

# Managing Templates

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 4.02K  1

Expand " **Articles** " section in the left navigation bar and click on " **Article Templates** " link to open 'Manage Templates' page. In **multi-language** edition, you can select the language from language drop-down available on the right side of the page to view the templates of that language.









## Manage Templates

YOU ARE HERE: [Dashboard](#) / [Articles](#) / [Manage Templates](#)

You can create/manage article templates for your knowledge base in this section. Article templates are reusable pieces of content, including text, tables, images, videos, or any other preformatted snippets you create. You can use the article templates to add a signature, custom formatting block, logo, notice, warning, preformatted text, recurring paragraph, etc. for quick insertion to your articles.

[Manage Templates](#) [+ Add Template](#)

Show  entries Select Bulk Action

ID	Title	Author	Status	Default	Updated on	Actions	<input type="checkbox"/>
5	 <a href="#">Managing contents</a>	Gurjeet Kaur		<input type="button" value="Set Default"/>	Jul 26, 2016 at 11:30 AM	<input type="button" value="Actions"/>	<input type="checkbox"/>
3	 <a href="#">template required</a>	Gurjeet Kaur		<input type="button" value="Default"/>	Apr 28, 2016 at 4:32 PM	<input type="button" value="Actions"/>	<input type="checkbox"/>
2	 <a href="#">Important Template</a>	Gurjeet Kaur		<input type="button" value="Set Default"/>	Apr 28, 2016 at 11:36 AM	<input type="button" value="Actions"/>	<input type="checkbox"/>
1	 <a href="#">Template Main</a>	Gurjeet Kaur		<input type="button" value="Set Default"/>	Apr 28, 2016 at 10:57 AM	<input type="button" value="Actions"/>	<input type="checkbox"/>

Displaying 1 to 4 of 4 records First  Last

1. **ID:** This column depicts the auto generated unique ID assigned to the template in the knowledge base.
2. **Title:** This column shows the name of the template assigned by you.
3. **Author:** This column displays name of the person who created the template.
4. **Status:** This column displays whether the template is active or not. Tick icon in column shows that template is active and can be inserted in the article when needed. Whereas, a cross icon shows that template is not active and cannot be inserted into the article. You can click on the icon to change its status.
5. **Default:** This column shows the template item that has been set as default by you. Article content field on add article screen is populated with the contents of the default template. One default template per language is allowed in the knowledge base. Click on " **Set Default** " to set the template as default.
6. **Updated on:** This column displays the date and time the template was last modified.
7. **Actions:** This column contains two operations that can be performed on the template.
  1. **Edit** - Click to modify the template.
  2. **Delete** - Click to remove the template from the knowledge base.
8. You can use " **Select Bulk Actions** " to perform the same operation on more than one template. For this, you need to mark the check boxes corresponding to templates on which operation is required, then choose a bulk action and click on apply.

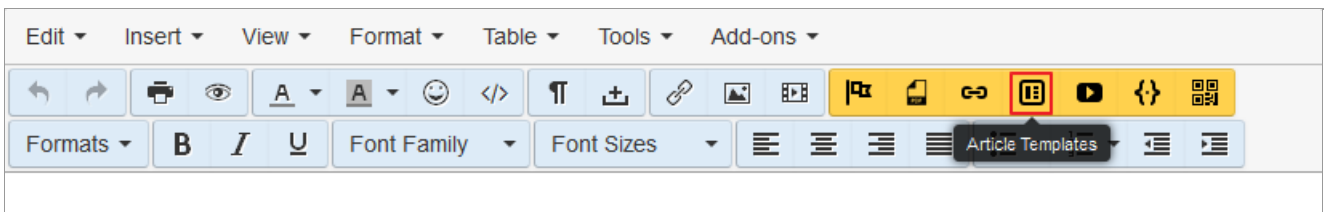
**How to insert a template into an article?**

## 1<sup>2</sup>Forbidden

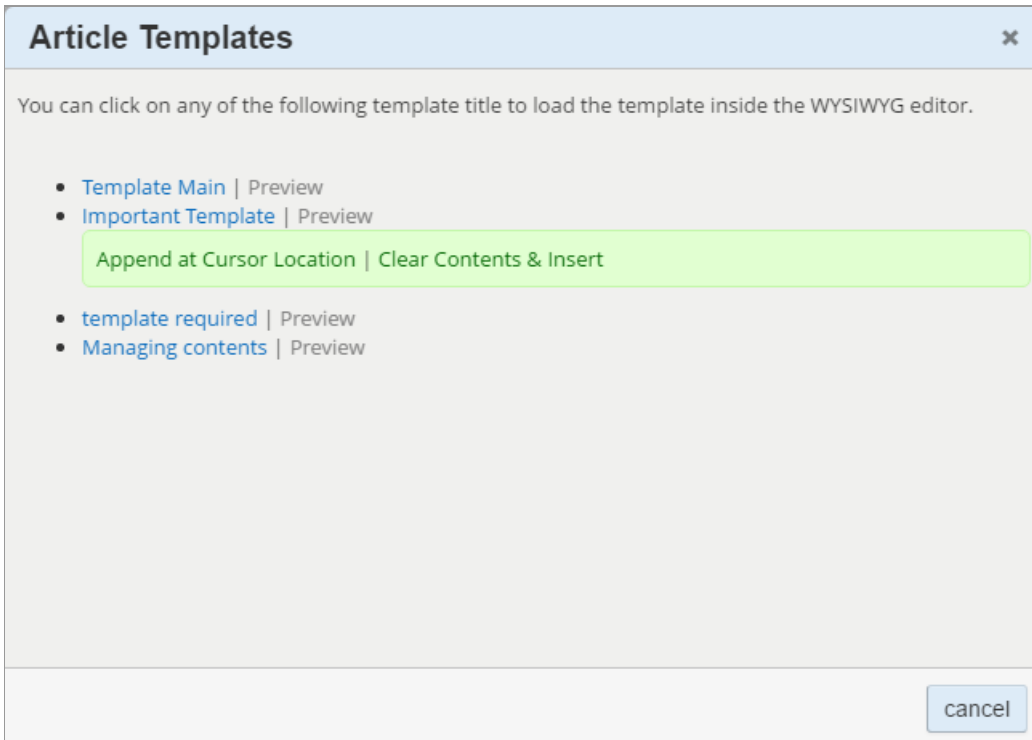
You don't have permission to access this resource.

Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.

1. Click on the **Article Templates** button available in the WYSIWYG editor as shown in the figure below:



2. When you click on Article Template button, a dialog named **Article Templates** will be opened with the list of all the visible templates as shown in the screenshot below.



3. Click on the template title to insert template. It can be inserted in two ways:

- **Append at cursor location** - Click to insert the template where the cursor is currently located. It does not affect the existing contents present in the editor.
- **Clear Contents & Insert** - Click to replace the contents of an editor with the template contents.

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### Custom Fields

**Applicable To:** Standard Edition, Standard (Multi-Language) Edition, Enterprise Edition (MySQL), Enterprise Multi-Language Edition (MySQL), Enterprise Edition (SQL Server), Enterprise Multi-Language Edition (SQL Server)

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Online URL: <https://www.phpkb.com/kb/article/managing-templates-83.html>

## 2<sup>Forbidden</sup>

You don't have permission to access this resource.

Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.