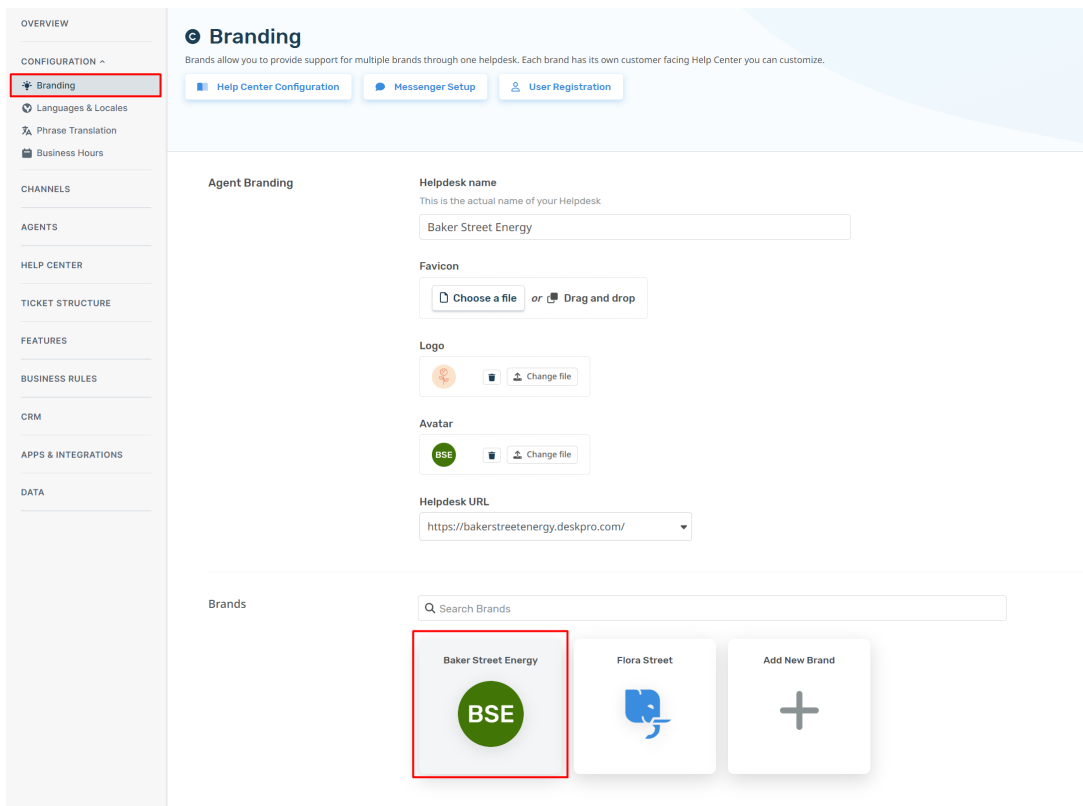


Personalize your Help Center and Content

Lara Proud - 2023-09-12 - Comments (0) - Getting Started

The first step to personalizing your helpdesk is by naming it and adding your website details.

To add information about your helpdesk go to **Admin > Configuration > Branding**. Select the brand you want to update:



From here, you can edit your brand settings which will update them from the helpdesk defaults. You can update:

- Brand Name
- Favicon
- Avatar
- Brand Logo
- Website Name
- Website URL
- Help Center Name
- Your sub-domain

 [Help Center Configuration](#)

 [Messenger Setup](#)

 [User Registration](#)

Brand Settings

Brand Name*

 [New Brand](#)

Baker Street Energy

Favicon





 Change file

Avatar



 Change file

Brand Logo





 Change file

Website

Website name

This is the name of your main website

Website URL

This is the URL to your main website

Help Center

Help Center name

Baker Street Energy

This is the name of your Help Center. The name is displayed to users in their browser window title, and is also used in the default footer email template.

Domain

 [Custom Domain](#)

Deskpro Domain 

Your Deskpro.com sub-domain

https:// .deskpro.com

From **Admin > Configuration > Branding**, you can also create additional branded Help Centers for different end-user-facing Help Centers by selecting **Add a Brand**.

The screenshot displays the Baker Street Energy Admin interface. The left sidebar contains navigation options: OVERVIEW, CONFIGURATION (with sub-items: Branding, Languages & Locales, Phrase Translation, Business Hours), CHANNELS, AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES, CRM, APPS & INTEGRATIONS, and DATA. The main content area is titled 'Branding' and includes a sub-header: 'Brands allow you to provide support for multiple brands through one helpdesk. Each brand has its own customer facing Help Center you can customize.' Below this are three tabs: 'Help Center Configuration', 'Messenger Setup', and 'User Registration'. The 'Agent Branding' section contains the following fields: 'Helpdesk name' (Baker Street Energy), 'Favicon' (Choose a file or Drag and drop), 'Logo' (Change file), 'Avatar' (Change file), and 'Helpdesk URL' (https://bakerstreetenergy.deskpro.com/). The 'Brands' section features a search bar and three brand cards: 'Baker Street Energy' (BSE logo), 'Flora Street' (blue logo), and 'Add New Brand' (plus sign icon). The 'Add New Brand' card is highlighted with a red border.

You can also manage the appearance of your various Help Centers in **Admin > Help Center > Help Center Design**. This lets you change your welcome message, fonts, and colors and add a logo to make your Help Center truly reflective of your brand.

Help Center Design

The screenshot displays the 'Help Center Design' configuration interface. On the left is a configuration sidebar, and on the right is a live preview of the Help Center theme.

Configuration Sidebar:

- Theme:** Includes a dropdown for 'Help Center', buttons for 'Clone to New Theme', 'Import Theme', 'Import and Replace current', and 'Export Theme'.
- Theme Options:** Includes a 'Welcome box title' field and a 'Welcome message' text area.
- Logo:** Includes a logo preview and a 'Delete' button.
- Favicon:** Includes a favicon preview and a 'Delete' button.
- Splash Image:** Includes a 'Splash Image' field, 'Browse Splash Images', and 'Upload Image' buttons.
- Show navigation buttons on home page:** A toggle switch.
- Featured articles:** A text area for listing featured articles.
- Colors:** Includes 'Save' and 'Discard Changes' buttons.

Preview Area:

- Header: 'Deskpro' with user roles (Agent, Admin), language (English), and a 'Contact Us' button.
- Search bar: 'How can we help you today?' with a magnifying glass icon.
- Navigation menu: 'Help Center' with a sub-menu.
- Content area: Six tiles for 'Community', 'Guides', 'Knowledgebase', 'News', 'Files', and 'Contact Us'.
- Footer: A 'News' section with a list of articles, each with a title and date (e.g., 'General JUN 16', 'Est temporibus laborisam JUN 15', 'Voluptatem namquam parlat JUN 15', 'Perferendis natus lita JUN 14').

For more information about **Help Center Configuration and Branding** see the [Help Center Design](#) section of the Admin Guide.

Or read the next section in this **Getting Started** series on [Creating Dashboards](#).