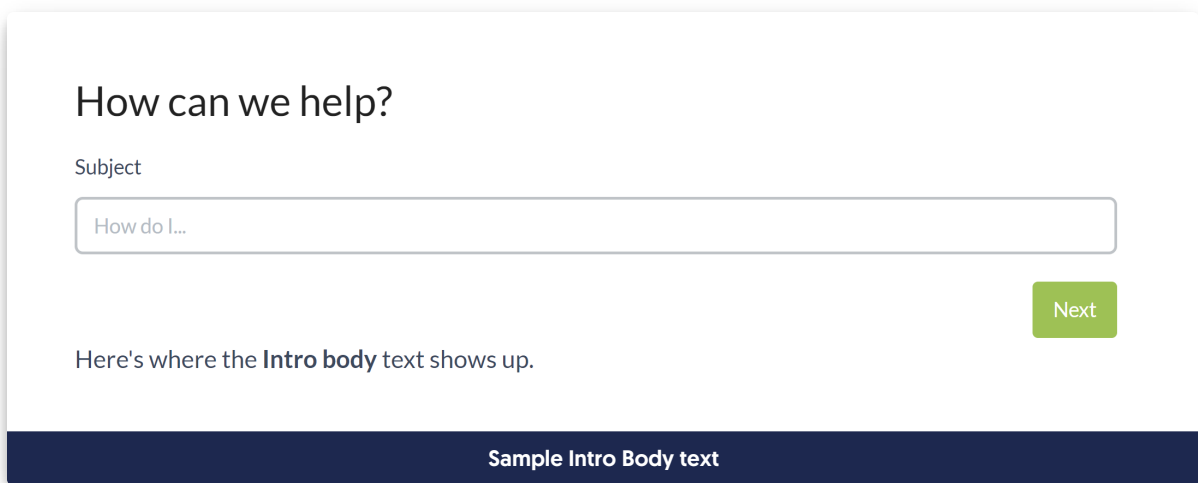# Update wording in the Contact Form

Last Modified on 01/10/2025 5:48 pm EST

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 **Section breakdown: Contact Form** 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:
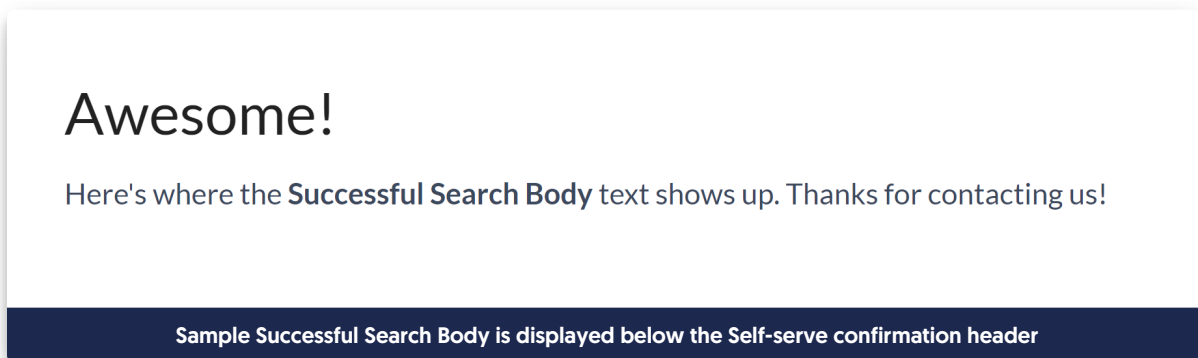
How can we help?

Subject

> How do I...

<div align="right">Next</div>

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