



Customize Article Lists 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 **Article Lists Default Text Strings** available with accompanying screenshots to show how they're used. Refer to [Add or remove article lists](#) for more information on working with article lists.

Default text string references

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

Default Text String	Description	Additional notes/description	Screenshot References
Popular Articles	Popular articles list heading	This is the heading for the Popular Articles list where it is displayed. If you have a knowledge base created before September 2023, you'll also need to update either the top-level Customize > Homepage or Customize > Style to recognize this text change. Refer to Update Style Settings with Customize Text merge code for more details.	Homepage Default Article Lists screenshots, #1
Popular Articles	Popular articles page heading	The heading displayed on the full Popular Articles page <code>[/{root}/popular-articles]</code> . This page is opened when someone selects the See more... link in the Popular Articles list.	Popular Articles screenshot, #1
See more...	Popular articles see more	The text displayed at the bottom of the Popular Articles list when it contains more articles than can be displayed.	Homepage Default Article Lists screenshots, #2

Default Text String	Description	Additional notes/description	Screenshot References
None	Popular articles empty text	The text that is displayed if the Popular Articles list is shown but has no articles within it.	Homepage Default Article Lists screenshots, #7
New Articles	New articles list heading	This is the heading for the New Articles list where it is displayed. If you have a knowledge base created before September 2023, you'll also need to update Customize > Style to recognize this text change. Refer to Update Style Settings with Customize Text merge code for more details.	Homepage Default Article Lists screenshots, #3
New Articles	New articles page heading	The heading displayed on the full New Articles page [{root}/new-articles]. This page is opened when someone selects the See more... link in the New Articles list.	New Articles screenshot, #1
See more...	New articles see more	The text displayed at the bottom of the New Articles list when it contains more articles than can be displayed.	Homepage Default Article Lists screenshots, #4
None	New articles empty text	The text that is displayed if the New Articles list is shown but has no articles within it.	Homepage Default Article Lists screenshots, #8
Updated Articles	Updated articles list heading	This is the heading for the Updated Articles list where it is displayed. If you have a knowledge base created before September 2023, you'll also need to update Customize > Style to recognize this text change. Refer to Update Style Settings with Customize Text merge code for more details.	Homepage Default Article Lists screenshots, #5

Default Text String	Description	Additional notes/description	Screenshot References
Updated Articles	Updated articles page heading	The heading displayed on the full Updated Articles page [{root}/updated-articles]. This page is opened when someone selects the See more... link in the Updated Articles list.	Updated Articles screenshot, #1
See more...	Updated articles see more	The text displayed at the bottom of the Updated Articles list when it contains more articles than can be displayed.	Homepage Default Article Lists screenshots, #6
None	Updated articles empty text	The text that is displayed if the Updated Articles list is shown but has no articles within it.	Homepage Default Article Lists screenshots, #9
Recent Articles	Recent articles heading	This is the heading for the Recent Articles list where it is displayed. This article list is not automatically added to new knowledge bases. If you've added the list yourself, you may need to update Customize > Homepage or Customize > Style to recognize this text change. Refer to Update Style Settings with Customize Text merge code for more details.	Optional Article Lists screenshot, #1
None	Recent articles empty text	The text that is displayed if the Recent Articles list is shown but has no articles within it.	Optional Article Lists screenshot, #2

Default Text String	Description	Additional notes/description	Screenshot References
Favorite Articles	Favorite articles heading	This is the heading for the Favorite Articles list where it is displayed. This article list is not automatically added to new knowledge bases. If you've added the list yourself, you may need to update Customize > Homepage or Customize > Style to recognize this text change. Refer to Update Style Settings with Customize Text merge code for more details.	Optional Article Lists screenshot, #3
Favorite Articles	Favorite articles page heading	The heading displayed on the full Favorite Articles page (<code>{root}/favorite-articles</code>). This page is opened when someone selects the See more... link in the Favorite Articles list.	Favorite Articles screenshot, #1
See more...	Favorite articles see more	The text displayed at the bottom of the Favorite Articles list when it contains more articles than can be displayed.	Optional Article Lists screenshot, #5
None	Favorite articles empty text	The text that is displayed if the Favorite Articles list is shown but has no articles within it.	Optional Article Lists screenshot, #4
Last Updated:	Popular articles last updated label	This wording introduces the last updated date for each article in the Popular Articles page. If you've customized your Search results text strings to replace Last Updated, we recommended matching those changes here .	Popular Articles screenshot, #2

