

Using usergroups to hide and display different components in the Help Center

Colin Dunn - 2023-09-20 - Comments (0) - CRM

Skill Level: Medium - Advanced (Requires very basic HTML/code editing skill, mostly copy and paste)

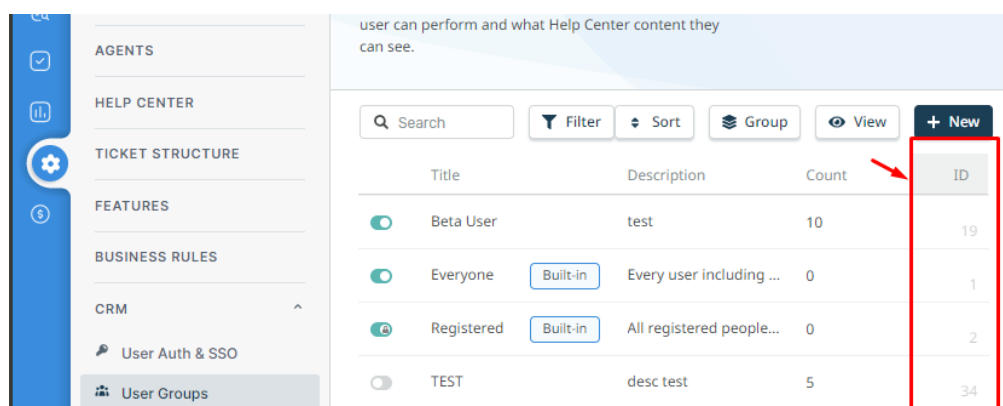
Read time: 8 Minutes

Use Case:

- You want to offer a different overall feel/design for your premium users, or executive employees. Such as a “Create Emergency Ticket” button.
- You need to hide sensitive content from the Help Center which only certain departments should see. Such as a link to the HR/Payroll system.

Instructions:

1. You will need to determine the ID of the usergroups you want to limit, Navigate to Admin > CRM > Usergroups, and observe the ID on the left.



The screenshot shows the Deskpro Admin interface. On the left is a sidebar with navigation links: AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES, CRM, User Auth & SSO, and User Groups. The main content area is titled 'user can perform and what Help Center content they can see.' It contains a table of user groups with columns for Title, Description, Count, and ID. A red box highlights the ID column, and a red arrow points to the ID of the 'TEST' group, which is 34.

Title	Description	Count	ID
Beta User	test	10	19
Everyone	Built-in Every user including ...	0	1
Registered	Built-in All registered people...	0	2
TEST	desc test	5	34

2. Write a simple syntax like below,

```
{% if 10 in app.user.getUsergroupIds() %}  
<p> Welcome Premium User Portal </p>  
{% endif %}
```

Replace “1” with your ideal usergroup ID

1. Navigate to the **Admin > Help Center Design > Template Editor** - then select any template for your choosing. Paste the code wherever you would like this element to appear.
2. Save, and apply all changes. (If there are problems, reset the template to default, and save)

Advanced reading...

You are able to do some advanced things, such as if/or/and operators, as well as nested arguments. We use the Twig template engine, so look here for full guidance:

<https://twig.symfony.com/doc/3.x/tags/if.html>

For example:

```
{% if 10 in app.user.getUsergroupIds() and 20 in  
app.user.getUsergroupIds() %}  
    <p>It must be nice to have two permission sets!</p>  
{% endif %}
```

The possibilities are endless here, and not just limited to user groups, any other attribute of a user, such as their location, job title, or even their favorite food can be used to change their experience with the helpdesk.

We offer [premium consultancy](#) for large customization projects if that is of interest.