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Hide Option to Upload an Account Photo in Help Center

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If you would like to hide the Upload Picture option from the Account page on the Help Center, follow the steps below.

The screenshot displays the 'Your Account' page. On the left is a sidebar with three menu items: 'Your account', 'Your password', and 'Your email addresses'. The main content area has the following fields:

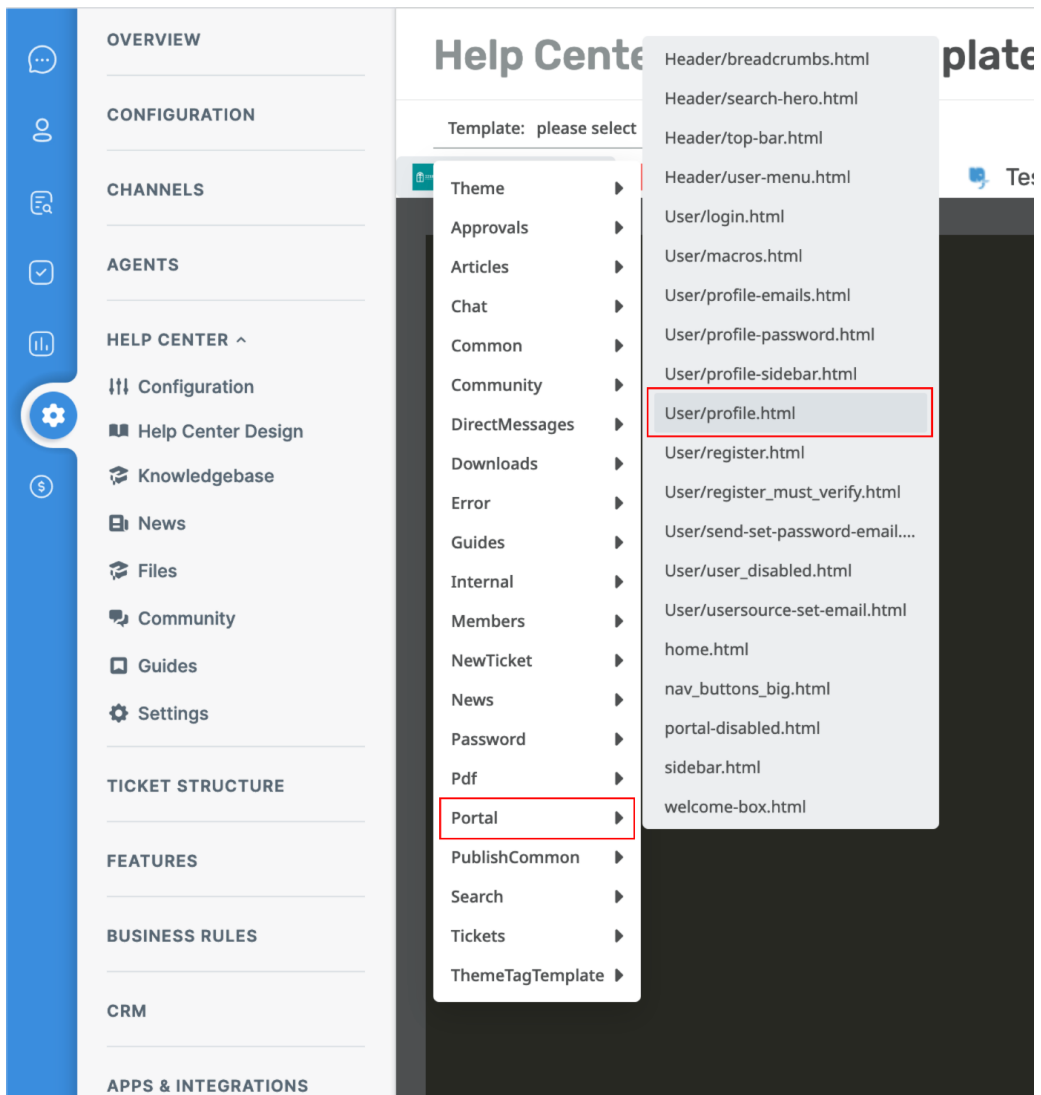
- Name ***: A text input field.
- Language ***: A dropdown menu currently showing 'English'.
- Upload Picture**: A dashed box containing a 'Choose a file' button and the text 'or Drag and drop'.
- Timezone**: A dropdown menu currently showing 'Other'.
- Below the Timezone dropdown, a separate dropdown menu shows 'UTC'.

