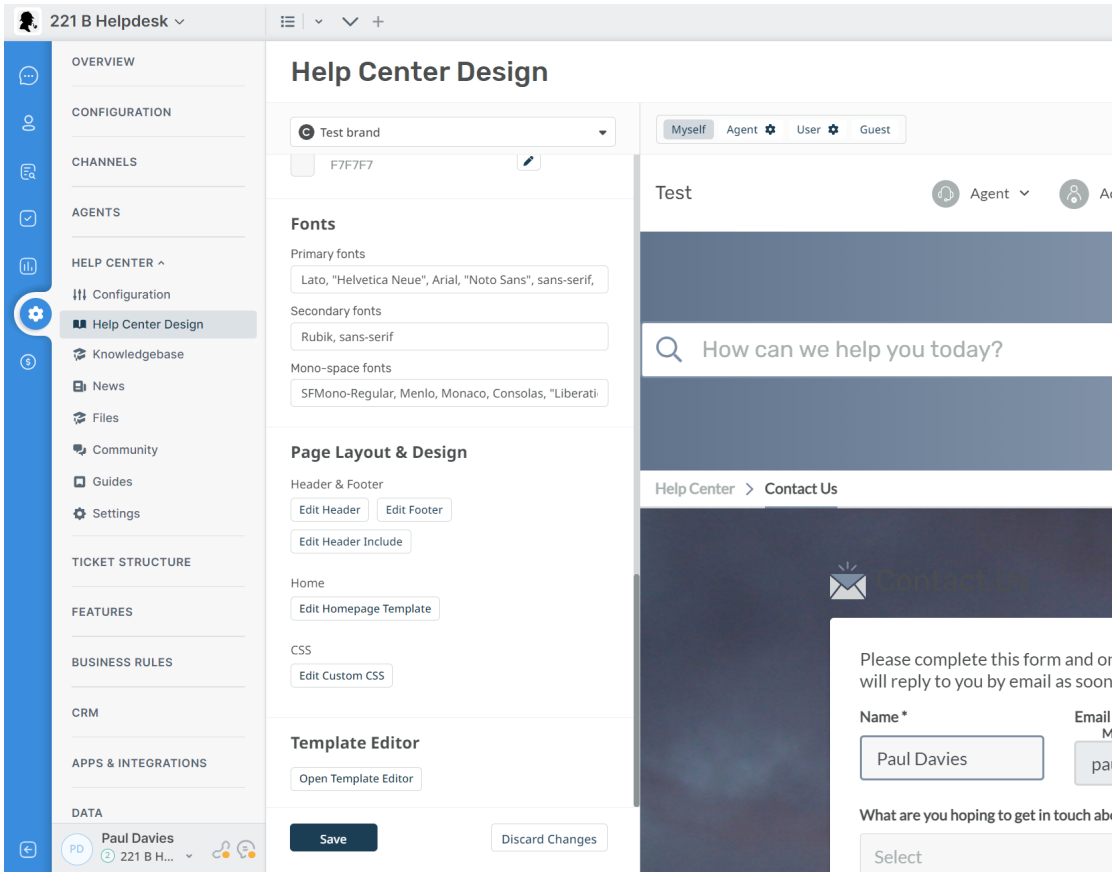
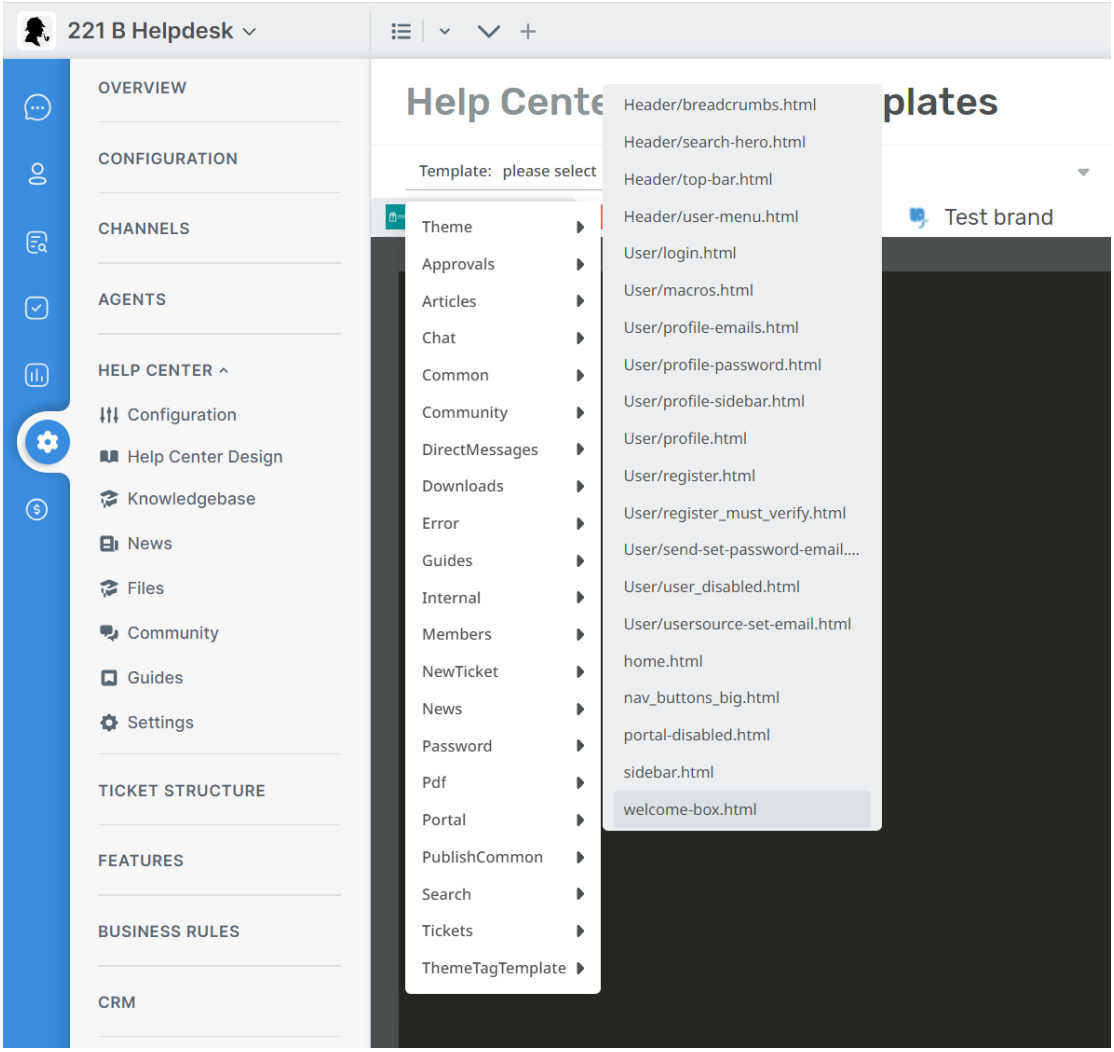
How do I change the Help Center welcome message for different usergroups?

