



# Customize Article text guide

Last Modified on 06/22/2026 4:15 pm EDT

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 Article 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 Article Knowledge Base Section:

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 <a href="#">Individual article PDFs</a> (if used). It precedes the Last updated date. If you have a knowledge base created before June 2023, you'll also need to update <a href="#">Customize &gt; Style</a> to recognize these text changes. Refer to <a href="#">Update Style Settings with Customize Text merge code</a> for more details.	<a href="#">Full Article screenshot, #1</a>
Related Articles	Related articles list heading	Only applicable if you are using <a href="#">Related Articles</a> . If you have a knowledge base created before June 2023, you'll also need to update <a href="#">Customize &gt; Style</a> to recognize these text changes. Refer to <a href="#">Update Style Settings with Customize Text merge code</a> for more details.	<a href="#">Full Article screenshot, #2</a>

Default Text String	Description	Additional notes/description	Screenshot References
Download PDF	Download PDF button name and title	If you display <b>individual article PDFs</b> , this text is displayed when someone hovers over the PDF icon (or when they use a screen reader).	<a href="#">Article Header screenshot, #12</a>
How would you rate this article?	Article star rating label	If <b>article ratings</b> are enabled and set to 5 Star Rating, this text will display as the rating prompt.	<a href="#">Article Ratings screenshots, #7</a>
Was this article helpful?	Article thumbs rating label	If <b>article ratings</b> are enabled and set to Thumbs Up / Thumbs Down, this text will display as the rating prompt.	<a href="#">Full Article screenshot, #3</a>
Helpful	Name and title for the helpful rating link	If <b>article ratings</b> are enabled and set to Thumbs Up / Thumbs Down, this text will display when someone hovers over the thumbs up icon.	<a href="#">Article Ratings screenshots, #5</a>
Unhelpful	Name and title for the unhelpful rating link	If <b>article ratings</b> are enabled and set to Thumbs Up / Thumbs Down, this text will display when someone hovers over the thumbs down icon.	<a href="#">Article Ratings screenshots, #6</a>
Thank you for your feedback!	Rating success message	This message is displayed if <b>article ratings</b> are enabled and someone has submitted a rating. It replaces the rating section entirely.	<a href="#">Article Ratings screenshots, #13</a>
Leave a comment...	Article comment placeholder text	If <b>comments</b> are enabled, this placeholder text is displayed in the Comments box.	<a href="#">Full Article screenshot, #4</a>
User Icon	Alt text for user icons	If <b>comments</b> 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

Default Text String	Description	Additional notes/description	Screenshot References
Change User Icon	Label for change user icon button	If <a href="#">comments</a> are enabled, this is the label for the "change user icon" link displayed. (It will appear once someone activates the comments text box.)	<a href="#">Article Comments screenshots, #8</a>
Submit	Label for comment submit button	If <a href="#">comments</a> are enabled, this is the text displayed on the Submit button. (It will appear once someone activates the comments text box.)	<a href="#">Article Comments screenshots, #9</a>
Submit comment	Title attribute for comment submit button	If <a href="#">comments</a> are enabled, this is the text that will display when a reader hovers over the Submit button.	<a href="#">Article Comments screenshots, #10</a>
Thank you! Your comment has been submitted for approval.	Feedback text shown when a comment is submitted.	If <a href="#">comments</a> are enabled and someone has submitted a comment, this text will display as confirmation that their comment was submitted.	<a href="#">Article Comments screenshots, #11</a>
Version Number	Version number or custom identifier	The text label for an inactive version's number. Currently used in <a href="#">version PDFs</a> only.	<a href="#">Article Version PDF screenshot, #1</a>
Version Author	Name of author who created this version	The text label for the author who created an inactive version Currently used in <a href="#">version PDFs</a> only. Only populated for versions created after 11 October 2023.	<a href="#">Article Version PDF screenshot, #2</a>
Version Creation Date	Date this version was created	The date and timestamp when an inactive version was first created. Currently used in <a href="#">version PDFs</a> only. May not be populated for versions created before 11 October 2023.	<a href="#">Article Version PDF screenshot, #3</a>

Default Text String	Description	Additional notes/description	Screenshot References
Version Activation Date	Date this version was activated	The date and timestamp when an inactive version was activated. Currently used in <a href="#">version PDFs</a> only. Only populated for versions activated after 11 October 2023.	<a href="#">Article Version PDF screenshot, #4</a>
Author Activating	Author who activated this version	The text label for the author who activated a version. Currently used in <a href="#">version PDFs</a> only. Only populated for versions activated after 11 October 2023.	<a href="#">Article Version PDF screenshot, #5</a>
Version Deactivation Date	Date this version was deactivated	The date and timestamp when an active version was deactivated. Currently used in <a href="#">version PDFs</a> only. Only populated for versions deactivated after 11 October 2023.	<a href="#">Article Version PDF screenshot, #6</a>
Author Deactivating	Author who deactivated this version	The text label for the author who deactivated a version by activating another one. Currently used in <a href="#">version PDFs</a> only. Only populated for versions deactivated after 11 October 2023.	<a href="#">Article Version PDF screenshot, #7</a>

## Full Article screenshot

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



Home >> Welcome to KnowledgeOwl!

# Orientation

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

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

We've created some content here to answer questions you might have and share some different configuration options:

- **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!

## **2** Related Articles

Get started

## **3** Was this article helpful?



### 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 **Customize > Style**. 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):

# 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:

7 How would you rate this article?



The text displayed when 5 Star rating type is used

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

## Related Articles

Get started

13 Thank you for your feedback!

The rating section is replaced with a feedback message once a rating is submitted

## 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.



Leave a comment...

8 [Change User Icon](#)

9 [Submit](#)

10 [Submit comment](#)

The comments section as it appears once someone clicks into the comments text box.

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
- 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
- 6 Version Deactivation Date 10/10/2023 1:02 pm EDT
- 7 Author Deactivating

I'm a published article. va456.1

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