Default Text String	Description	Additional notes/description	Screenshot References
Last Updated:	Updated articles last updated label	This wording introduces the last updated date for each article in the Updated Articles page. If you've customized your Search results text strings to replace Last Updated, we recommended matching those changes here.	Updated Articles screenshot, #2
Created On:	New articles created on label	On the New Articles page, this wording introduces the creation date for each article. If you've customized your Search results text strings to replace Created On, we recommended matching those changes here.	New Articles screenshot, #2
Published On:	New articles published on label	On the New Articles page, this wording introduces the published date for each article. This text is only shown if a published date has been explicitly added to an article AND if that date is more different from the date the article was created.	New Articles screenshot, #3
More	Article list pagination next button label	When the New, Popular, or Updated Articles page contain more articles than they can hold, this is the label for the control that navigates to the next page.	Article List Pagination screenshot, #4
Back	Article list pagination previous button label	When the New, Popular, or Updated Articles page contain more articles than they can hold, this is the label for the control that navigates to the previous page.	Article List Pagination screenshot, #1

Default Text String	Description	Additional notes/description	Screenshot References
Viewing	Article list current page label	When the New, Popular, or Updated Articles page contain more articles than they can hold, this is the label to indicate which articles in the list you're currently viewing.	Article List Pagination screenshot, #2
of	Article list current page preposition	When the New, Popular, or Updated Articles page contain more articles than they can hold, this is the label to offset what you're currently viewing from the total number of articles.	Article List Pagination screenshot, #3

Homepage Default Article Lists screenshots

By default, new knowledge bases are created with the Popular Articles, New Articles, and Updated Articles sections on the homepage:


Contact Us
Logout

Welcome to your sample KB!





Welcome to KnowledgeOwl!



Get help



Evaluation resources



Trial FAQs

1 Popular Articles

- [Trial FAQs](#)
- [How to delete this content](#)
- [Get started](#)
- [Hear what others have to say](#)
- [Connect with us](#)
- [2 See more...](#)

3 New Articles

- [How do I add more knowledge bases to my trial?](#)
- [How do I extend my trial?](#)
- [How do I add more users to my trial?](#)
- [What happens when my trial expires?](#)
- [What features are available during my trial?](#)
- [4 See more...](#)

5 Updated Articles

- [Trial FAQs](#)
- [How do I extend my trial?](#)
- [How do I add more knowledge bases to my trial?](#)
- [How do I add more users to my trial?](#)
- [What features are available during my trial?](#)
- [6 See more...](#)

Homepage Default Article Lists, populated



Related changes

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#1, #3, and #5 (the titles for each list) may require some updates to **Customize > Style or Customize > Homepage**. Refer to [Update Style Settings with Customize Text merge code](#) and [Update Homepage with Customize Text merge code](#) for more details.

[Contact Us](#)[Logout](#)

Welcome to your sample KB!



Welcome to
KnowledgeOwl!



Get help



Evaluation resources



Trial FAQs

1 Popular Articles

7 None

3 New Articles

8 None

5 Updated Articles

9 None

Homepage Default Article Lists, empty

Optional Article Lists screenshot

The [Favorite Articles](#) and [Recent Articles](#) lists aren't included in your knowledge base by default, but you can choose where to add them. Both lists require individual reader logins to work.

Here's an example of what they'd look like added to your homepage, with the corresponding text strings numbered, when the lists contain nothing:



Welcome to your sample KB!

Search for articles...



Welcome to KnowledgeOwl!



Get help



Evaluation resources



Trial FAQs

1 Recent Articles

2 None

3 Favorite Articles

4 None

Optional Article Lists, empty

Readers can favorite up to 50 articles; the list displays only up to 10. If the reader's favorited more than 10 articles, a **See more...** link is displayed:

Favorite Articles list, populated

Popular Articles screenshot

Once you select the **See more...** link in the Popular Articles list [or navigate to `/root/popular-articles` in your knowledge base], you're presented with the full Popular Articles page:



Search for articles...

