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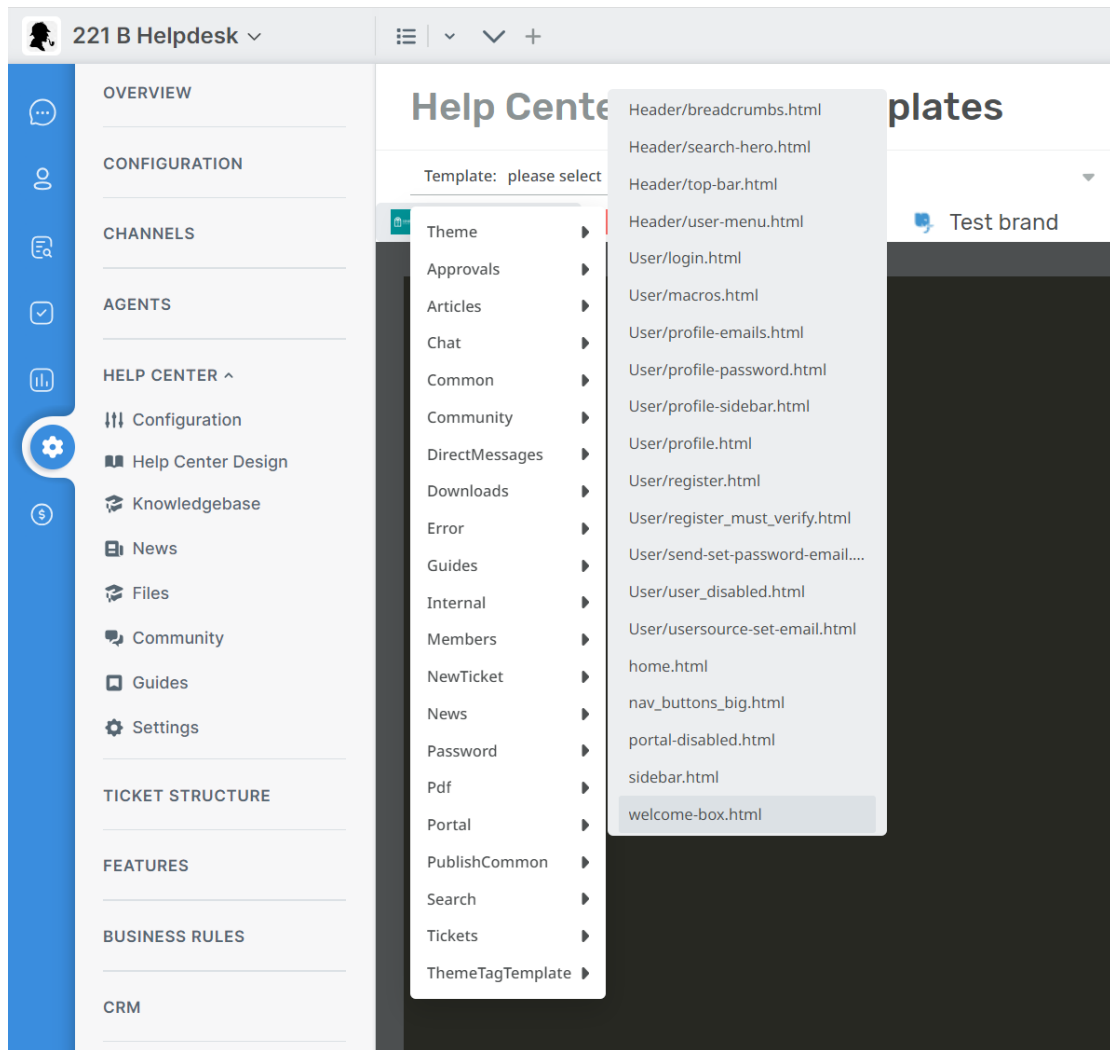
How do I change the Help Center welcome message for different usergroups

[Help Center](#) - [تعليقات \(.\)](#) - Paul Davies - 2023-08-31

You can edit your Help Center Templates to provide a different Welcome Message for different End-Users. e.g. create different versions for VIP Users or different messaging for your Internal Staff vs your End-Users

To do this go to **Admin > Help Center > Help Center Design**. Scroll down to **Template Editor** and click **.Open Template Editor**. Select **Portal** from the dropdown and then **welcome-box.html**

The screenshot shows the 'Help Center Design' interface. On the left is a navigation sidebar with categories: OVERVIEW, CONFIGURATION, CHANNELS, AGENTS, HELP CENTER (with sub-items: Configuration, Help Center Design, Knowledgebase, News, Files, Community, Guides, Settings), TICKET STRUCTURE, FEATURES, BUSINESS RULES, CRM, APPS & INTEGRATIONS, and DATA. The main area is titled 'Help Center Design' and contains several sections: 'Test brand' dropdown, a color picker (F7F7F7), 'Fonts' section with Primary fonts (Lato, Helvetica Neue, Arial, Noto Sans), Secondary fonts (Rubik), and Mono-space fonts (SF Mono-Regular, Menlo, Monaco, Consolas, Liberation); 'Page Layout & Design' section with 'Header & Footer' (Edit Header, Edit Footer, Edit Header Include), 'Home' (Edit Homepage Template), and 'CSS' (Edit Custom CSS); and 'Template Editor' (Open Template Editor). At the bottom are 'Save' and 'Discard Changes' buttons. On the right, a preview shows a search bar with the text 'How can we help you today?' and a 'Contact Us' form with fields for Name* (Paul Davies) and Email (paul.davies@...), and a dropdown for 'What are you hoping to get in touch about?' (Select).



This is a full template where you can use all templating tags and logic. Here is an example that you can use to .show different messages based on your usergroups

```

<"article class="dp-intro-box>
    if app.user.isMemberOfUsergroup(3) %} Message for usergroup #3 %}
elseif app.user.isMemberOfUsergroup(4) %} Message for usergroup #4 %}
    {% else %} Message for everyone else {% endif %}
</article/>

```

You can find the usergroup IDs from **Admin > CRM > Usergroups**. By default, the ID of the Usergroup is .shown in the right-hand column

Usergroups

Belonging to a usergroup determines the actions a user can perform and what Help Center content they can see.

Help



Title	Type	Description	Count	ID
221B Solar Trial		Access to solar trial	6	9
Contractors		Contractors	2	11
Everyone	Built-in	Every user including both guests and registered members.	0	1
Internal Users		Internal	7	10
Registered	Built-in	All registered people in the system	0	2
Support		Support	0	17

For more information about how you can use Usergroups to segment information in the helpdesk and Help Center see [Introduction to Usergroups](#)