



Add snippets to your knowledge base theme

Last modified on 07/16/2025 4:13 pm EDT

While snippets are most often used in articles and categories, they can also be used in **Customize > Style** to add functionality or text to your knowledge base theme.

The two most common ways to use snippets in your theme are:

1. **Custom HTML > Body:** Add snippets here to display their content everywhere, like a footer or copyright statement.
2. **Custom HTML > Article:** Add snippets here to add them to all articles.

To add a snippet to your knowledge base theme:

1. In the lefthand navigation, go to **Snippets**.
2. Open the snippet you want to add to your theme.
3. Copy the snippet's **Merge Code Value** which should be in double curly brackets, like: `{{ snippet.mySample }}`.
4. Go to **Customize > Style (HTML & CSS)**.
5. In the **Customize HTML, CSS, and JS** section, select **Custom HTML**.
6. Select the HTML template you want to edit using the **Select HTML section to edit** dropdown.
7. Paste the snippet's **Merge Code Value** wherever you'd like it to appear. For snippets that don't add text, add them anywhere on the page. (When all else fails, paste them at the bottom of the pane!)
8. Be sure to **Save** your changes.