



[Baza znanja](#) > [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:

OVERVIEW

CONFIGURATION ^

Branding

Languages & Locales

Phrase Translation

Business Hours

CHANNELS

AGENTS

HELP CENTER

TICKET STRUCTURE

FEATURES

BUSINESS RULES

CRM

APPS & INTEGRATIONS

DATA

Branding

Brands allow you to provide support for multiple brands through one helpdesk. Each brand has its own customer facing Help Center you can customize.

Help Center Configuration | Messenger Setup | User Registration

Agent Branding

Helpdesk name
This is the actual name of your Helpdesk
Baker Street Energy

Favicon
Choose a file or Drag and drop

Logo
Change file

Avatar
Change file

Helpdesk URL
https://bakerstreetenergy.deskpro.com/

Brands

Search Brands

Baker Street Energy
Flora Street
Add New Brand

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**.

The screenshot displays the 'Branding' configuration page in the Baker Street Energy admin interface. The left sidebar contains navigation menus for Overview, Configuration (with Branding selected), 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-header 'Agent Branding'. Under 'Agent Branding', 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/). Below this, the 'Brands' section features a search bar and three brand cards: 'Baker Street Energy' with a green BSE logo, 'Flora Street' with a blue logo, and 'Add New Brand' with a plus sign, which is highlighted with a red border.

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:** 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.
- Colors:** Includes a 'Show navigation buttons on home page' checkbox and a 'Featured articles' field.
- Colors:** Includes 'Save' and 'Discard Changes' buttons.

The main preview area shows a 'Deskpro' header with user roles (Myself, Agent, User, Guest), a search bar with the text 'How can we help you today?', a navigation menu with buttons for Community, Guides, Knowledgebase, News, Files, and Contact Us, and a 'News' section with a grid of article cards.

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](#).