

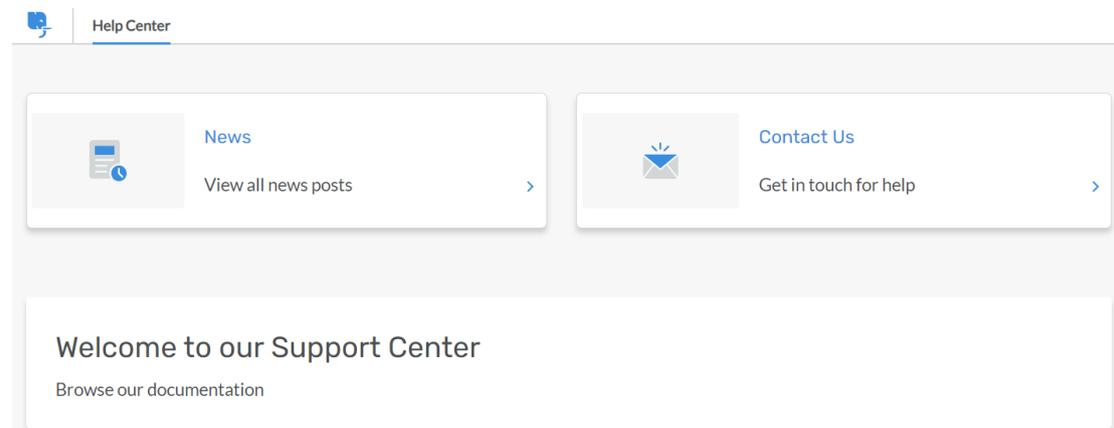


[Knowledge Base](#) > [Using Deskpro](#) > [Admin](#) > [Help Center](#) > [Change Help Center Welcome Message based on Usergroup](#)

## Change Help Center Welcome Message based on Usergroup

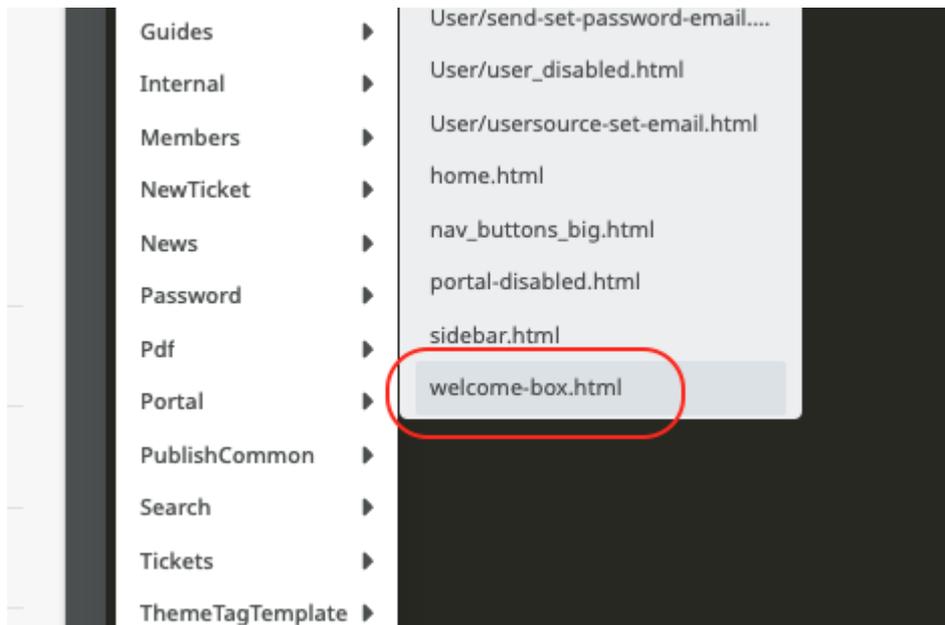
Julien Ducro - 2023-08-29 - [Comments \(0\)](#) - [Help Center](#)

If you want to display a different Welcome Message on your Help Center for different Usergroups you can achieve this by editing the **Portal > welcome-box.html** template in the Template Editor to add different versions of a welcome message based on the usergroup of the current user.



To do this:

- Go to **Admin > Help Center > Help Center Design > Open Template Editor**
- Select the **Portal > welcome-box.html** template



- Edit the code appropriately and save.

Here is an example of code you could use within this template:

```
{% if true or theme_option('welcome_box') and (theme_option('welcome_box').title or
theme_option('welcome_box').message) %}
<div class="dp-po-homepage-welcome-box">
  <div class="dp-po-block">
    {% if app.user.isMemberOfUsergroup(3) %}
      <h1>
        Custom Header content for Usergroup 3
      </h1>
      <p>
        Body content for Usergroup 3
      </p>
    {% elseif app.user.isMemberOfUsergroup(4) %}
      <h1>
        Custom Header content for Usergroup 4
      </h1>
      <p>
        Body content for Usergroup 4
      </p>
    {% else %}
      <h1>
        My Default Title
      </h1>
      <p>
        My Default Content
      </p>
    {% endif %}
  </div>
</div>
{% endif %}
```

In this example, it would display separate custom Welcome Messages to Usergroups 3 and 4 and then will fall back to the default version for any other Users.

You can find the IDs for your Usergroups to input into the template in the Admin interface by navigating to **CRM > Usergroups**.

The IDs will display on the far right-hand side of the table by default:

## Usergroups

Help

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

Q Search		▼ Filter	↕ Sort	Group	View	+ New
Title	Type	Description	Count	ID		
<input checked="" type="checkbox"/>	221B Solar Trial		Access to solar trial	6	9	
<input checked="" type="checkbox"/>	Contractors		Contractors	2	11	
<input checked="" type="checkbox"/>	Everyone	Built-in	Every user including both guests and...	0	1	
<input checked="" type="checkbox"/>	Internal Users		Internal	7	10	
<input checked="" type="checkbox"/>	Registered	Built-in	All registered people in the system	0	2	
<input checked="" type="checkbox"/>	Support		Support	0	17	

### Related Content

- [How do I only display the Help Center Welcome Message to User's who are logged in?](#)