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Tags, Labels

What are Tags?

Tagging is another non-hierarchical way to group related articles together and to quickly tell readers what they are reading about. Tag keywords and phrases so readers can easily find articles related to specific topics.

Tags are similar to categories, but are more specific. The use of tags is optional.

Tagging an article, news, or file?

It's easy! When you create or update an article or a file, you can assign and/or add new tags to it using the **Meta Keywords/Tags** field.

Click on the **Add a tag** link below the text editor.

You can add tags one at a time by hitting the Enter after typing each tag. Or you can add multiple tags at a time by separating each with a space as you type. You can join 2 or more words together in one tag by enclosing them in quotation marks.

To select a tag from your existing list (tags previously used in KBPublisher) click **Choose from your tags** and select the tags you want to use.

Note: Changes are not saved until you save an article.

Bulk Add or Update Tags

To bulk add or update tags, log on to the **Admin Area**

1. If you are updating:

- an article's tags, click on the **Articles** menu
- a file's tags, click on the **Files** menu
- a news' tags, click on the **News** menu

2. Choose **Set Tags** from the **Actions with selected** drop-down

- a second drop-down will display the following options:

Remove any tags:

- Choose **Remove all tags** from the second drop-down box
- Click **OK**

Add tags:

- Choose **Add to existing** to add tags and not remove existing ones or **Replace existing** to remove old tags and assign new ones
- Click **Add a tag**
- Assign tags from choosing existing ones or add your own tags
- Click **OK** to save the change

You must have administrator access to manage tags.

Login to **Admin Area**, click **Tools,** choose the **Tags** tab.
From here you can see all the tags used in KB.

Create or updating a tag

The following are compulsory:

- You must enter a tag name in **Title**
- Check **Visible** to make tag visible to end users or uncheck so that it is hidden

You may also wish to:

- Add a **Description** to explain why this tag has been set up and how it should be used
  This information is displayed in Public Area, under Tags to help end users searching for content

What is a difference between visible and hidden tags?

A visible tag displays in the Tags of and article (below the article) in the Public Area. Although hidden tags do not display in the Tags section, it is always used for searching.

Can I safely update or delete tags?

Yes, you can. When you update a tag it will affects all entries already assigned.
Conversely, when you delete a tag, it will be deleted from all entries that is was assigned to.
Since the daily scheduled tasks are responsible for updating meta keywords updates it might take some time for these changes to take effect.

Tags in Public Area

The 3 uses of tags in the Public Area

- While viewing an article you can see all assigned tags below an article.
  Click on a tag to display all articles with this tag. This function is the same for the News section.

- The **Tags** section will list all tags.
  Click a tag to be be redirected to search section displaying all articles with this tag.

- In Advanced Search you can search the knowledgebase by tags.
  - Type keywords in **Keywords** field, you can type several keywords separated by comma
  - In **Search In** choose **Articles (tags, keywords)** or **Files (tags, keywords)** or **News (tags, keywords)**
  - Click **Search** and KBPublisher will search in articles, files, or news respectively.