

Set up Related Articles

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Detailed instructions to enable and disable Related Articles and set how many articles to show.

Turn on automatic Related Article suggestions



No setup required for manual Related Articles

You don't need to change any settings to manually add Related Articles to your content, though you might want to [Backward suggest Related Articles](#).

Want to save you or your writers some time? Let the knowledge base automatically suggest up to ten related articles, either from across the entire knowledge base or only from within the same top-level category as the current content.

This can be a great time-saving feature if you've inherited a knowledge base or imported content from another tool, before you've had a chance to manually suggest related articles.

To enable automatic Related Articles:

1. Go to **Settings > Basic**.
2. In the **Website Settings** section, look for the **Related article suggestions**.
3. Check the box to **Automatically suggest related articles based off of the article titles**.

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4. *Optional:* Related Articles will automatically suggest articles across the entire knowledge base. If you would like to only suggest related articles from within the same top-level category as the current article or category, check the box to **Only automatically suggest articles from the current top level category**. (For example, if we use this setting for this page, you'd only see automatic related articles from within the Features category.)
5. *Optional:* If you still plan to manually add some related articles, we recommend you check the box to **Backward suggest articles**. Refer to [Backward suggest Related Articles](#) for more information.
6. *Optional:* Use the **Related articles limit** dropdown to change how many automatically-suggested related articles are displayed. Refer to [Set the number of Related Articles to automatically display](#) for more information.

7. Once you've finished making your selections, be sure to **Save** your changes.

Backward suggest Related Articles

If you're using manually suggested Related Articles, you can save yourself a little bit of work using a knowledge base-wide setting to **Backward suggest articles**.

When you add a Related Article manually, you're only editing the article you're viewing. To create a perfect experience, you'd also need to go edit the related article to add the first article as related.

The **Backward suggest articles** setting basically does this for you.

For example, I edit **Article A** and add **Article B** as a related article.

- Without backward suggest, if I view **Article B**, I won't see **Article A** in the Related Articles section unless I specifically add it there.
- With backward suggest, if I view **Article B**, I will see **Article A** in the Related Articles section, even though I never specifically added it there. Article A won't show in the article editor for Article B, but it will show in the live knowledge base.

Basically, this setting makes the live knowledge base mirror all related article relationships automatically.

Backward suggestions are disabled by default. If you'd like to turn them on:

1. Go to **Settings > Basic**.
2. In the **Website Settings** section, look for the **Related article suggestions** section.
3. Check the box next to **Backward suggest articles which list the current articles as related**.

A screenshot of a settings interface. It shows a dark blue rectangular button with white text that reads "Check the box to Backward suggest articles which list the current article as related". The button is centered within a white rectangular area that has a subtle drop shadow.

Check the box to Backward suggest articles which list the current article as related

4. Be sure to **Save** your changes.

Set the number of Related Articles to automatically display

By default, our knowledge bases are set to display 5 Related Articles.

You can set this to any number between 1-10:

1. Go to **Settings > Basic**.
2. Scroll to the **Website Settings** section.
3. In the **Related Articles** section, click on the Limit list dropdown and select the number of articles you'd like the section to display (1-10).

Website Settings

Navigation Enable breadcrumbs

Top navigation Add a reader login / logout link

Related Articles Automatically suggest related articles based off of the article titles

Only automatically suggest articles from the current top level category

Backward suggest articles which list the current article as related

If both of these options are enabled, the reverse related articles will be ranked higher.

Limit list to articles

4. Be sure to **Save** your changes.



This setting only sets the list limit for **automatically suggested related articles**. You can always **manually add** more than this limit and they will display!

Disable automatically suggested Related Articles

If you want to show only manually specified Related Articles, you can turn off automatic suggestions across your entire knowledge base. To do so:

1. Go to **Settings > Basic**.
2. In the **Website Settings** section, uncheck the box next to "Automatically suggest related articles based off of the article titles".

Website Settings

Navigation Enable breadcrumbs

Top navigation Add a reader login / logout link

Related Articles Automatically suggest related articles based off of the article titles

Only automatically suggest articles from the current top level category

Backward suggest articles which list the current article as related

If both of these options are enabled, the reverse related articles will be ranked higher.

Limit list to articles

Uncheck the Automatically suggest related articles based off of the article titles box

3. **Save**.

Articles and categories will now only display related articles that you've manually added. See [Adding related articles](#) for more information.

Display Related Articles only in specific articles

What if, instead of showing this in all articles, you just want to show Related Articles in specific articles?

