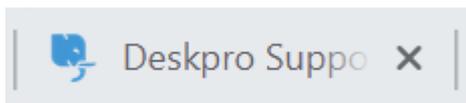


## How do I add a custom favicon to the user portal?

Lauren Cumming - 2019-01-15 - Comments (0) - Using Deskpro

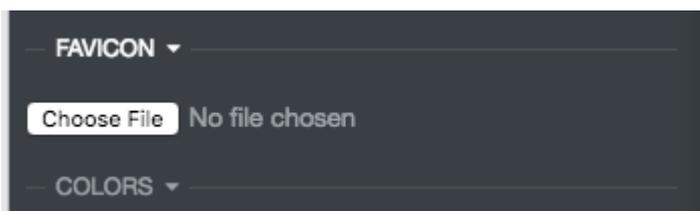
The favicon is the small icon displayed at the top of browser tabs and next to bookmarks.



By default, your portal favicon will be the Deskpro icon. You can use your own favicon on the portal instead.

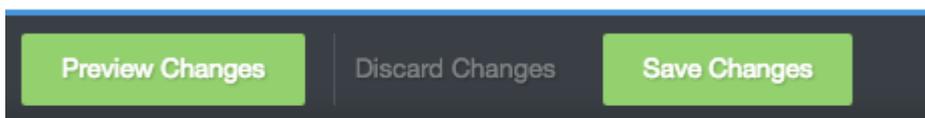
Note that the ICO image format commonly used for favicons is not supported. Instead, prepare a square image in PNG or GIF format that is 16x16 or 32x32 pixels.

Go to **Admin > User Interface > Portal > Favicon** and click the '**Choose File**' button.

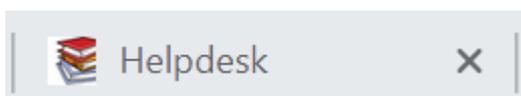


Upload a new favicon file.

Click **Save Changes**. Open the user portal and you should be able to see it straight away.



## Helpdesk



If you need to delete or change the Favicon simply go back to the portal editor and click '**Delete Favicon**' and add a new one.

Tags