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.**

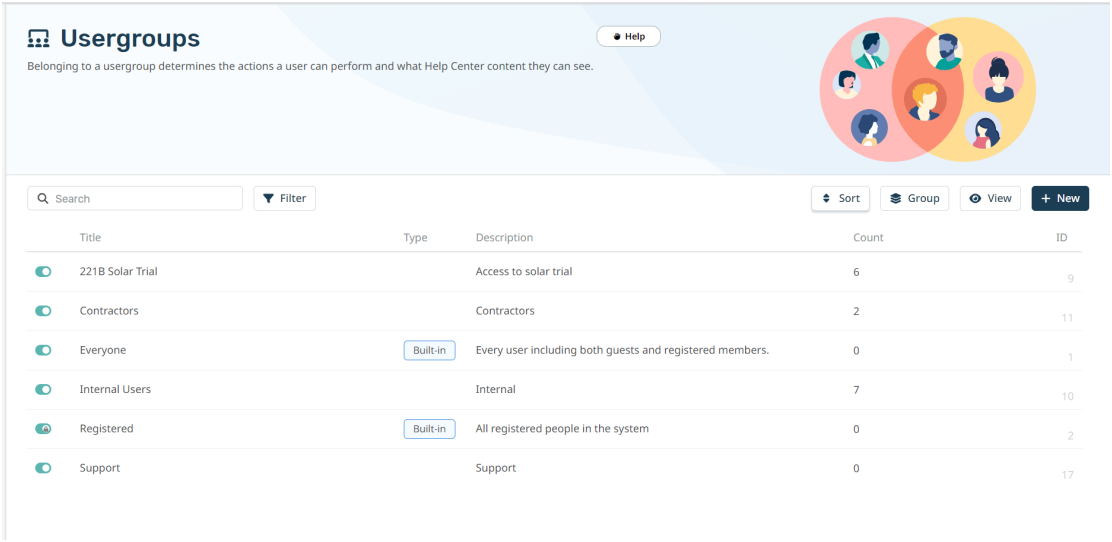




This is a full template where you can use all templating tags and logic. Here is an example that you can use to show different messages based on your usergroups.

```
<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.



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