



# Try out the powerful new HTML editor for Knowledgebase Articles

2023-07-25 - Lara Proud - [Comments \(0\)](#) - [Product \(Agent\)](#)

We are introducing the latest enhancement to our Knowledgebase Article editor which we have added in response to your feedback. You can now edit Knowledgebase Articles with ease using the new **HTML editor**, designed to make content creation and management more seamless for agents.

With the HTML Editor, there's no longer a need for cumbersome code blocks when you want to insert or edit HTML content within your articles.

The screenshot shows a web-based editor interface for a Knowledgebase Article. The title of the article is "How to read my meter". The top navigation bar includes links for "File", "Edit", "View", "Insert", "Format", "Tools", "Table", "Help", and a "Published" status indicator. Below the navigation is a toolbar with various text and media formatting icons. The main content area contains several paragraphs of text. The first paragraph discusses the importance of knowing meter readings and provides a guide on how to read different types of meters. The second paragraph offers tips for comparing current meter readings with previous bills. The third paragraph explains the process of submitting readings online or via app. The fourth paragraph provides contact information for further assistance. The fifth paragraph is a section titled "How to read your meter:" with three numbered steps. The sixth paragraph is a section titled "How to read your metric meter:" with three numbered steps. At the bottom of the editor, there are buttons for "Save", "Toggle Editor" (which is currently selected), "Save and switch to default editor", "262 words", and "Discard Changes".

For any content you've already created using code blocks in the standard editor, any existing content containing code blocks will now automatically load in the HTML Editor ready for you to edit with ease.

**How to read my meter**

5948 | Meter | Account Management | + Add

**Editor**

It's a good idea to know your gas and electricity meters readings. You can keep a make sure your bills are accurate. Our meter reading guide shows how to read and how to submit them to us. We've also included pictures of meters so you can.

Your meter may not quite look like what's in our meter reading guide. If you're not on your meter display to the reading shown on your last bill.

Once you've made a note of your readings, you can submit them by logging into My 221B app to scan and send your reading or submit it manually. If you don't already register for one first.

If you need any advice about reading your meter, please get in touch and we'll be

How to read your meter:

1. Read the first four numbers from left to right.
2. Include any zeros at the beginning, but don't include any numbers in red, or any
3. If your meter has reached 9,999, it'll start recording from zero again.

How to read your metric meter:

1. Read the first five numbers from left to right.
2. Include any zeros at the beginning, but don't include anything after a space or
3. Once your meter has reached 99,999, it'll start recording from zero again.

Save | Save and switch to HTML editor | 262 words

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File | Edit | View | Insert | Format | Tools | Table | Help

**Paragraph**

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And we've made it easy for you to switch between the default and HTML Editor. With a simple button available right in the bottom left-hand corner of the editor interface, you can effortlessly choose the editor that best suits your needs for each specific article.