



Turn on favorites

Last Modified on 11/25/2025 6:08 pm EST

Getting favorites fully set up is a two-step process, in which you:

1. Enable favorites if it's not already. (It's enabled by default for most new knowledge bases).
2. Choose where you'd like to display favorites in your theme:
 - a. [Add it to the table of contents](#). (Also enabled by default for most new knowledge bases.)
 - b. Use a merge code to [add a shortened Favorites article list to your homepage or right column](#).
 - c. Create a [navigation link](#) to take readers directly to the Favorite Articles page.

Below, we walk through step 1. Refer to the linked resources above for the different options in step 2.

Authors with the default Editor role can turn on article favorites. If you're using a [custom role](#), you'll need to have the KB Settings [custom author role permission](#) to [Update article favorites settings](#).

To enable favorites in your knowledge base:

1. Go to [KB Settings > Favorites](#).
2. Check the [Enable / Disabled](#) box to [Enable article favorites](#).
3. While you're here, if you'd like to add favorites to your table of contents, check the [Table of Contents](#) box to [Show article favorites in the table of contents](#). (Refer to [Display favorites in the table of contents](#) for more information.)
4. Be sure to [Save](#) your changes.

Use the [View knowledge base](#) or [View article](#) options to view an article in your live knowledge base. If you see a star icon, congratulations: Favorites are enabled!



No star icon?

If you don't see the star icon next to an article title when you're logged into the knowledge base, your knowledge base's theme likely pre-dates the release of this feature. Refer to [Fix missing favorites icon](#) for additional configuration steps.

