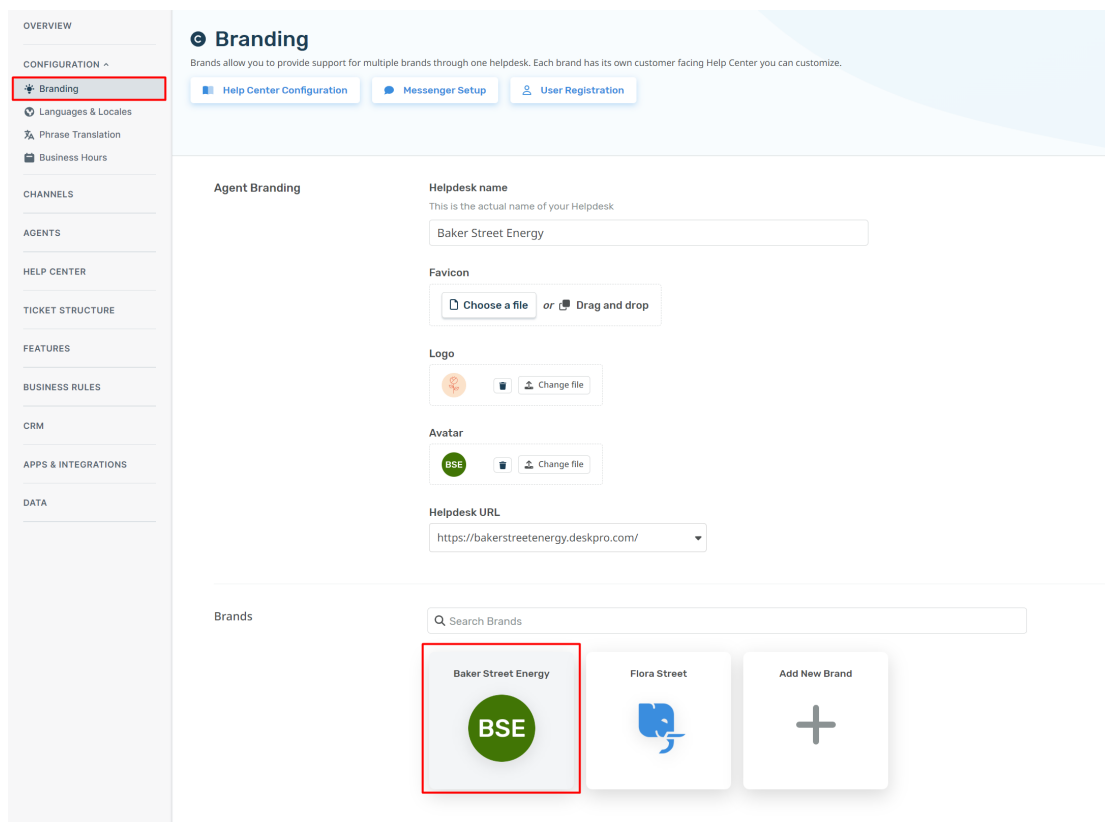


## Personalize your Help Center and Content

Lara Proud - 2023-09-12 - [Kommentarer \(0\)](#) - [Getting Started](#)

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:



The screenshot shows the Deskpro Admin interface. On the left is a sidebar with a menu: OVERVIEW, CONFIGURATION (expanded), CHANNELS, AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES, CRM, APPS & INTEGRATIONS, and DATA. The 'Branding' option under CONFIGURATION is highlighted with a red box. The main content area is titled 'Branding' and includes a subtitle: 'Brands allow you to provide support for multiple brands through one helpdesk. Each brand has its own customer facing Help Center you can customize.' Below this are three tabs: 'Help Center Configuration' (selected), 'Messenger Setup', and 'User Registration'. The 'Agent Branding' section contains several fields: 'Helpdesk name' (Baker Street Energy), 'Favicon' (Choose a file or Drag and drop), 'Logo' (BSE icon, Change file), 'Avatar' (BSE icon, Change file), and 'Helpdesk URL' (https://bakerstreetenergy.deskpro.com/). At the bottom, there is a 'Brands' section with a search bar and three cards: 'Baker Street Energy' (BSE icon, highlighted with a red box), 'Flora Street' (Deskpro icon), and 'Add New Brand' (+ icon).

