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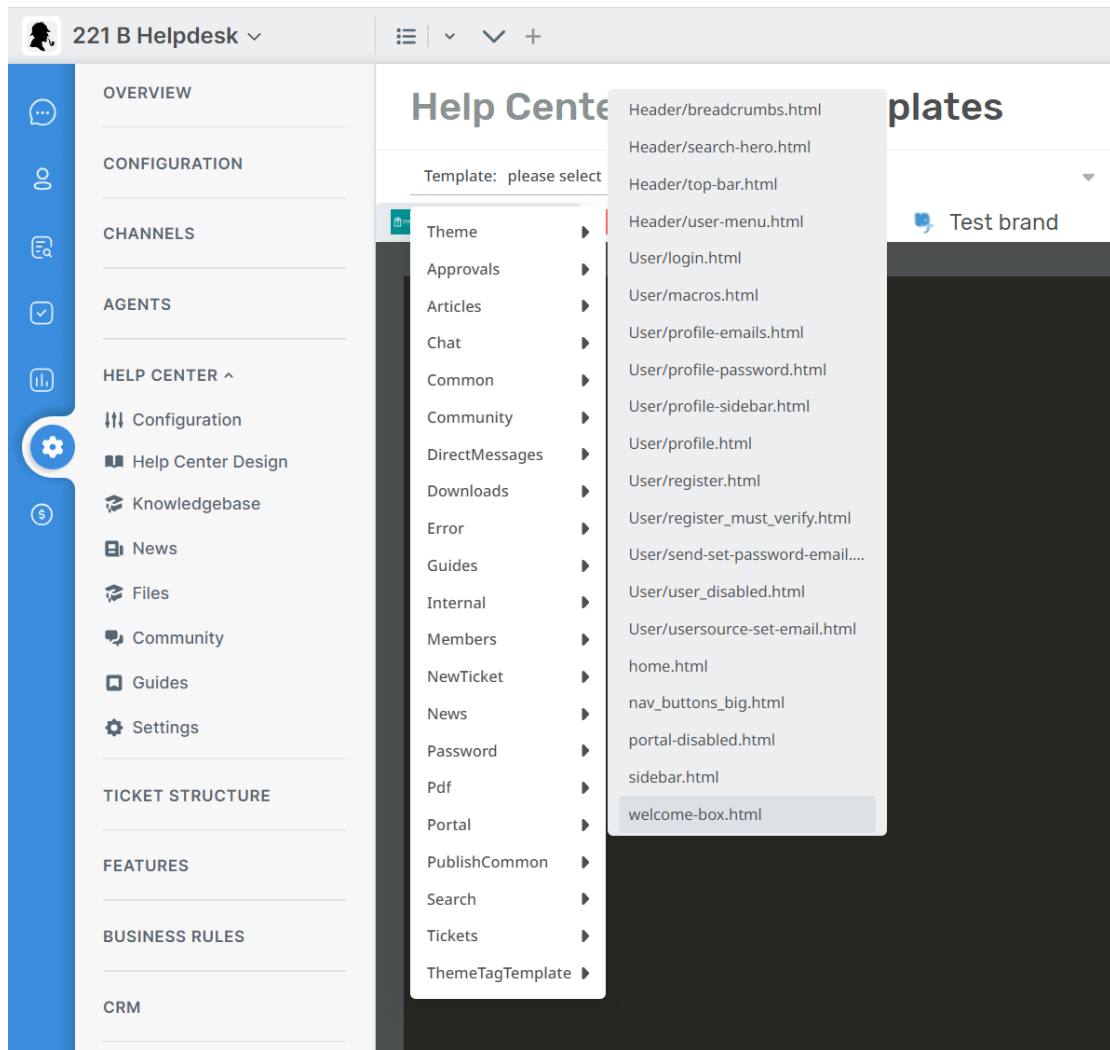
How do I change the Help Center welcome message for different usergroups?

Paul Davies - 2023-08-31 - [Commentaire \(1\)](#) - [Help Center](#)

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**.

The screenshot displays the 'Help Center Design' interface. On the left is a navigation sidebar with categories like OVERVIEW, CONFIGURATION, CHANNELS, AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES, CRM, and APPS & INTEGRATIONS. The main area is titled 'Help Center Design' and includes a brand selector (Test brand), a color picker (F7F7F7), and sections for Fonts (Primary, Secondary, Mono-space) and Page Layout & Design (Header & Footer, Home, CSS). At the bottom, the 'Template Editor' section has an 'Open Template Editor' button. On the right, a preview of the 'Test' page shows a search bar with the text 'How can we help you today?' and a 'Contact Us' form with fields for Name (Paul Davies) and Email (pa...).



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.

Usergroups

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

Help



Search Filter Sort Group View New

Title	Type	Description	Count	ID
221B Solar Trial		Access to solar trial	6	9
Contractors		Contractors	2	11
Everyone	Built-in	Every user including both guests and registered members.	0	1
Internal Users		Internal	7	10
Registered	Built-in	All registered people in the system	0	2
Support		Support	0	17

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