



Widget setup and installation overview

Last Modified on 04/07/2026 3:37 pm EDT

The easiest way to work through the widget setup is to work your way down the **KB settings > Widget** page:

1. Use the [Widget Settings](#) section to set how your widget will be opened: from a "?" icon or from your own icon, link, or other method.
2. Use the [Widget Admin Settings](#) section to determine how the widget will recommend resources based on the current page ([contextual help](#)), how it will suggest that content, and which type of widget authentication to use.
3. Use the [Widget Customize Text](#) section to change any of the default widget tab names, labels, or placeholder text to better fit your audience.
4. Use the [Widget Contact Form](#) section to change the wording used in the Contact tab, if you're using the [Contact Form](#) in your knowledge base.
5. Add [Custom Widget Styles](#) to change the color of tabs, hyperlinks, icons, and more.
6. If needed, add [Custom Widget Javascript](#) to override existing behavior.
7. Review [Advanced Widget setup & methods](#) if you're using a single page application, want to hide one or more tabs, open the widget always to a specific tab, and more.
8. Finally, [install the widget](#) in your website or web application.