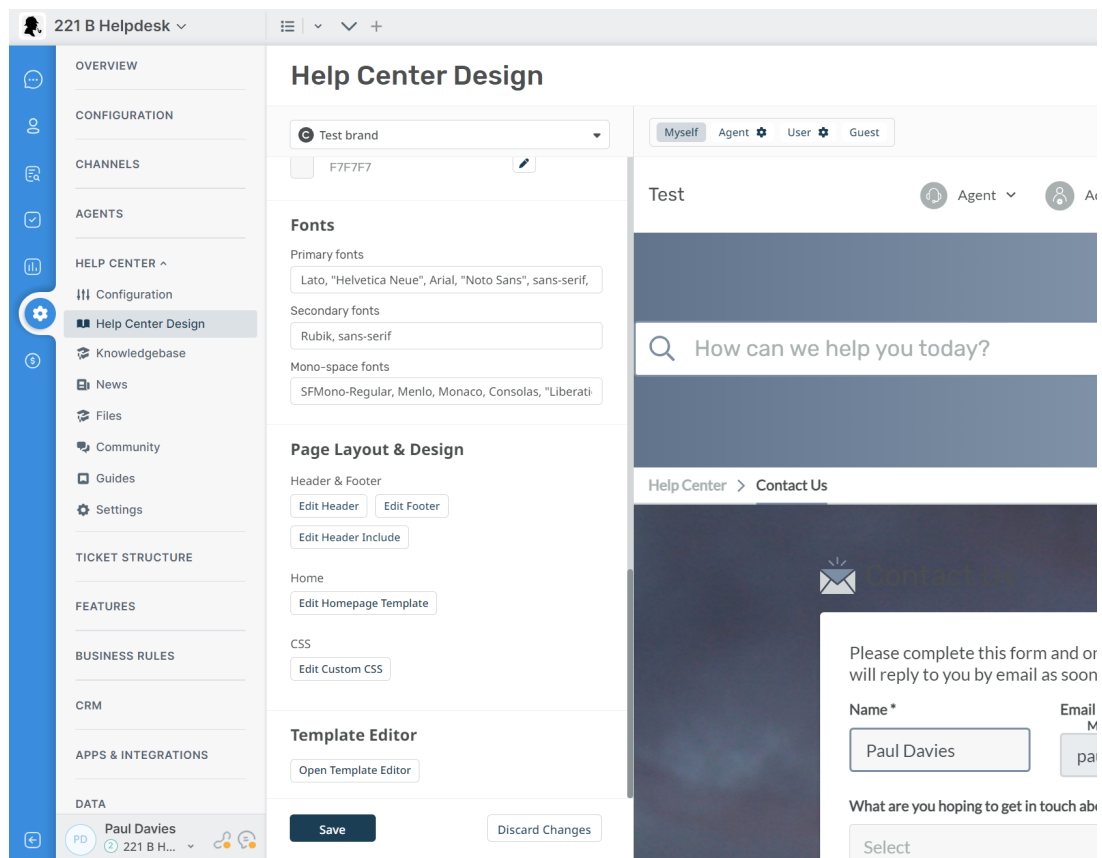


## How do I change the Help Center welcome message for different usergroups?

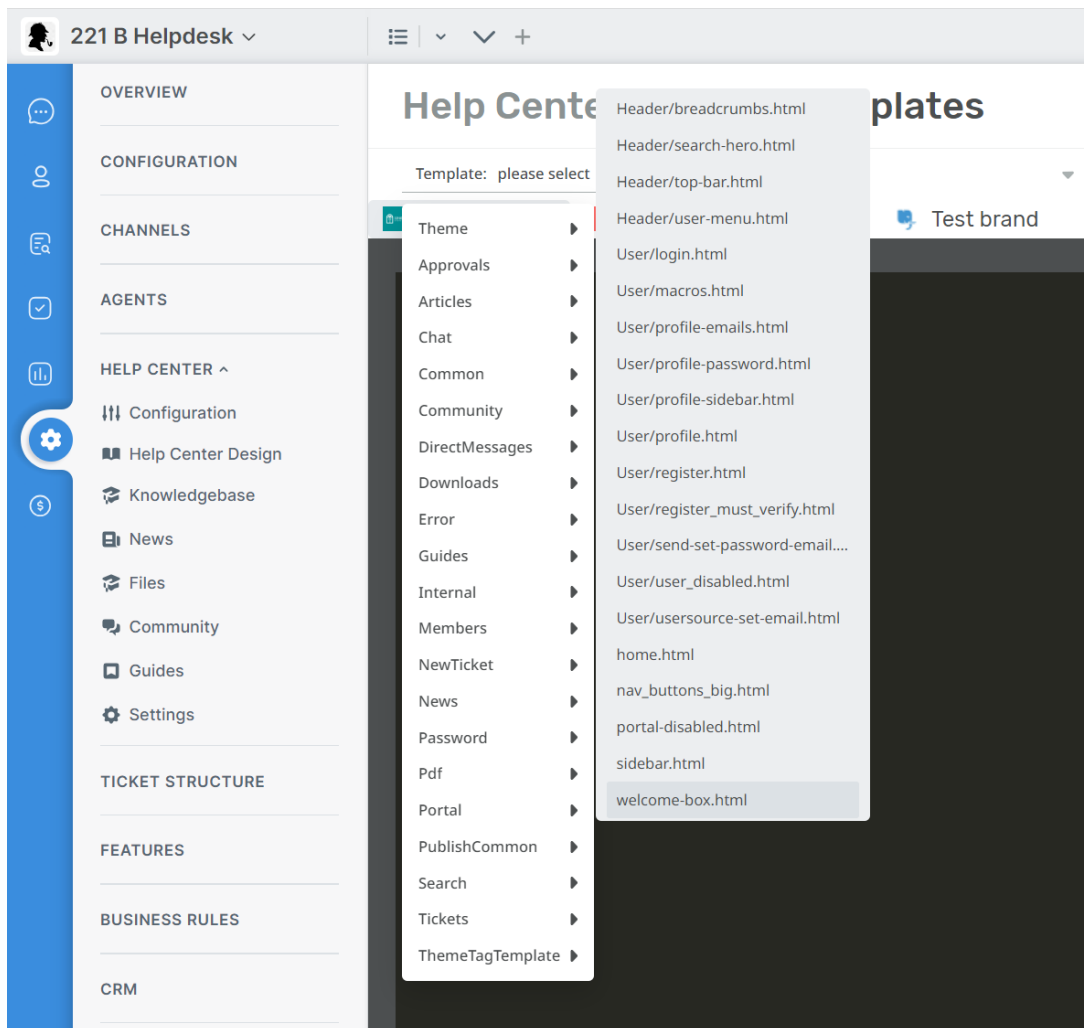
Paul Davies - 2023-08-31 - Comments (0) - Help Center

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 Deskpro Help Center Design interface. On the left is a navigation sidebar with categories like OVERVIEW, CONFIGURATION, CHANNELS, AGENTS, HELP CENTER, and TICKET STRUCTURE. The 'HELP CENTER' section is expanded to show 'Help Center Design' as the active page. The main content area is titled 'Help Center Design' and includes a dropdown for 'Test brand' and a color picker for 'F7F7F7'. Below this are sections for 'Fonts' (Primary, Secondary, Mono-space) and 'Page Layout & Design' (Header & Footer, Home, CSS). At the bottom is the 'Template Editor' section with an 'Open Template Editor' button. On the right, a preview of the 'Test' template is shown, featuring a search bar with the text 'How can we help you today?' and a 'Contact Us' form. The form includes fields for 'Name \*' (filled with 'Paul Davies') and 'Email \*' (filled with 'pa...'). A 'Save' button is visible at the bottom of the design area.




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.



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](#).