1. Go to **Admin > Help Center > Help Center Design**.
2. Click on the Open Template Editor button under the Template Editor header

The screenshot shows the 'Help Center Design' configuration interface. On the left is a blue sidebar with navigation icons and labels: OVERVIEW, CONFIGURATION, CHANNELS, AGENTS, HELP CENTER ^, Configuration, Help Center Design (highlighted), 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'. Below this are sections for 'Page Background' (color F7F7F7), 'Fonts' (Primary: Lato, Helvetica Neue, Arial, Noto Sans, sans-serif; Secondary: Rubik, sans-serif; Mono-space: SFMono-Regular, Menlo, Monaco, Consolas, Liberation), 'Page Layout & Design' (Header & Footer: Edit Header, Edit Footer, Edit Header Include; Home: Edit Homepage Template; CSS: Edit Custom CSS), and 'Template Editor' (Open Template Editor button highlighted with a red box). At the bottom are 'Save' and 'Discard Changes' buttons. The user profile 'Lara Proud' is visible in the bottom left.

3. Open the **User/register.html** in the [Template Editor](#) by opening the **Template** dropdown, hovering over **Portal**, and then clicking on **User/profile.html**.

The screenshot shows the 'Help Center Design > Templates' page. The left sidebar is the same as in the previous image. The main content area is titled 'Help Center Design > Templates'. At the top, there is a 'Template: please select' dropdown menu highlighted with a red box. Below it are fields for 'Block: Name' and 'Phrase: Name'. A list of templates is shown, including '221B Energy', '221B Internal Support', and 'Test brand'. The number '1' is visible in the bottom left corner of the template preview area.



4. You will need to remove the section of HTML that loads the 'Upload Picture' button.
The section that needs to be removed is between lines 60 - 65, as you can see below.

```

32     <div class="col-sm-4">
33         <div class="dp-po-block">
34             Theme:Portal:User/profile-sidebar.html.twig
35         </div>
36     </div>
37 <div class="col-sm-8">
38     <div class="dp-po-block dp-po-section">
39         <div class="accordion" id="profile_accordion">
40             <div class="card">
41                 <div class="card-header" id="account_heading">
42                     <h2 class="mb-0">
43                         <button class="btn btn-link" type="button" data-toggle="collapse" data-ta
44                             <a href="#">Your Account</a> <i class="dp-po-icon fal fa-angle-down"></i>
45                     </button>
46                 </h2>
47             </div>
48
49             <div class="collapse {% if mode == 'account' %}show{% endif %}" id="account" aria-
50                 <section class="dp-po-account-form">
51                     {{ form_start(profile_form, { attr: { class: 'do-po-form helpcenter-form',
52                     {{ form_errors(profile_form) }}
53                     {{ form_row(profile_form.name) }}
54                     {% if app.getSetting('portal.members_community') %}
55                     {{ form_row(profile_form.community_name) }}
56                     {% endif %}
57                     {% if profile_form.language_id is defined %}
58                     {{ form_row(profile_form.language_id) }}
59                     {% endif %}
60                     <!-- {% if profile_form.delete_picture is defined %}
61                     
62                     {{ form_row(profile_form.delete_picture, { checkbox_label: phrase('hel
63                     {% else %}
64                     {{ form_row(profile_form.upload_picture) }}
65                     {% endif %} -->
66                     {{ form_row(profile_form.timezone) }}
67                     {% if profile_form.manager_auto_add is defined %}
68                     {{ form_row(profile_form.manager_auto_add) }}
69                     {% endif %}
70                     {{ form_rest(profile_form) }}
71                     <button type="submit" class="btn btn-primary">Save Profile</button>
72                     {{ form_end(profile_form) }}
73                 </section>
74             </div>
75         </div>
76     <div class="card">
77         <div class="card-header" id="password_heading">
78             <h2 class="mb-0">
79                 <button class="btn btn-link" type="button" data-toggle="collapse" data-ta
80                     <a href="#">Your password</a> <i class="dp-po-icon fal fa-angle-down"></i>

```

5. Save the template change at the bottom of the template editor. This will now remove the **Upload Picture** option from the Account page.

If you ever need to add this option back, simply go to the template and revert the changes.