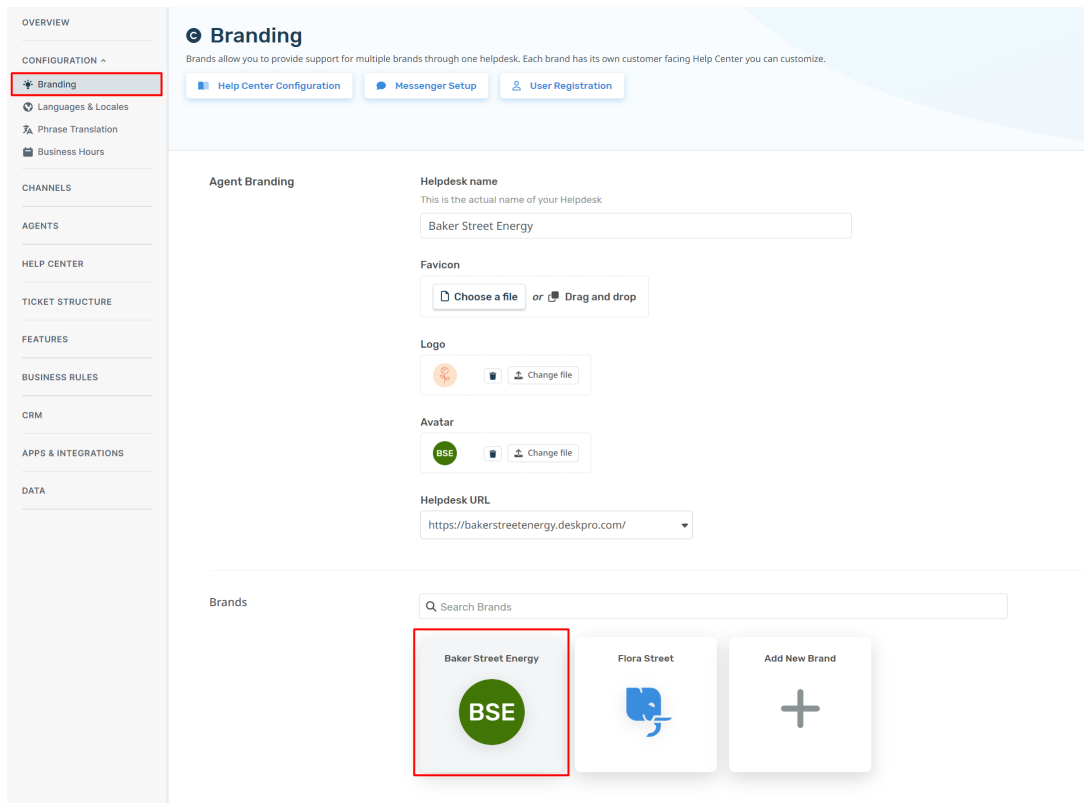


Personalize your Help Center and Content

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

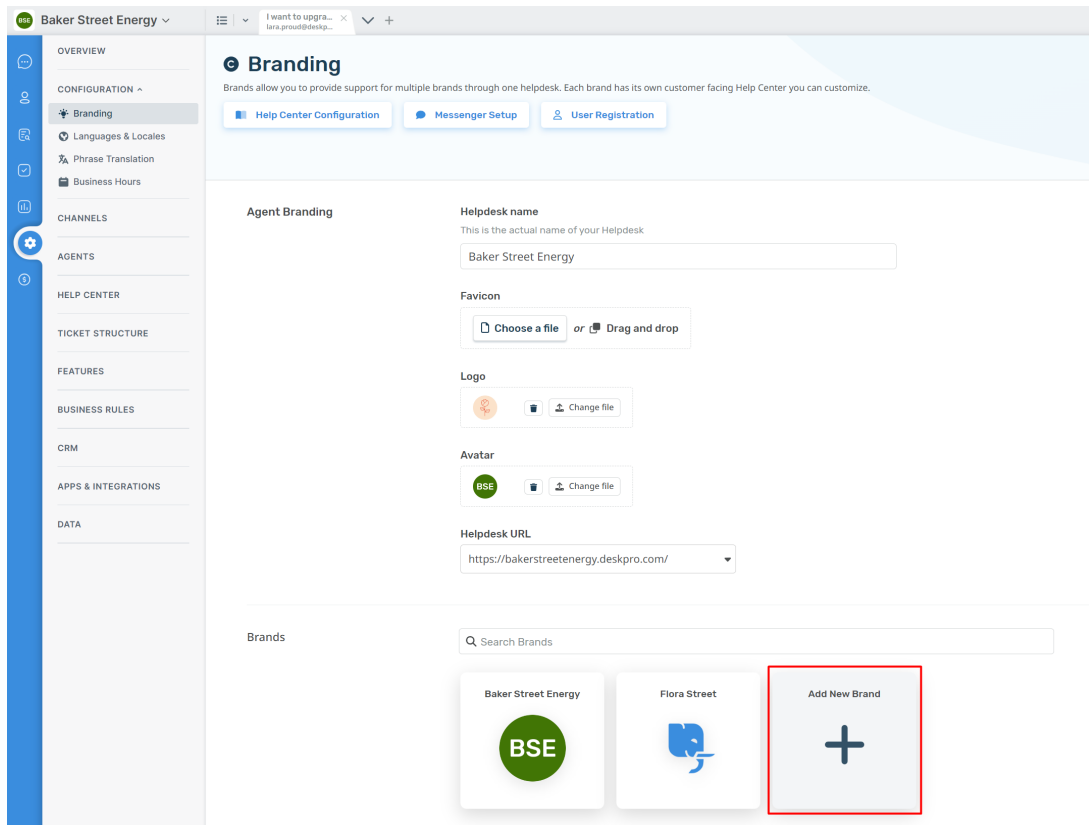
[Custom Domain](#)

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**.



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, there is a sidebar with various settings:

- 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 fields for 'Welcome box title' and 'Welcome message'.
- Logo:** Includes a 'Delete' button.
- Favicon:** Includes a 'Delete' button.
- Splash Image:** Includes 'Browse Splash Images' and 'Upload Image' buttons.
- Show navigation buttons on home page:** A checkbox that is currently checked.
- Featured articles:** A text input field.
- Colors:** Includes 'Save' and 'Discard Changes' buttons.

The main preview area shows a desktop view of the Help Center. At the top, there is a navigation bar with 'Deskpro' and user roles 'Agent', 'Admin', and 'Guest'. A search bar contains the text 'How can we help you today?'. Below the search bar is a 'Help Center' header. The main content area features a row of six navigation buttons: 'Community', 'Guides', 'Knowledgebase', 'News', 'Files', and 'Contact Us'. Below this is a 'News' section with a grid of featured articles, including 'General' (JUN 16), 'Est temporibus laborisam' (JUN 15), 'Voluptatem namquam parlat' (JUN 15), and '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](#).