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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 shows the Deskpro Admin interface with the 'Branding' section selected in the sidebar. The main area displays configuration options for the 'Agent Branding' section. These include the 'Helpdesk name' (set to 'Baker Street Energy'), 'Favicon' (with a 'Choose a file' or 'Drag and drop' button), 'Logo' (a small circular icon with a person silhouette), 'Avatar' (a small circular icon with 'BSE'), and 'Helpdesk URL' (set to 'https://bakerstreetenergy.deskpro.com/'). Below this, a 'Brands' section lists 'Baker Street Energy' (selected and highlighted with a red box), 'Flora Street', and a 'Add New Brand' button.

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

Edit: Baker Street Energy

X

id: 1

 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

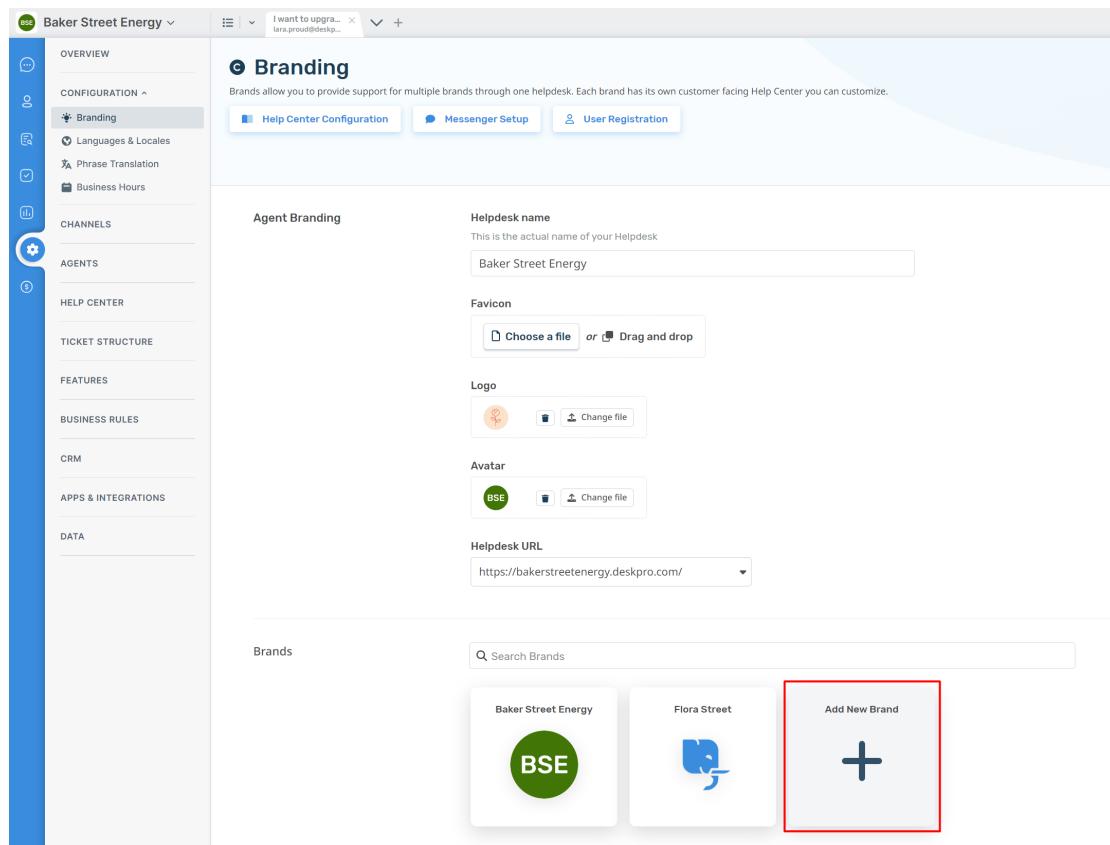
Deskpro Domain



Your Deskpro.com sub-domain

https:// .deskpro.com

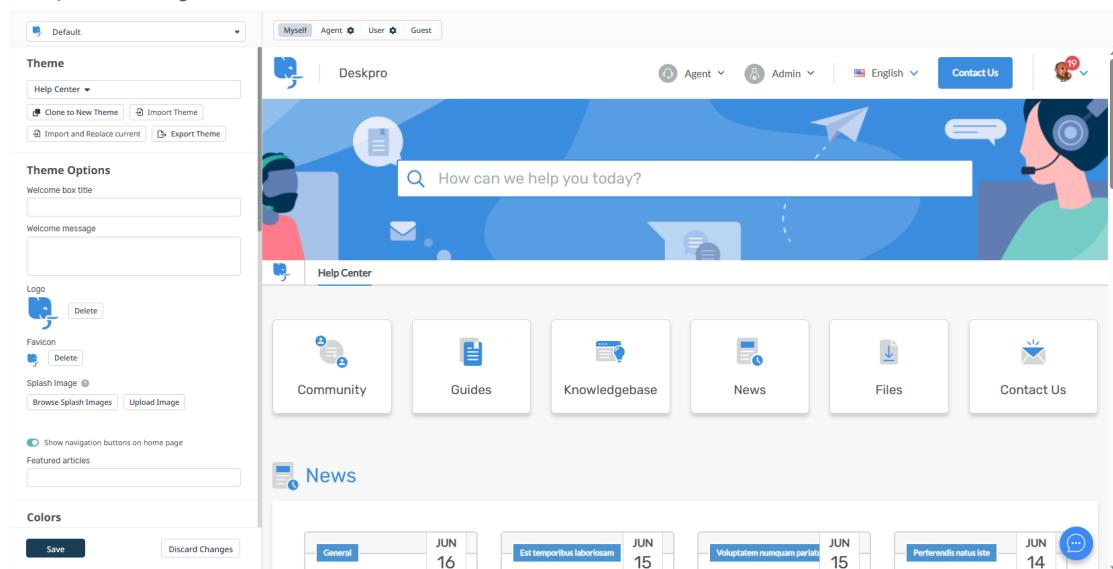
From **Admin > Configuration > Branding**, you can also create additional branded Help Centers for different end-user-facing Help Centers by selecting **Add a Brand**.



The screenshot shows the Admin > Configuration > Branding page in Deskpro. The sidebar on the left is titled 'Baker Street Energy' and contains the following sections: Overview, Configuration (with 'Branding' selected), 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-section 'Agent Branding' for 'Baker Street Energy'. It features fields for 'Helpdesk name' (set to 'Baker Street