You can remove the merge code that generates the list from your Custom HTML, create a snippet to format a Related Articles section with the merge code, and then add that snippet to articles. More detailed instructions follow:

Step 1: Remove the merge code from Custom HTML

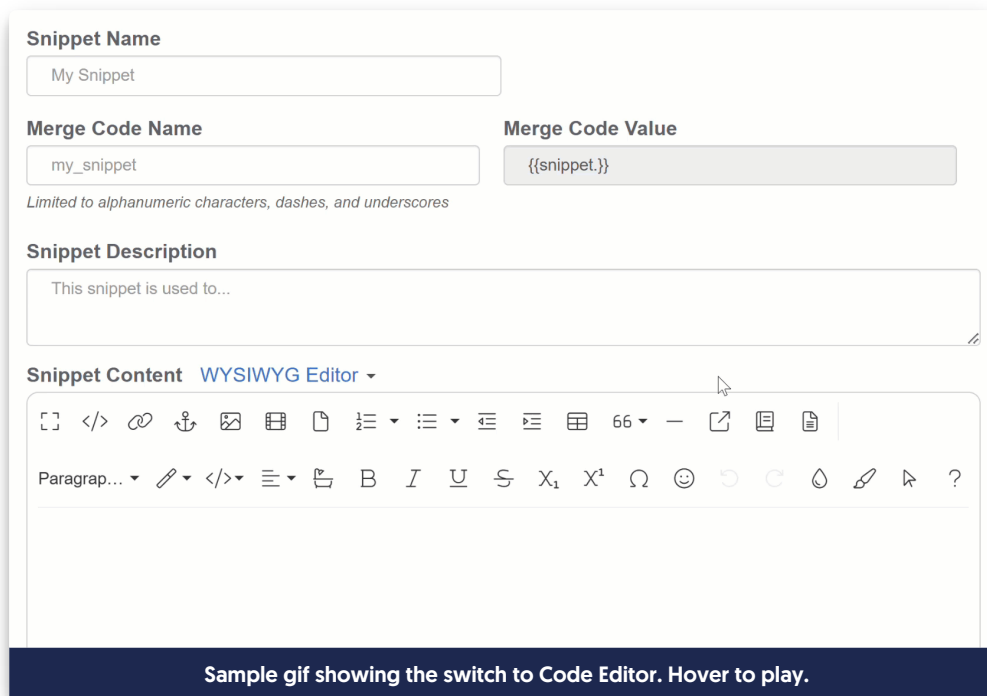
First, remove the merge code and any headings or surrounding divs from **Settings > Style > Custom HTML > Article**.

If you're unfamiliar with this HTML, see [Default Article HTML](#), rows 26-29 for our default placement to help you find it so you can remove it.

Step 2: Create a snippet

Next, create a snippet that will format the section and add the merge code:

1. [Create a snippet](#). We recommend using "Related Articles section" or something similar as the Snippet Name.
2. In the Snippet Content dropdown, select **Code Editor**.



The screenshot shows a form for creating a snippet. It includes the following fields and elements:

- Snippet Name:** A text input field containing "My Snippet".
- Merge Code Name:** A text input field containing "my_snippet". Below it is a note: "Limited to alphanumeric characters, dashes, and underscores".
- Merge Code Value:** A text input field containing "{{snippet.}}".
- Snippet Description:** A text area containing "This snippet is used to...".
- Snippet Content:** A dropdown menu currently set to "WYSIWYG Editor". Below it is a rich text editor toolbar with various icons for text formatting, alignment, and insertion. The text area below the toolbar is empty.

At the bottom of the form, there is a dark blue banner with the text: "Sample gif showing the switch to Code Editor. Hover to play."

3. Copy the code below and paste it into the Code editor.

```
<div class="ko-related-articles text-center">
  <h3>Related Articles</h3>
  [template("related")]
</div>
```

4. You can toggle back to the WYSIWYG editor using the **Snippet Content** dropdown if you'd like to make further changes to the Related Articles header, add explanatory text, etc. We recommend keeping the div wrapped around the whole section to guarantee the text stays centered, though!
5. In the right column of the snippet editor, in the **Visibility** section, check the box to **Hide from PDFs**. Here's what your snippet might look like now:

