Link to article: https://discover.claromentis.com/knowledgebase/articles/603/managing-tags

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.

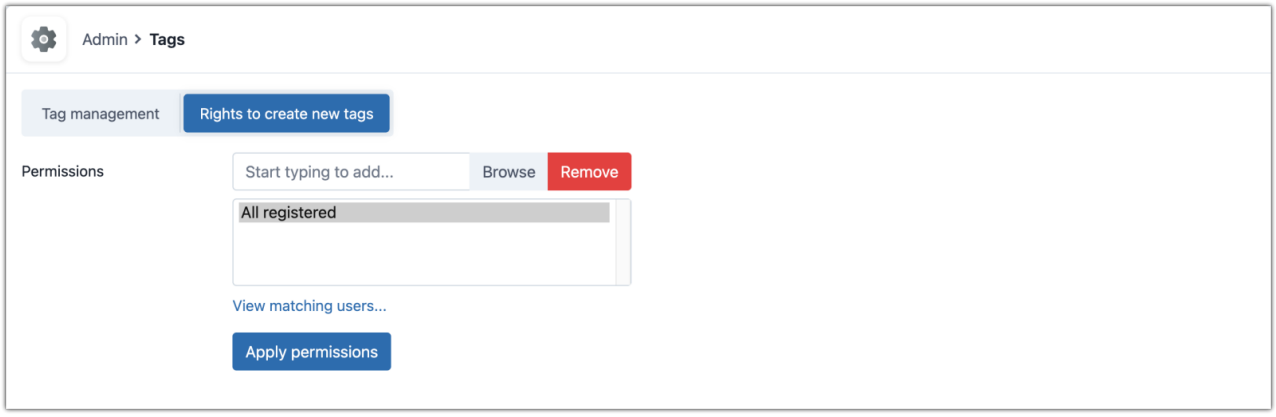
When users search for the tag word or click on it from a tag cloud, content with that tag will be returned.

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.

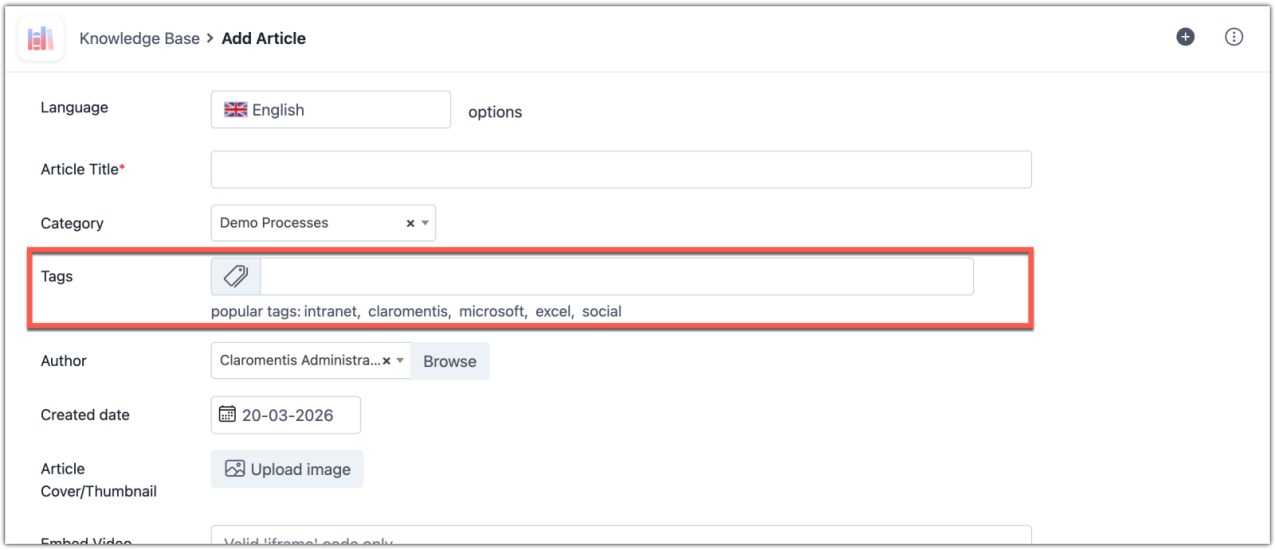
This is found in Applications > Admin > Tags > Rights to create new tags



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.

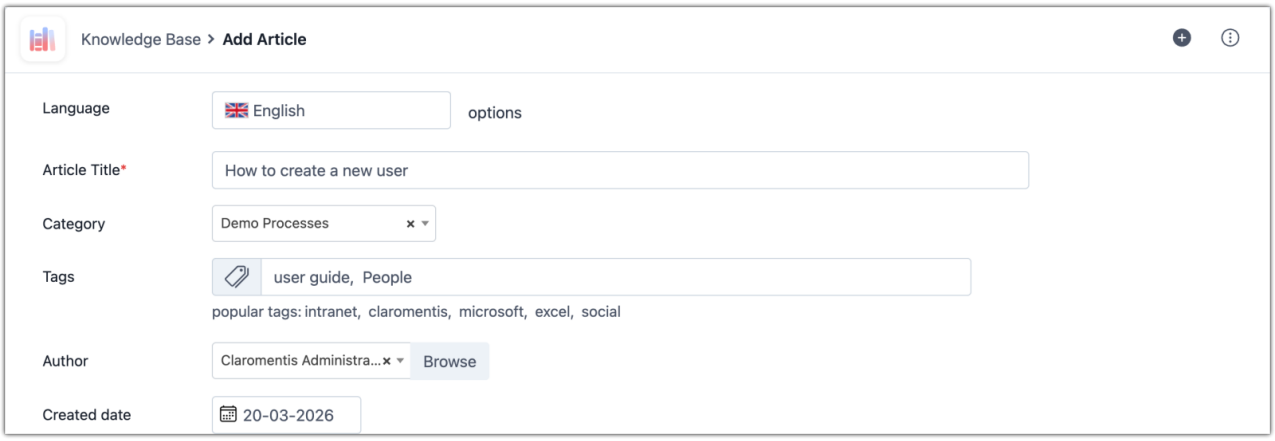
e.g When creating a new KB article, the tag field appears:



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.