Energy'), 'Favicon' (choose a file or drag and drop), 'Logo' (choose a file or change file, showing a small circular logo), and 'Avatar' (choose a file or change file, showing a small circular logo). Below this is a 'Brands' section with a search bar and three cards: 'Baker Street Energy' (green circle with BSE logo), 'Flora Street' (blue square with stylized flower logo), and an 'Add New Brand' button (red-bordered box with a plus sign).

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 shows the 'Help Center Design' interface. On the left, a sidebar contains settings for a 'Default' theme, including 'Theme Options' (Welcome box title, Welcome message), 'Logo' (a blue icon), 'Favicon' (a blue icon), 'Splash Image' (a blue icon), and a checkbox for 'Show navigation buttons on home page'. Below these are 'Colors' and 'Save' and 'Discard Changes' buttons. The main area displays a preview of the 'Deskpro' Help Center homepage. The homepage features a blue header with the 'Deskpro' logo, 'Agent', 'Admin', 'English', and 'Contact Us' buttons. The main content area has a blue background with a search bar containing 'How can we help you today?'. Below the search bar are icons for a person, a mail, and a speech bubble. A sidebar on the left of the content area is titled 'Help Center' and lists 'Community', 'Guides', 'Knowledgebase', 'News', 'Files', and 'Contact Us'. At the bottom, there is a news feed with items like 'General JUN 16', 'Est temporibus laboriosam JUN 15', 'Voluptatem numquam pariatis 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](#).