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Updating to the Help Center Theme

Horizon Migration - [تعليقات \(0\)](#) - Grace Howlett - 2026-01-14

.This article talks through the steps to switch to the [Help Center theme](#)

Go to your Admin dashboard. If you have customized portal templates, click on the link to download a copy of (1 the customized templates. These will be helpful as a reference if you wish to re-customize these templates later .rather than using the default Help Center theme

Help Center: Modern looking and improved theme for the portal. [Enable](#)

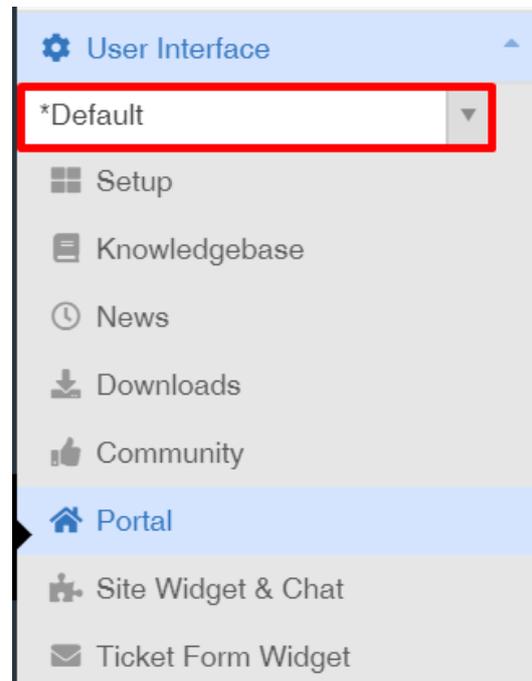
You have 3 customised templates that you will need to manually update if you enable this feature.
[Click here to download items.](#)

This feature will be automatically enabled after September 1, 2020

Then, enable the **Help Center theme** feature within the Admin dashboard. This will simply make the Help Center theme available in the portal editor. Nothing will be automatically changed with your current portal .design

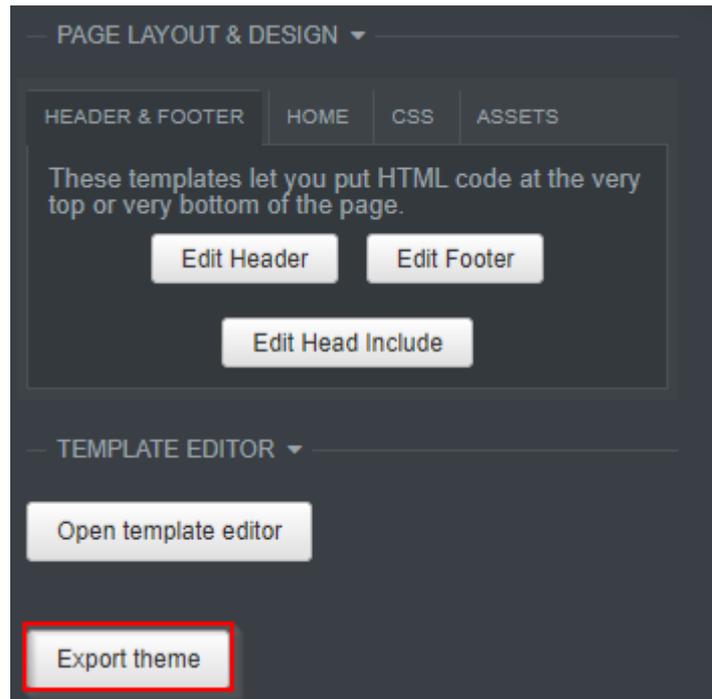
.To begin using the new Help Center theme, go to **Admin > User Interface > Portal** (2

If you have multiple brands set up, you should select the brand you want to edit using the brand drop-down .menu first to ensure you are customizing the desired portal page

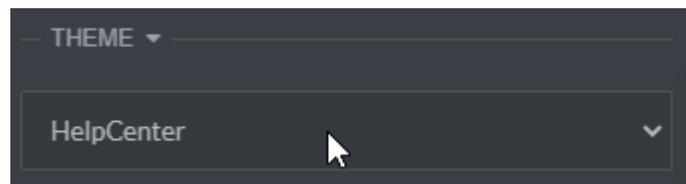


Before selecting the Help Center theme, you should export a copy of your current portal design. This will (3

.download a backup zip file of your current theme which you can import later if you need to



.In the portal editor, select **Help Center** in the **Theme** drop-down menu (4



Please note that any customizations you may have made to the previous templates or custom CSS will not be transferred across to the new theme, except for custom headers and footers, your custom colors and logos/assets which will be copied across where possible. However, you have a chance to make edits before you publish the new design. A copy of the standard/legacy theme that you were previously using will be retained in the Theme drop-down as a backup until the point that you save your changes in the portal editor to commit to the new Help Center theme

Make any desired customizations using our built-in options. For example, change your brand colors or re- customize specific portal templates etc. You can read our more [detailed guide](#) on how to customize the Help .Center theme

As you make changes, you can click **Preview Changes** in the portal editor to preview how your changes look. (6 Now you have a chance to review the results of your customizations in the portal editor and make any tweaks .that are necessary before you publish the changes

In the portal editor, review the text/phrases that are in use on your Help Center. If you wish to customize any (7 of the phrases being used, you can edit these directly within the portal templates. If you have language packs installed and you notice some missing translations, you can [contribute translations to the language packs via our crowd-sourced translation system](#) or add a translation directly within your [portal templates](#)

Review all final changes in the portal editor (navigate around the portal pages and do final checks) and if you (8 are satisfied with the results in preview, click the green **Save Changes** button at the top of the editor to make .the new design live

There are some additional customization options we have added for the different elements of the Help Center .which you may wish to utilize. Please check out the information below

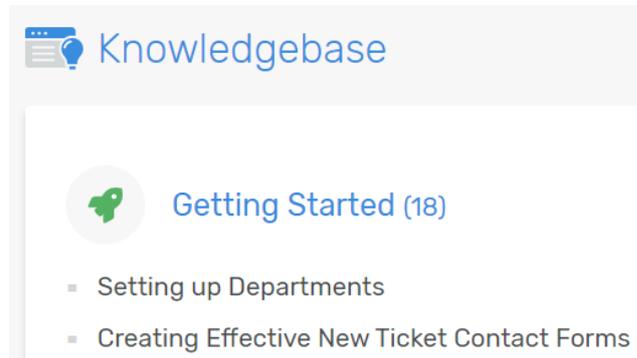
:Knowledgebase

[Select icons to appear for each Knowledgebase category.](#) •

The screenshot shows the 'DELETE CATEGORY' and 'EDIT CATEGORY' sections of the Knowledgebase editor. The 'DELETE CATEGORY' section has a 'Delete Category' button. The 'EDIT CATEGORY' section has a 'Title' field with 'Getting Started', 'Permissions' with checkboxes for 'Everyone' (checked) and 'Registered', and an 'Icon' field with a 'Pick Icon' button.

:

Result



:News

- [.Choose a splash image for each News post, to be displayed on the News feeds](#)
- Choose the color for each News category title.

6 POSTS NEWS

DELETE CATEGORY

Delete Category

EDIT CATEGORY

Title News

Color #E76F83

Permissions Everyone Registered

:Result

:Community

Choose a splash image for each forum to be displayed on the Community landing page as well as a •
 custom color for the icon that can be customized in **Admin > User Interface > Community > Community Forums:**

Icon

Color #eb6420

Splash Image
[Delete splash image](#)

:Result

Suggestion (34)

A forum for suggestion about product from customers which we will investigate

View all Suggestions