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

[Help Center Configuration](#)[Messenger Setup](#)[User Registration](#)

## 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.

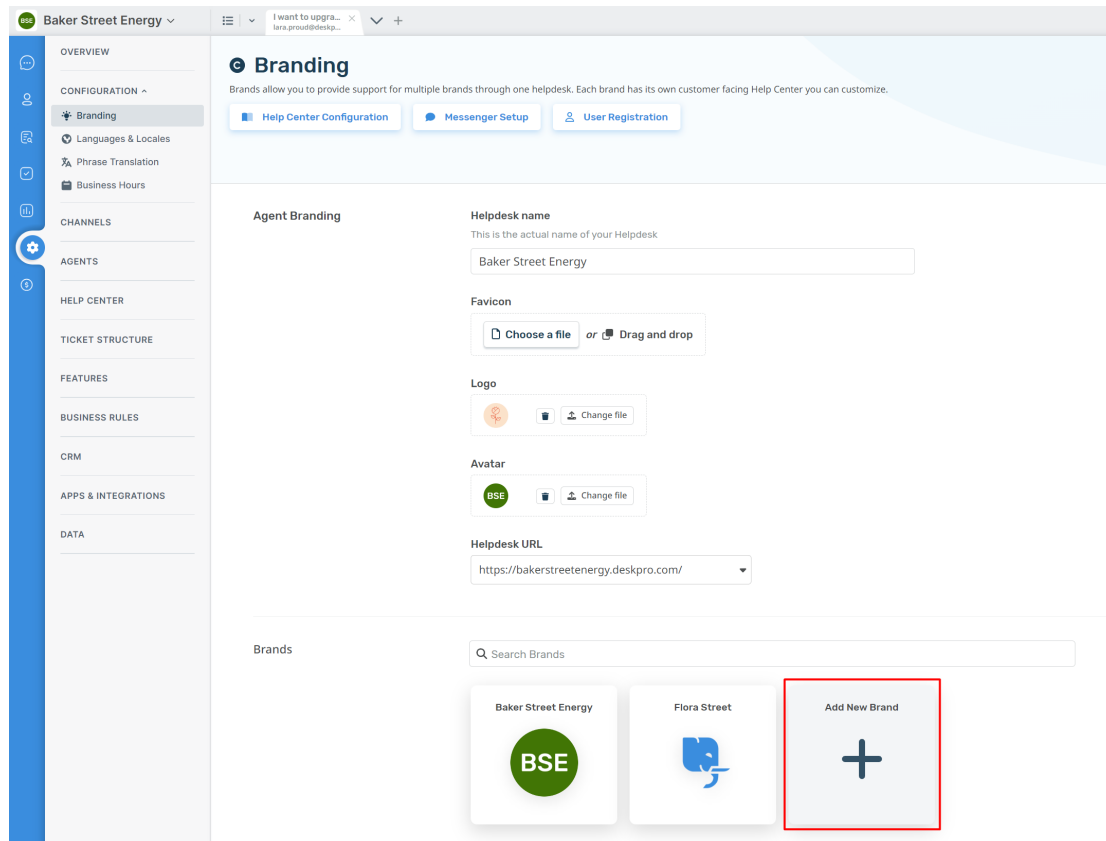
Domain

[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

Default

Theme

Help Center

Clone to New Theme

Import Theme

Import and Replace current

Export Theme

Theme Options

Welcome box title

Welcome message

Logo

Delete

Favicon

Delete

Splash Image

Browse Splash Images

Upload Image

Show navigation buttons on home page

Featured articles

Colors

Save

Discard Changes

Myself Agent User Guest

Deskpro

Agent Admin English Contact Us

How can we help you today?

Help Center

Community Guides Knowledgebase News Files Contact Us

News

General JUN 16

Est temporibus laboriosam JUN 15

Voluptatem numquam pariat JUN 15

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](#).