

Add ratings and comments to articles

Design and templates

Find out which articles help and which don't. Add a "Was this helpful?" rating so readers can tell you in one click, and comments so they can ask questions right under the article. You add each one once, to the Article page, and every article gets it.

Who can do this: Owners and Admins (Editors through **Customize** on your help center) · **Plans:** All plans

Add a rating and comments to your articles

1. In the left menu, click **Template editor**. Open **Pages**, pick **Article** in the page menu, then pick the **Main** region.
2. Under **After the article**, click **Add to "After the article"**.
3. Pick **Was this helpful?** from the list (search for it, or look under **Article page**). Its settings open.
4. Click **Main** at the top of the settings to go back, then add **Comments** the same way.
5. Click **Publish**.

← Exit

Northwind
northwind.helpcenter.io

All changes saved

Publish

DesktopTabletMobile

AutoLightDark

English (default)

Select to edit

Previewing: Article

Open in new tab

NorthwindHelp center

Home / Getting started / Set up your first charging schedule

Browse topics

GETTING STARTED

Copy page

Set up your first charging schedule

Oct 6, 2026 · 1 min read

A schedule tells Home Dock when to charge. Northwind suggests the cheapest window for your tariff, and you can adjust it.

1. Open **Schedules** and select **New schedule**.
2. Pick **Ready by** and the time you usually leave.
3. Set your target charge, for example 80%.
4. Select **Save**.

Need a full battery today? Select **Boost** to charge straight away. Your schedule picks up again tomorrow.

BrandThemeTheme galleryPages

NavigationAdvancedVersion history

Editing texts inEnglish (default)

PAGEArticle

PAGE SETUPAffects this page

Layout

How the sidebar, main and utility regions arrange on desktop. Docked pins the sidebar to the edge of the screen and centres the content beside it.

One columnSidebarRailDocked

Sidebar width

12rem

How wide the sidebar column is. Deep category trees need more room; a short link list needs less.

REGIONS

Header 3Hero 0Sidebar 1

MainFooter 2Utility 2

Main settingsWhole region

1

Open the **Article** page and its **Main** region

Both components go below the article, in the After the article zone.

Prefer them somewhere else? Drag a component by its handle into **Before the title** or **After the title**, or change the order within a zone.

Set up "Was this helpful?"

Click the component in the Main region to change its settings:

Setting	What it does
Prompt	The question above the buttons. The default is "Was this article helpful?".

Scale **Helpful / Love it / Not helpful (3 buttons)**, shown as a thumbs up, a heart and a thumbs down. Or **Thumbs up / down (2 buttons)** for the quickest answer.

Ask for feedback

After a thumbs down, a box opens so the reader can say what was missing.

Feedback prompt

The question above that box. Make it specific, so the answers are useful.

Width

Full width, or **Half width** to share a row with another component.



Home / Getting started / Pair your Home Dock with the app

BROWSE TOPICS

- Getting started
- Home Dock charger
- Plans & billing
- Account & security
- Troubleshooting
- Solar & battery

GETTING STARTED

Pair your Home Dock with the app

Sep 22, 2026 · 1 min read

Pairing links your Home Dock to your account so you can control it from anywhere.

Before you start

- Your Home Dock is installed and its light ring is pulsing blue.
- Bluetooth is on and you are within 5 metres of the charger.

Pair it

- In the app, open **Chargers** and select **Add charger**.
- Scan the QR code on the side of your Home Dock.
- Choose your home Wi-Fi network and enter its password.
- Wait for the light ring to turn solid green.

The ring stays blue? Move closer to the charger and try again. See [What the light ring on your Home Dock means](#).

ON THIS PAGE

Before you start

Pair it

Copy page

1 On this page jumps to any section

On your help center, readers rate an article with one click.

Ratings show up in your statistics and in each article's details. See [Article ratings and reader feedback](#).

Set up comments

- Heading:** the title above the comments. The default is "Comments".
- Show comments below the article:** on by default. Turn it off and readers can still send comments, but only your team reads them, in the dashboard.

Readers leave their name, email and comment, then click **Leave a comment**. They see their own comment straight away. When **Require approval** is on, the form notes that it needs approval, and everyone else sees it once you approve it. When it's off, the comment is published for everyone straight away. The article's author gets an email about each new comment, not counting replies.

Readers can also click **Reply** under a published comment. Replies show under the comment they answer and follow the same **Require approval** setting. A reply to a reply shows in the same thread, with an **In reply to** link to the comment it answers.

The component also has these settings:

- **Require approval:** on by default. New comments wait for your approval before other readers see them. Turn it off to publish comments straight away.
- **Notify on comment** and **Notification email:** turn on **Notify on comment** and enter an address, and that address gets an email about each new comment. Replies to comment emails also go to that address.

These settings take effect when you publish. If your help center was moved from the old template, **Require approval** is on, whatever you used before: if comments should publish straight away, turn it off and publish.

Approve and answer comments

Owners, Admins and Editors can moderate comments. Click **Comments** in the left menu: the badge counts comments waiting for you. Approve a comment to publish it under the article, or reply to answer the reader. See [Approve and answer reader comments](#).

Comments appears in the left menu once you publish a design that has the Comments component.

Troubleshooting

The rating or the comment form doesn't show on your articles. Check that the component is on **Pages** → **Article** → **Main**, then publish. Saved changes stay in your draft until you do.

The comment form shows, but no comments. If **Require approval** is on, new comments wait for your approval. Also check that **Show comments below the article** is on.

Comments you see in the article editor never appear on your help center. Those are team notes, and readers never see them. Reader comments are separate: they come from the Comments component on your live articles.

Related articles

- [Article ratings and reader feedback](#)
- [Approve and answer reader comments](#)
- [How do I turn on reader comments?](#)
- [Customize the article page](#)