



## Managing Tags

Tags are a keyword label which can be associated with Intranet content to assist with searching for it.

e.g. Documents, News articles, Policies, courses, etc. can all have tags attached to them which help to categorise and organise them.

When users search for the tag word or click on it from a tag cloud, content with that tag will be returned.

## Who can create Tags?

By default, 'All registered' will be able to create tags across content, as we want to promote the use of tags.

However, if you do wish to restrict this to only certain users/roles/groups there is an administrator permission that will control who can create tags in the Intranet.

This is found in Applications > Admin > Tags > Rights to create new tags

A screenshot of a web application interface for managing tags. The breadcrumb trail at the top reads 'Admin > Tags'. Below this, there are two tabs: 'Tag management' and 'Rights to create new tags', with the latter being the active tab. The main area is titled 'Permissions' and contains a search input field with the placeholder text 'Start typing to add...'. To the right of the input field are 'Browse' and 'Remove' buttons. Below the input field, a dropdown menu is open, showing 'All registered' as the selected option. At the bottom of the permissions section, there is a link that says 'View matching users...' and a blue button labeled 'Apply permissions'.

## Creating tags

In each application where it's possible to assign tags to content, there will be a field for this during the content creation process, or later when editing the content's properties.

e.g. When creating a new KB article, the tag field appears:

Knowledge Base > Add Article

Language: English options

Article Title\*

Category: Demo Processes x v

Tags: [tag icon] popular tags: intranet, claromentis, microsoft, excel, social

Author: Claromentis Administra... x v Browse

Created date: 20-03-2026

Article Cover/Thumbnail: Upload image

Embed Video: Valid iframe code only

Users with permissions to create tags will be able to type relevant keywords into the field to create a tag.

The system will suggest popular tags over time that can be clicked on to include.

Separate multiple tags with commas and a space, like below.

Knowledge Base > Add Article

Language: English options

Article Title\*: How to create a new user

Category: Demo Processes x v

Tags: [tag icon] user guide, People popular tags: intranet, claromentis, microsoft, excel, social

Author: Claromentis Administra... x v Browse

Created date: 20-03-2026

## Managing Tags

Over time, there will be many tags that exist in the intranet across all applications.

The global search will return tagged content to users when existing labels are searched, and any tag clouds in applications will display tags specific to that area, which the user can click on to see content with that tag.

Your administrators may wish to check over the tags periodically to review those in existence and edit, merge or delete them as needed.

In Applications > Admin > Tags

### - Edit tags

Click 'edit' in line with the tag to rename or add a translation for it.

The screenshot shows the 'Admin > Tags' page in the Claromentis system. A modal window titled 'Edit tag '17'' is open, allowing the user to edit the tag name and add translations. The background shows a table of existing tags with columns for Name, Translations, Tag count, and Action.

Name	Translations	Tag count	Action
17	No translations	1	edit
active directory	No translations	0	edit
apps	No translations	11	edit
audit	No translations	1	edit
BBQ	No translations	1	edit
blog	No translations	3	edit

### - Delete tags

At the bottom of the screen, begin to type the tag you wish to remove, and the system should offer it in a blue box.

Click to enter it into the box.

The screenshot shows the 'Merging and deleting tags' dialog box. The input field contains 'apps', and a dropdown menu shows 'popular apps' with a count of 11. The 'Delete' button is highlighted.

Click 'delete' to remove this, continue in the pop-up and the tag will be removed from the list and any content it was previously attributed to.

### - Merge tags

In the same box, similar tags can be merged by selecting more than one (separated by commas) and then clicking Merge.

The tags will merge into one, and all content that had the previous tags will update to the new.

The screenshot shows the 'Merging and deleting tags' dialog box. The input field contains 'client, clients', and the 'Merge' button is highlighted.

