

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**



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



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