1 Popular Articles

1. Trial FAQs

2 Last Updated: 02/17/2023

This is a topic display category containing some Frequently Asked Questions (FAQs) we get from trial users. Topic display categories will display the full content of all articles they contain, and you have several display options to choose from. Here, we're using Accordion.

2. Get started

Last Updated: 02/17/2023

This is a Custom Content Category. These categories have the same editor as an article, but they display as categories in the Table of Contents and navigation, and they can still contain other articles.

3. How to delete this content

Last Updated: 02/17/2023 in Evaluation resources

You can quickly remove all this content by deleting the top-level categories in Knowledge Base > Articles. We love seeing owlets leave the nest!

Popular Articles page

Updated Articles screenshot

Once you click the **See more...** link in the Updated Articles list (or navigate to `/root/updated-articles` in your knowledge base), you're presented with the full Updated Articles page:



Search for articles...

Updated Articles

- 1. How do I add more users to my trial?**
Last Updated: 08/28/2023 in Trial FAQs
You can add user seats in your KnowledgeOwl trial at any time. To add more users to your trial, you'll: Update Your Account > Account to increase the number of Content Editors, then click Change Plan in the Plan Cost section to save ...
- 2. Talk to a current customer**
Last Updated: 08/28/2023 in Evaluation resources
Let us know if you'd like a referral to talk to a current customer.
- 3. How do I extend my trial?**
Last Updated: 08/28/2023 in Trial FAQs
Your initial trial is good for 30 days. Once your trial has expired, the next time you log in you'll see this pop-up: To extend your trial by 30 days: Click the underlined here link, which will take you to Your Account > Account

Updated Articles page

**Preposition changes**
To change the "in" used between the date and the category breadcrumb, update the "in" default text string in the **Search** section.

New Articles screenshot

Once you select the **See more...** link in the New Articles list (or navigate to `/root/new-articles` in your knowledge base), you're presented with the full New Articles page:



Search for articles...

1 New Articles

1. Talk to a current customer

2 Created on: 08/28/2023 in Evaluation resources

Let us know if you'd like a referral to talk to a current customer.

2. How do I add more users to my trial?

3 Published on: 08/27/2023 in Trial FAQs

You can add user seats in your KnowledgeOwl trial at any time. To add more users to your trial, you'll: Update Your Account > Account to increase the number of Content Editors, then click Change Plan in the Plan Cost section to save ...

3. How do I add more knowledge bases to my trial?

Created on: 02/17/2023 in Trial FAQs

You can add more knowledge bases in your KnowledgeOwl trial at any time. To add more users to your trial, you'll: Update Your Account > Account to increase the number of Knowledge Bases, then click Change Plan in the Plan Cost section...

New Articles page



Preposition changes

To change the "in" used between the date and the category breadcrumb, update the "in" default text string in the [Search](#) section.

Favorite Articles screenshot

Once you select the [See more...](#) link in the Favorite Articles list (or navigate to `/{root}/favorite-articles` in your knowledge base), you're presented with the full Favorite Articles page:

Favorite Articles
page

Article List Pagination screenshot

The full page for the Popular, Updated, or New Articles pages displays pagination controls at the bottom if there are more than 10 articles on the page. The text strings here allow you to customize the text associated with those controls.

8. What are my pricing and plan options?

Created On: 02/17/2023 in Trial FAQs

For full details on our plans and pricing, see: Plans Pricing For other plan or pricing questions not answered there, see: Plans and trials FAQ . All trial accounts come it at our Flex plan level. If you'd like to updat...

9. Trial FAQs

Created On: 02/17/2023

This is a topic display category containing some Frequently Asked Questions (FAQs) we get from trial users. Topic display categories will display the full content of all articles they contain, and you have several display options to choose from. Here, we're using Accordion.

10. How to delete this content

Created On: 02/17/2023 in Evaluation resources

You can quickly remove all this content by deleting the top-level categories in Knowledge Base > Articles. We love seeing owlets leave the nest!

1
← Back

2
Viewing 1 - 10 of 18

3
More →

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Update the text strings here to customize the pagination control text labels