

Disable ratings

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To disable ratings in individual articles, check the box next to **Remove feedback ability** in the **Display Settings** section of the editor.

If you'd like to remove ratings completely from your knowledge base:

1. Go to **Customize > Style (HTML & CSS)**. The **Style Settings** page opens.
2. In the **Customize HTML, CSS, and JS** section, select **Custom HTML**.
3. In the **Select HTML section to edit** dropdown, select **Article**.
4. Find and remove the line that contains `[template("rating")]` . It's usually at or around row 19:

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

With the template removed, your Custom HTML should look like this:

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

5. Be sure to **Save** your changes.



Ratings in your Right Column?

If your knowledge base uses a layout that displays the **Right Column**, check the **Right Column Custom HTML** and remove the template from it, too.

