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## Personalize your Help Center and Content

[Getting Started](#) - [تعليقات \(٠\)](#) - Lara Proud - 2026-04-30

The first step to personalizing your helpdesk is by naming it and adding your website details.

To add information about your helpdesk go to **Admin > Configuration > Branding**. Select the brand you want to update

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### Branding

Brands allow you to provide support for multiple brands through one helpdesk. Each brand has its own customer facing Help Center you can customize.

Help Center Configuration | Messenger Setup | User Registration

#### Agent Branding

**Helpdesk name**  
This is the actual name of your Helpdesk  
Baker Street Energy

**Favicon**  
Choose a file or Drag and drop

**Logo**  
Change file

**Avatar**  
Change file

**Helpdesk URL**  
https://bakerstreetenergy.deskpro.com/

#### Brands

Search Brands

Baker Street Energy  
Flora Street  
Add New Brand

From here, you can edit your brand settings which will update them from the helpdesk defaults. You can update

- Brand Name
- Favicon
- Avatar
- Brand Logo
- Website Name
- Website URL
- Help Center Name
- Your sub-domain

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## Brand Settings

Brand Name\*

[New Brand](#)

Favicon



Change file

Avatar



Change file

Brand Logo



Change file

## Website

Website name

This is the name of your main website

Website URL

This is the URL to your main website

## Help Center

Help Center name

This is the name of your Help Center. The name is displayed to users in their browser window title, and is also used in the default footer email template.

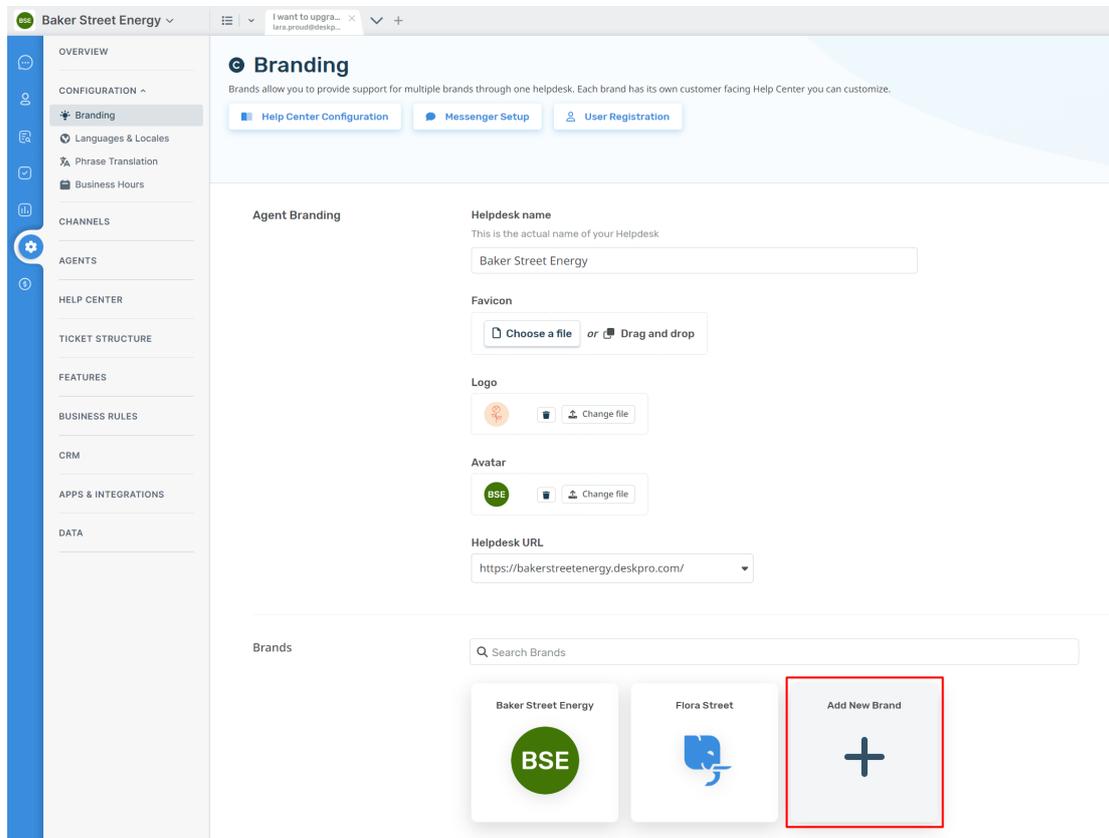
Domain

[Custom Domain](#)

Your Deskpro.com sub-domain

https://  .deskpro.com

From **Admin > Configuration > Branding**, you can also create additional branded Help Centers for different end-user-facing Help Centers .by selecting **Add a Brand**



You can also manage the appearance of your various Help Centers in **Admin > Help Center > Help Center Design**. This lets you change your welcome message, fonts, and colors and add a logo to make your Help Center truly reflective of your brand

## Help Center Design

The screenshot shows the 'Help Center Design' configuration interface. On the left, there are three main sections: 'Theme', 'Theme Options', and 'Colors'. The 'Theme' section includes a dropdown for 'Default', a 'Help Center' dropdown, and buttons for 'Clone to New Theme', 'Import Theme', 'Import and Replace current', and 'Export Theme'. The 'Theme Options' section includes fields for 'Welcome box title', 'Welcome message', 'Logo' (with a 'Delete' button), 'Favicon' (with a 'Delete' button), 'Splash Image' (with 'Browse Splash Images' and 'Upload Image' buttons), and a checkbox for 'Show navigation buttons on home page'. The 'Colors' section has 'Save' and 'Discard Changes' buttons. The main area shows a preview of the Help Center home page. At the top, there's a navigation bar with 'Myself', 'Agent', 'User', and 'Guest' profiles, and a 'Deskpro' header. Below that is a search bar with the text 'How can we help you today?'. The main content area features a 'Help Center' title and six navigation buttons: 'Community', 'Guides', 'Knowledgebase', 'News', 'Files', and 'Contact Us'. Below this is a 'News' section with four article cards, each with a title and a date: 'General' (JUN 16), 'Est temporibus laboriosam' (JUN 15), 'Voluptatem namquam parlat' (JUN 15), and 'Perferendis natus iste' (JUN 14).

For more information about **Help Center Configuration and Branding** .see the [Help Center Design](#) section of the Admin Guide

.Or read the next section in this **Getting Started** series on [Creating Dashboards](#)