



[지식 베이스](#) > [Getting Started](#) > [Personalize your Help Center and Content](#)

## Personalize your Help Center and Content

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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:

The screenshot displays the 'Branding' configuration page. On the left is a navigation sidebar with categories like OVERVIEW, CONFIGURATION, CHANNELS, AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES, CRM, APPS & INTEGRATIONS, and DATA. The 'CONFIGURATION' section is expanded, and 'Branding' is selected. The main content area is titled 'Branding' and includes a sub-header 'Agent Branding'. Below this, there are several configuration 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/). At the bottom, there is a 'Brands' section with a search bar and three brand cards: 'Baker Street Energy' (with a green BSE logo and highlighted by a red box), 'Flora Street' (with a blue logo), and 'Add New Brand' (with a plus sign).

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

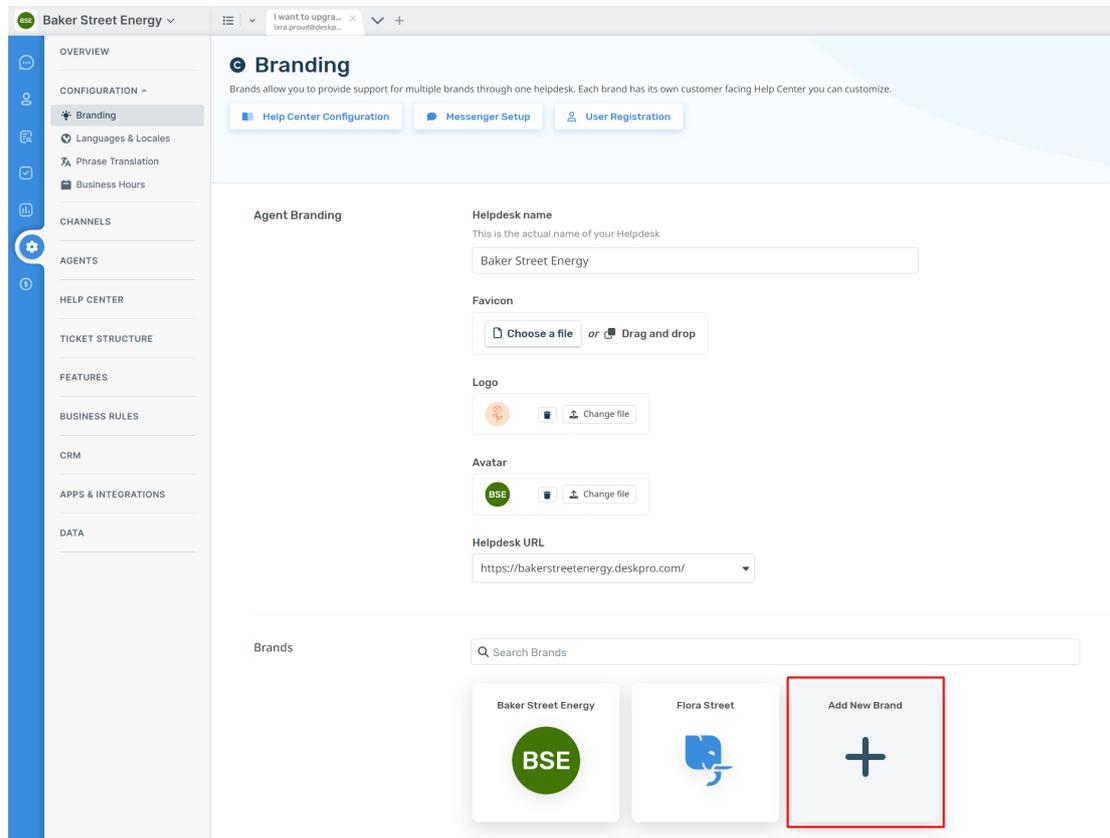
[Custom Domain](#)

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**.



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, a sidebar contains various settings:

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

The main preview area shows the 'Deskpro' interface:

- Header:** 'Deskpro' title, user roles (Myself, Agent, User, Guest), language (English), and a 'Contact Us' button.
- Search:** A search bar with the text 'How can we help you today?'.
- Navigation:** A row of buttons for 'Community', 'Guides', 'Knowledgebase', 'News', 'Files', and 'Contact Us'.
- News:** A section titled 'News' with a grid of article cards. The cards are: 'General' (JUN 16), 'Est temporibus laboriosam' (JUN 15), 'Voluptatem numquam parlat' (JUN 15), and 'Perferendis natus iste' (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](#).