edit** link at the top of the page.

   b. Click the gear cog icon in the metadata pop-up at the bottom of the page.

Files

[+ Add Files] [Show Active Files ⌄] [Filter by Labels ⌄] [Show All File Types ⌄]

<u>Edit</u>   ~~Bulk Label~~   🗑 <u>Delete</u>

settings-basic-article-lists-reqd-re...

settings-basic-article-lists-reqd-reading....   ⚙ 🗑 ✕

Meta data ❓   **References** ❓
image/png   📄 1 article reference
106 KB   📁 0 category references
↗ View ⧉ Copy Link   ⚙ 0 snippet references
                                   <u>View details...</u>

Edit the file by clicking the Edit link at the top or the gear cog icon in the metadata pop-up

5. This will open the **Edit File** pop-up. Edit the **File Name** to be what you'd like.

6. Click the **Save File** button in the lower right.

Edit File   ✕

Articles may take an hour to reflect a file change. You may need to hard refresh and/or clear your cache to view the updated file. If the file still does not update, please contact support.

File Name

settings-basic-article-lists-reqd-reading.png

File URL

https://dyzz9obi78pm5.cloudfront.net/app/image/id/651f126f83c46c6475236af0/n/settings-basic-article-lists-reqd-reading.png

File Labels

Type label name and hit enter or tab..

Upload New File   Cancel   Save File

Edit the File Name and then Save File

Updating files

Linus is a busy little owl, and he updates a lot of screenshots and articles. Whenever he can, he reuses existing screenshots in the File Library. When it comes time for him to update that screenshot, rather than manually replacing the screenshot in every single article he used it in individually, he updates the existing file in File Library with the new screenshot. This approach has some great advantages:
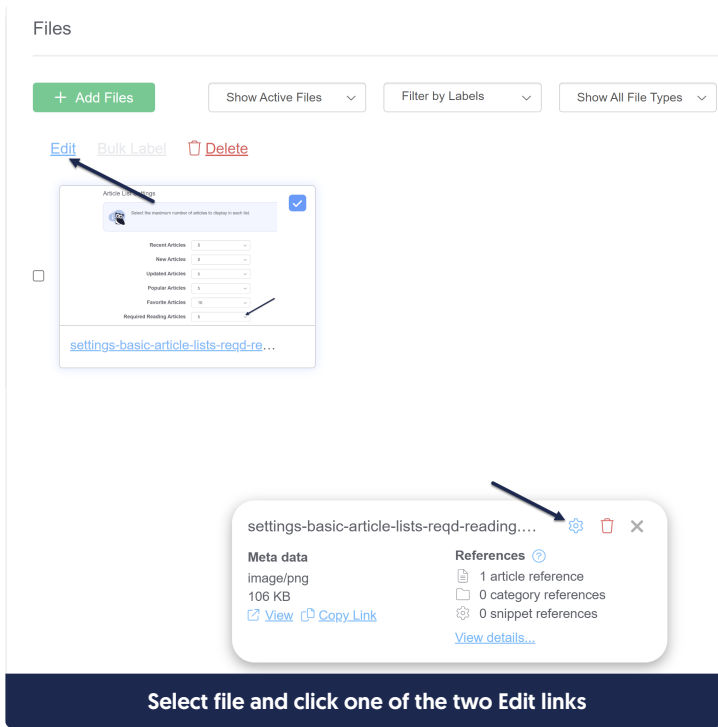
- **It's a real time-saver for editors (one update in File Library rather than manually editing a bunch of articles)**
- **It keeps the File Library from getting bloated with old/outdated/duplicate copies of files**
- **It guarantees that everywhere the screenshot was used, it's updated to the latest version of the file**
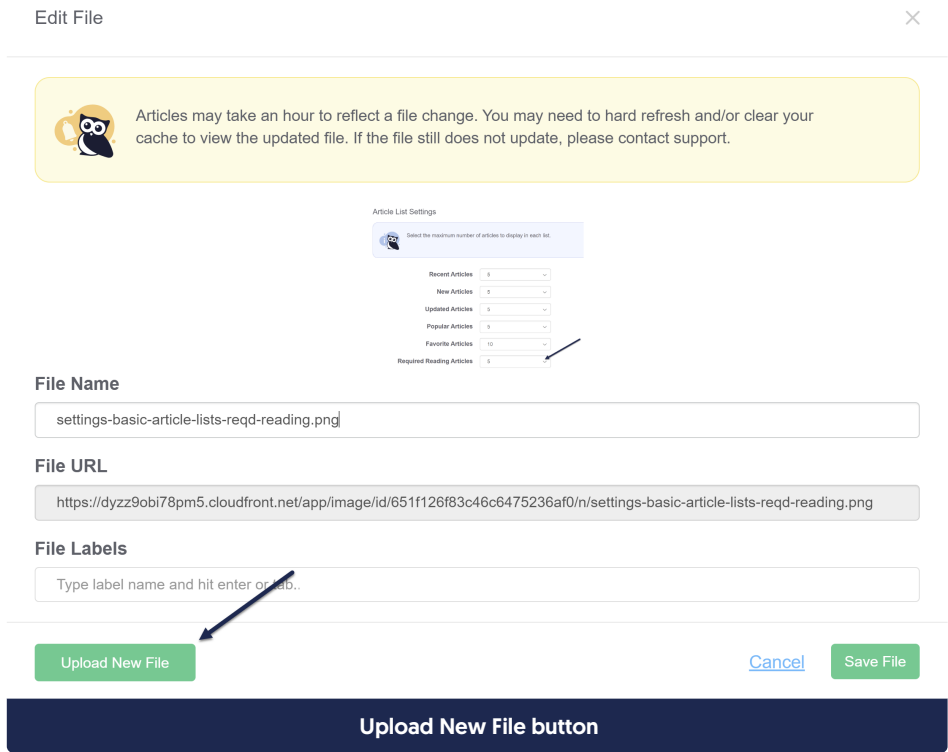
We strongly recommend updating files from the File Library!

To make this kind of update:

1. **Go to Library > Files.**

2. **Find the file you'd like to edit (use search or the Labels filters if necessary).**

3. **Click on that file.**

4. **Click the Edit link just above the file thumbnails or the gear cog icon in the metadata pop-up at the bottom of the screen:**

Select file and click one of the two Edit links

5. This will open the **Edit File** pop-up.

6. Click the **Upload New File** button in the lower left.

Upload New File button

7. **Navigate to and select the new version of the file you want to replace the existing one.**

8. **The name of the file you've selected will display in the lower left corner. If this is correct, click the Save File button in the lower right.**

As the warning at the top of the pop-up notes, while most articles will update immediately, some can take up to an hour to update. Contact us if you have issues with a file not updating.