



# Update wording in the Contact Form

Last Modified on 06/22/2026 5:16 pm EDT

You can update wording for the Contact Form in two places:

- **Customize > Default text:** For all of the text-only fields in the Contact Form, go to **Tools > Customize Text**. Select **Contact Form** in the Knowledge Base Section dropdown and customize the text strings used. See [Customize Contact Form text guide](#) for more information on the individual strings, and [Add or edit your own text string](#) for using the tool.
- **Customize > Contact form:** The Contact Form supports three body fields that accept raw HTML: **Intro Body**, **Successful Search Body**, **Form Submitted Body**. This is the body of the form that's displayed at various steps along the way.
  - **Intro Body:** This text is displayed on the Contact Form intro page, below the search bar and the **Next button**:

How can we help?

Subject

Next

Here's where the **Intro body** text shows up.

**Sample Intro Body text**

- **Successful Search Body:** This text is displayed after the reader confirms a successful self-serve by clicking the "Yes! That Helped!" button or its equivalent. It displays beneath the **Self-serve confirmation header text string**:

Awesome!

Here's where the **Successful Search Body** text shows up. Thanks for contacting us!

**Sample Successful Search Body is displayed below the Self-serve confirmation header**

- **Form Submitted Body:** This text is displayed after the reader submits the contact form. It displays beneath the **Contact form submitted confirmation header text string**:

# Thanks for contacting us!

Here's where the **Form Submitted Body** text shows up. We will get back to you as soon as possible.

Sample Form Submitted Body displays below the Contact form submitted confirmation header