Use tags in content

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Add an existing tag to an article

Once a tag exists, you can add it to articles. Tags help you create curated article lists and filters. If you're new to using tags, refer to Tags feature overview for an introduction.

> Authors with the default Editor or Writer role can add existing tags to articles. If you're using a custom role, you'll need to have the **Tag** custom author role permission to **Add existing tags to articles**. Custom role authors with this permission and the **Add new tags permissions** can also create new tags; custom role authors with only the **Add existing tags to articles permission** can only start typing and select from existing tags.

The information below varies based on whether you're using our 2026 new editor or old editor.

To figure out which instructions to follow:

1. Open any article for editing.
2. If the lefthand navigation is collapsed and there's a link near the top of the page to **Switch to old editor**, follow the **New editor** documentation.
3. If the lefthand navigation is expanded and the top of the editor and the righthand column have a heavier grey background, follow the **Old editor** documentation.

Here are side-by-side examples of the new editor and the old editor:



Try out the new editor
We'd love your feedback on the new editor. To switch to the new editor, open any article for editing and select the **Switch to new editor** link at the top of the editor.

New editor | Old editor

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Add multiple tags at once
You can also add existing tags in bulk by pasting in a comma-separated list. For example, pasting in `alpha,bravo,charlie,delta` will add the tags `alpha`, `bravo`, `charlie`, and `delta`. If you enter a tag that's already added to the article, the duplicate is detected and removed. Refer to Create a tag for more details.

Remove a tag from an article

Have you added a tag that's no longer relevant for an article or category? You can remove it while editing that content. This leaves the tag in your Tags page and only removes it from the content you're viewing.

Authors with the default Editor or Writer role can remove tags from articles and categories. If you're using a custom role, you'll need to have the **Tags** custom author role permission to **Remove tags from articles**.

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Delete a tag completely
Removing a tag from an article only removes it from the article. That tag still exists in your Tags page

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and can be used elsewhere. If you'd like to delete a tag from your knowledge base completely, head to the **Tags** page to delete it. Refer to Delete a tag for more information.

Add tags to multiple articles in bulk

While you can easily open individual articles for editing and add tags to them, there are times when you might want to add a tag to multiple articles at once.

For example, perhaps you want to flag all the articles that haven't been updated in the last year as "needs update", or you've created a new department-specific tag and you want to add it to all the articles in one of your categories.

For this scenario:

1. Create a custom filter in **Manage** that displays the articles you want to add the tag to, or use search within a filter. Refer to Create a custom Manage filter for more detailed instructions.
2. Use the checkboxes to select the articles you want to add the tag to.
3. Use the **Bulk edit** option to add the tag to all the selected articles. Refer to Bulk edit articles in Manage for more information on completing bulk edits.

Our default Editor and Writer roles have permission to bulk edit articles. If you're using a custom author role, that role must have the **Articles** custom author role permission to **Edit articles in bulk** to bulk edit articles.

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