Turn off ratings in your knowledge base

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To remove ratings in individual articles, refer to the instructions in Turn off ratings for specific articles.

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:

   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 an older layout that displays the **Right Column**, check the **Right Column Custom HTML** and remove the template from it, too.

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