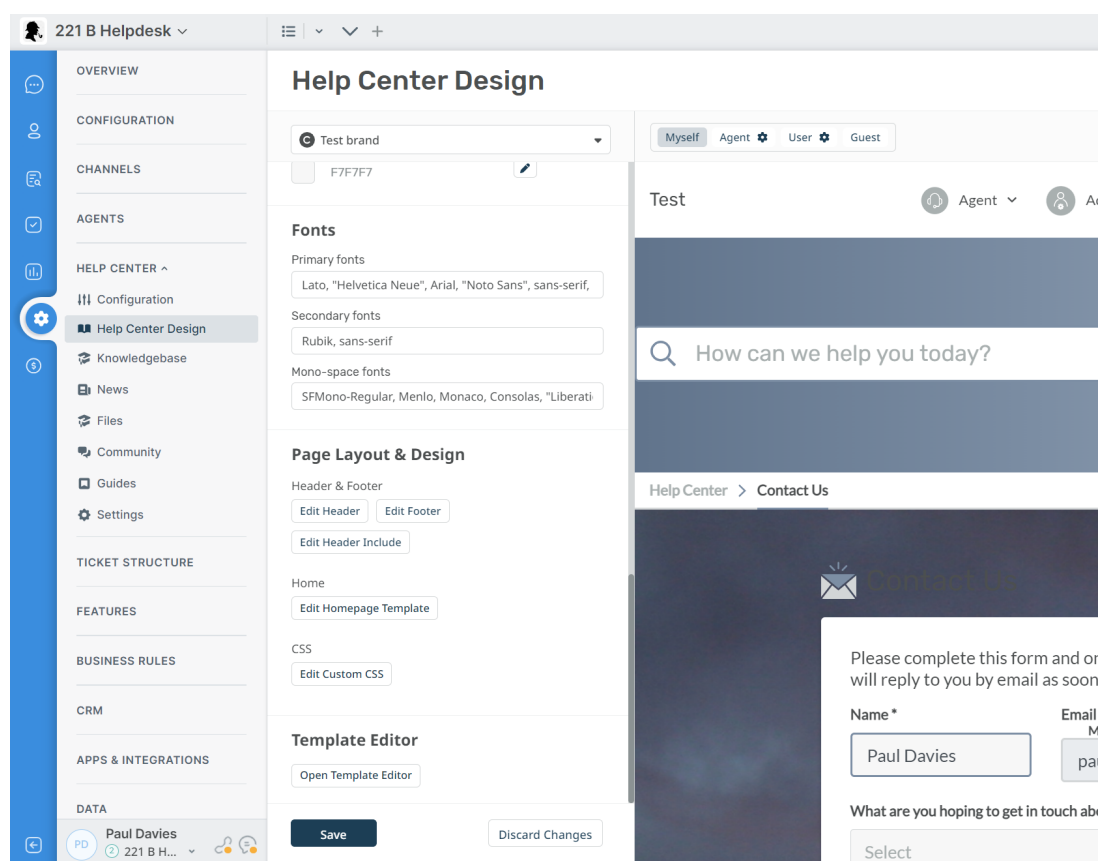


How do I change the Help Center welcome message for different usergroups?

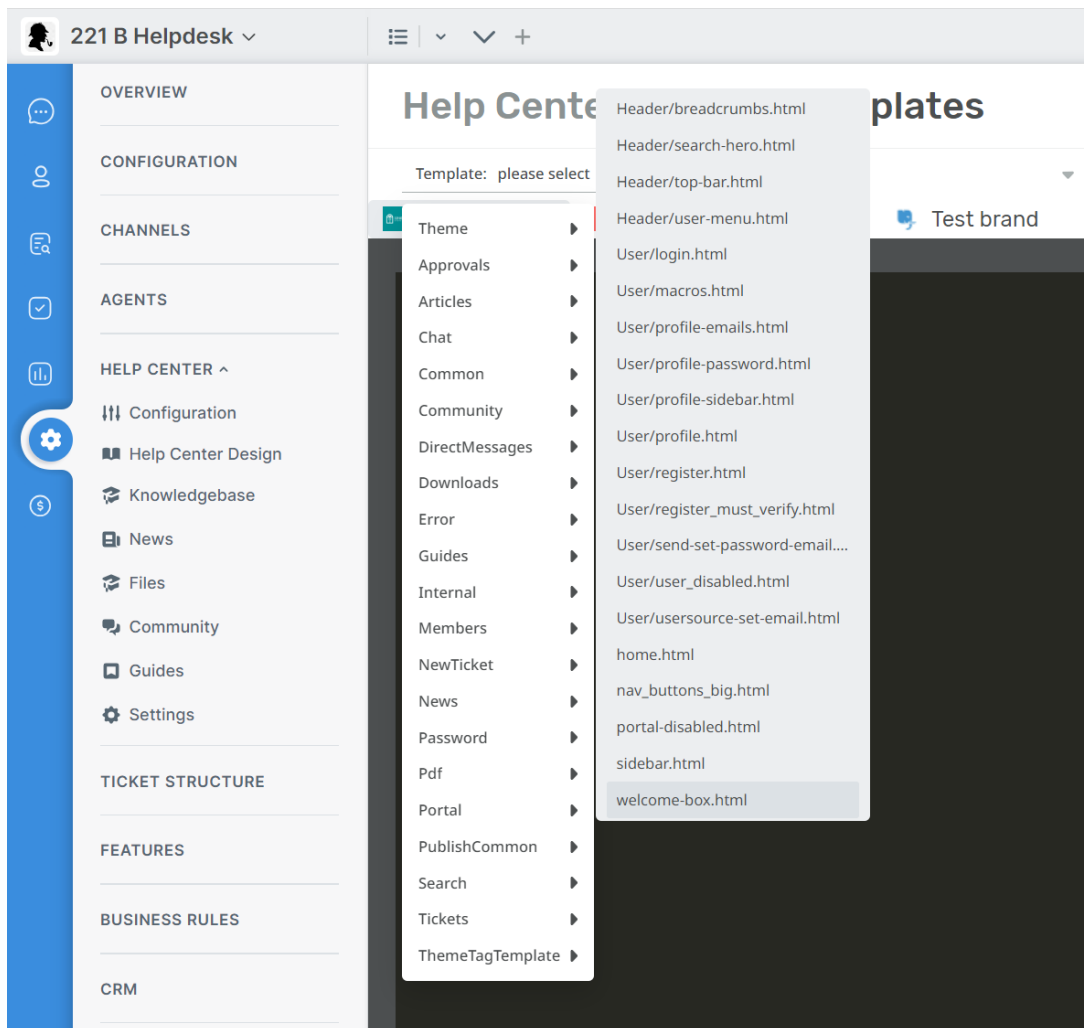
Paul Davies - 2023-08-31 - Comments (0) - Help Center

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 sidebar with navigation options: OVERVIEW, CONFIGURATION, CHANNELS, AGENTS, HELP CENTER (expanded), Configuration, Help Center Design (selected), Knowledgebase, News, Files, Community, Guides, Settings, TICKET STRUCTURE, FEATURES, BUSINESS RULES, CRM, APPS & INTEGRATIONS, and DATA. 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). The 'Template Editor' section at the bottom has an 'Open Template Editor' button. On the right, a preview of the 'Test' page 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...'), and a 'What are you hoping to get in touch about?' dropdown menu.



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

Help

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](#).