The screenshot shows the snippet editor interface. On the left, there are fields for 'Snippet Name' (Related Articles Section), 'Merge Code Name' (relatedArticlesSection), and 'Merge Code Value' ({{snippet.relatedArticlesSection}}). Below these is a 'Snippet Description' field with the text 'Add this snippet to the bottom of any article where you want the Related Articles section to appear.' The 'Snippet Content' field is in 'WYSIWYG Editor' mode, showing a toolbar and the rendered content: 'Related Articles' followed by '[template("related")]'. On the right, there are buttons for 'Save Changes' and 'Back', a link for 'Revert to previous save', and a 'Visibility' section with a checked box for 'Hide from PDFs' and an unchecked box for 'Include snippet content in article blurbs'. Below that is a 'Restrict to Reader Groups' section with a checked box for 'None / Show to all readers' and three unchecked boxes for other groups. At the bottom of the editor, a dark blue banner reads 'Sample Related Articles snippet, though your header likely looks different!'.

6. Once you're done editing the snippet, select the **Create** button to fully create it!

Step 3: Use the snippet

With your snippet created, you can now add that snippet into the articles where you'd like to display this section.

See [Add snippets in content](#) for full steps on how to do this.

You can also add the snippet merge code into a [topic display category](#) Category Description or the body of a [custom content category](#)!

Readd the Related Articles section to my articles

If you have a customized theme, the Related Articles section might have been removed entirely. Below, we offer instructions on how to re-add it to your main article body or the right column. Choose the implementation that makes sense for you!

Add the Related Articles List to all articles

If for some reason you don't see the Related Articles list, it's probably previously been removed in custom theme work. You can place the related articles merge code in the HTML of all articles to get it back. See [Default Article HTML](#), rows 26-29 for our default placement.

Add the Related Articles List to the right column of your knowledge base

By default, we also include the Related Articles in the right column (which is generally only used/displayed in our older themes).

If you're using one of our older themes that displays the right column and you're not seeing Related Articles there, you can grab some HTML from our [Default Right Column HTML](#) to re-add it, see rows 14-16.

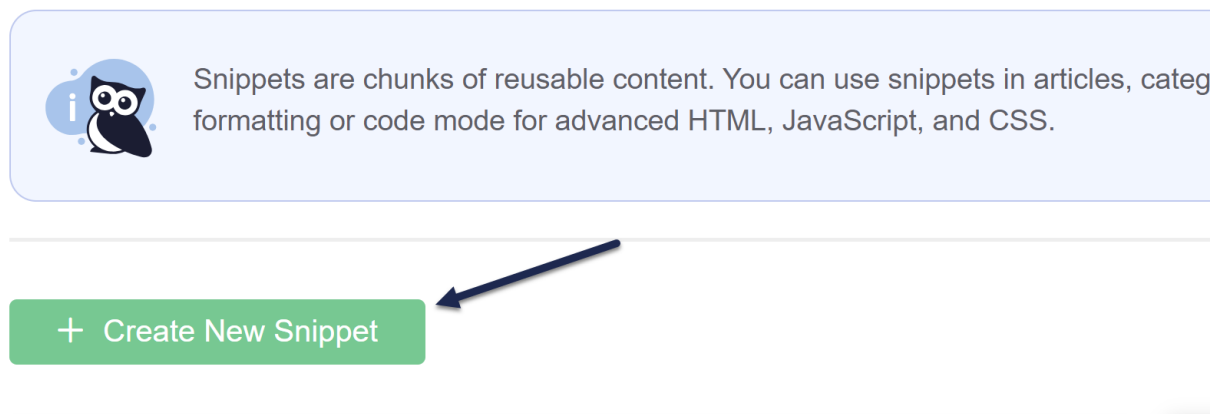
Hide Related Articles section from a specific article

If you've added the Related Articles template to your article template globally, sometimes it's useful to be able to hide it from specific individual articles. For example, maybe you are using automatically suggested related articles overall, but this particular article, the suggestions don't make sense (perhaps this article contains your company W9 and everything it's suggesting as related is product documentation, for example).

For this scenario, we recommend creating a snippet that will hide the Related Articles section and then only adding that snippet to the specific articles where you want to hide the section. First, create the snippet:

1. Go to **Library > Snippets**.
2. Select **+ Create New Snippet**.

Snippets



3. Give your snippet a name, like "Hide Related Articles."
4. Give your snippet a description, like "Use this snippet in articles to hide the Related Articles section."
5. Click the dropdown to change the editor to the Code Editor.
6. Copy the code below and paste it into the Code Editor window in your snippet.

```
<style>
/* Hide related articles */
.ko-related-articles {
display:none;
}
</style>
```

Your completed snippet should look something like this:

Snippet Name

Merge Code Name

Merge Code Value

Limited to alphanumeric characters, dashes, and underscores

Snippet Description

This snippet will hide the related articles section. It can be used in an individual article or in the Category Description of a topic display category.

