Update wording in the Contact Form

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

- **Tools > Customize 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 **Section breakdown: Contact Form** for more information on the individual strings, and **Add or edit your own text string** for using the tool.
- **Knowledge Base > 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. Go to **Knowledge Base > Contact Form** and look for the **Contact Form Text** section to update these sections!
  - 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

> How do I...

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