I'm having trouble with text formatting

Ben Henley - 2023-08-16 - Comments (0) - Using Deskpro

Question

When I type into a certain ticket or article, all the text comes out weirdly formatted (e.g. grey and indented), even though no formatting is selected. I've tried logging in and logging out and it still happens. What do I do?

Answer

There is a stray fragment of HTML code that is applying formatting to everything you type - in this case, everything's being formatted as a quote.

HTML isn't shown in the normal editor view.

Select the HTML view by clicking the **</>** or **HTML** icon (depending whether you're working with ticket or Publish content).

If you know some HTML, you may be able to remove just the problem tag; otherwise just delete everything shown in the HTML view and start again.

Tags

formatting