Snippet Content [Code Editor](#) ▾

All javascript and css needs to be wrapped in the proper tags - <script>, <style>, etc.

```
<style>
/* Hide related articles */
.ko-related-articles {
display: none;
}
</style>
```

Sample snippet to hide related articles

7. Click the **Create** button.

Now that your snippet exists, any of your content writers or editors can add it to an article using the [Insert snippet](#) option.

Troubles creating your snippet? Review the [instructions on creating a snippet](#) for more help.

Optional tweak to hide horizontal line

If your Related Articles section is the only thing in your article footer, and hiding it leaves behind a mystery grey line, you can edit the snippet to include logic to hide that grey divider line, as well. The structure depends on your theme; you may need to right-click on the divider line and Inspect Element to see which classes to use, but here's a sample for our Minimalist theme:

```
<style>
/* Hide related articles */
.ko-related-articles {
display:none;
}
/* Hide grey bottom border of article body */
.hg-minimalist-theme .hg-article-body {
border-bottom: none;
}
</style>
```

Snippet Name

Merge Code Name

Merge Code Value

Limited to alphanumeric characters, dashes, and underscores

Snippet Description

This snippet will hide related articles and the line that appears above them. It can be used in an individual article or in the Category Description of a topic display category.

Snippet Content [Code Editor](#)

All javascript and css needs to be wrapped in the proper tags - `<script>`, `<style>`, etc.

```
<style>
/* Hide related articles */
.ko-related-articles {
display: none;
}
/* Hide grey bottom border of article body */
.hg-minimalist-theme .hg-article-body {
border-bottom: none;
}
</style>
```

Sample snippet to hide Related Articles and the grey line

Hide Related Articles when there are none

You can add some code to hide the Related Articles section when there are no Related Articles present.

1. Go to **Settings > Style**.
2. Click on the **Custom HTML** tab.
3. Select **Article** from the dropdown.
4. If your Related Articles section appears at the bottom of all articles, copy this code. Otherwise, skip to step 5:


```

<script>
//If Related Articles section at bottom of the article has no related articles, hide the section
$(function() {
  if( $(''.ko-related-articles ul li:eq(0)').text().trim() == "None" )
    $(''.ko-related-articles').hide();
});
</script>

```

5. If your Related Articles section appears in the right hand column of all articles, copy this code:

```

<script>
//If Related Articles section in the righthand column is empty, hide the section
$(function() {
  if( $(''.related-panel ul li:eq(0)').text().trim() == "None" )
    $(''.related-panel').hide();
});
</script>

```

6. Paste the code you copied above into the bottom of the Article Custom HTML code editor. For example:

Custom CSS
Custom HTML
Custom <head>

Custom HTML Article ▾

```

[template("comments")]
</div>
</div>
<script>
//If Related Articles section at bottom of the article has no related articles, hide the section
$(function() {
  if( $(''.ko-related-articles ul li:eq(0)').text().trim() == "None" )
    $(''.ko-related-articles').hide();
});
</script>

```

-- Select a Merge Code -- ▾

Save

Example of the script added to hide the empty Related Articles section at the bottom of articles

7. Be sure to Save your changes.

Hide Related Articles when there is only one or less

You can add some code to hide the Related Articles section when it contains 1 or 0 articles.

To do so:

1. Go to **Settings > Style**.
2. Click on the **Custom HTML** tab.
3. Select **Article** from the dropdown.
4. If your **Related Articles** section appears in the right hand column of all articles, copy this code. Otherwise, skip to step 5:

```
<script>
//If Related Articles section in righthand column has 1 or 0 articles, hide the section
$(function() {
  if( $('.related-panel ul li').length < 2 )
    $('.related-panel').hide();
});
</script>
```

5. If your **Related Articles** section appears at the bottom of all articles, copy this code:

```
<script>
//If Related Articles section at bottom of article has 1 or 0 articles, hide the section
$(function() {
  if( $('.ko-related-articles ul li').length < 2 )
    $('.ko-related-articles').hide();
});
</script>
```

6. Paste the code you copied above into the bottom of the **Article Custom HTML** code editor.
 7. Be sure to **Save** your changes.
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