Managing Tags

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

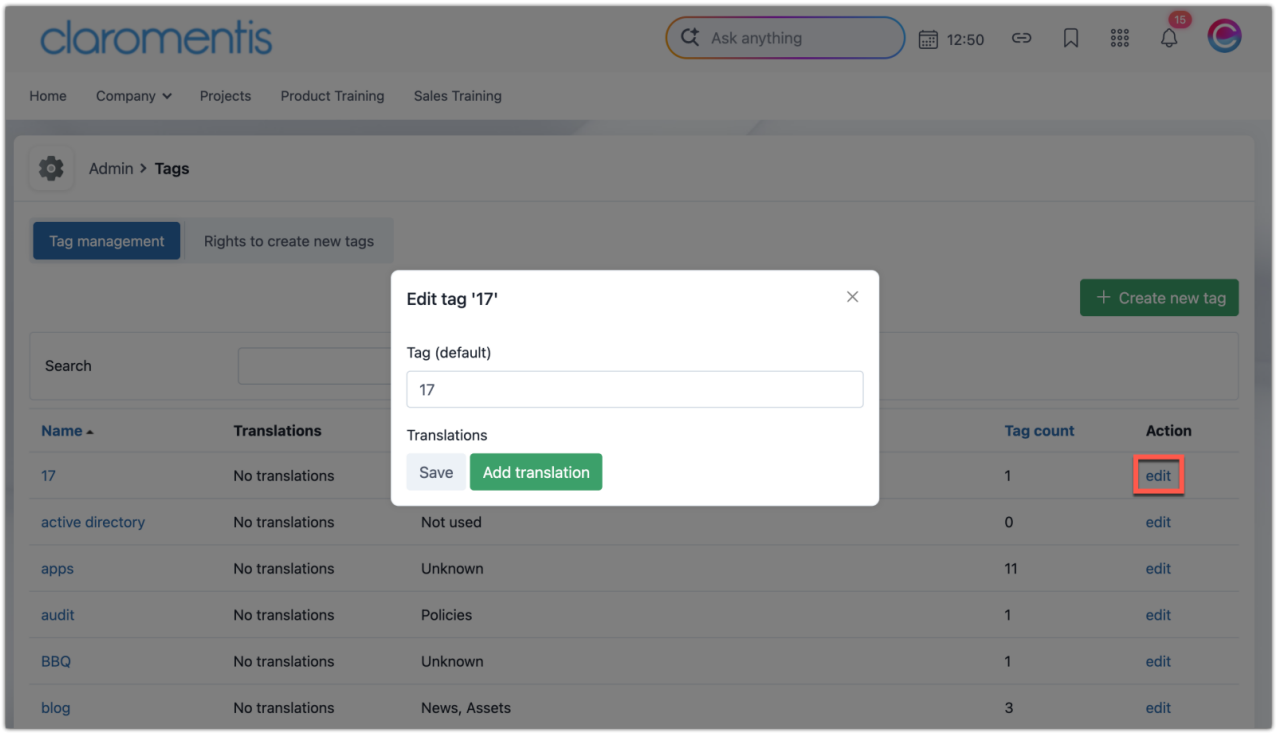
The global search will return tagged content to users when existing labels are searched, and any tag clouds in applications will display tags specific to that area, which the user can click on to see content with that tag.

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

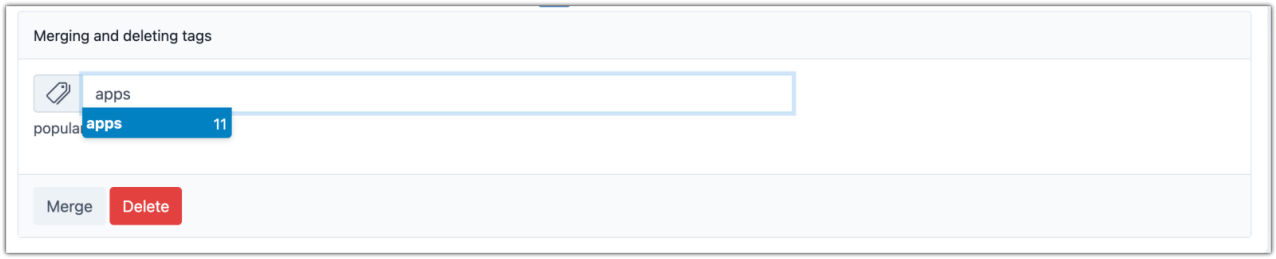
Click 'edit' in line with the tag to rename or add a translation for it.



- 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.



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.

Created on 20 March 2026 by Hannah Door
Tags: user guide, tags