

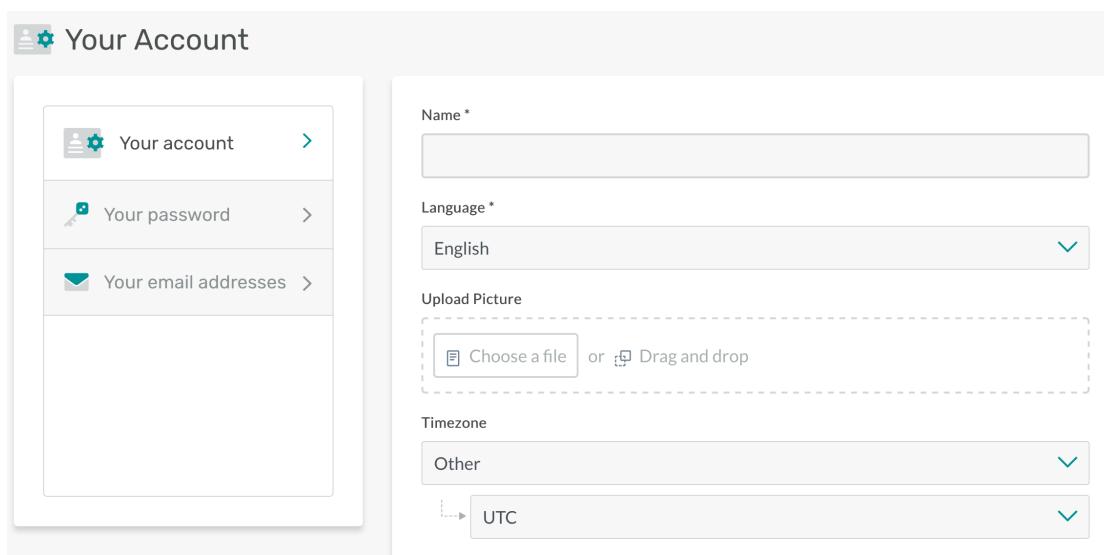


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Hide Option to Upload an Account Photo in Help Center

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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.

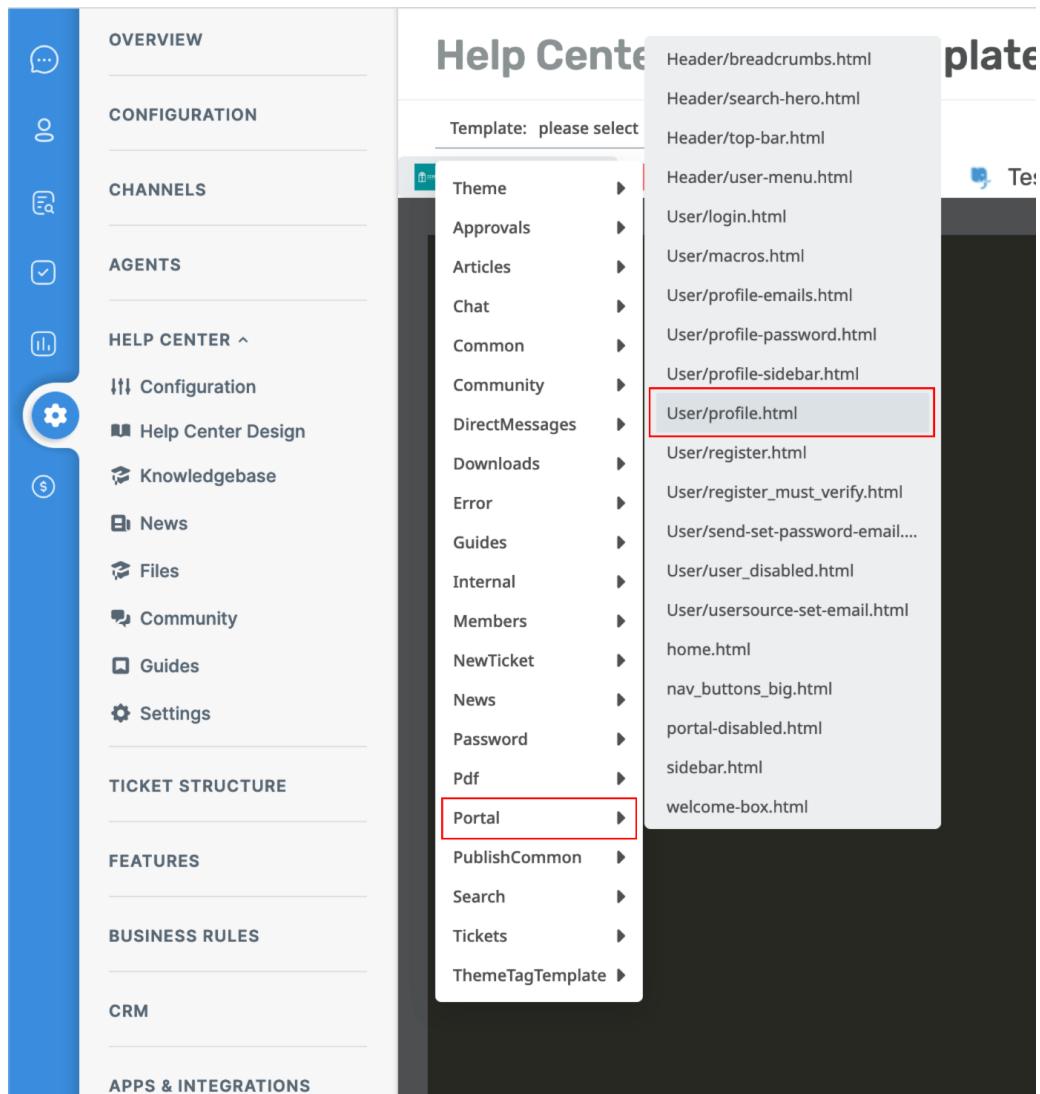


1. Go to **Admin > Help Center > Help Center Design**.
2. Click on the Open Template Editor button under the Template Editor header

The screenshot shows the 'Help Center Design' interface. On the left, a sidebar menu lists various sections: Overview, Configuration, Channels, Agents, Help Center (Configuration, Help Center Design, Knowledgebase, News, Files, Community, Guides, Settings), Ticket Structure, Features, Business Rules, CRM, Apps & Integrations, and Data. The 'Help Center Design' option is selected and highlighted. At the bottom of the sidebar, there is a user profile for 'Lara Proud' and a navigation bar with icons for back, forward, and search. The main content area is titled 'Help Center Design'. It includes a 'Test brand' dropdown set to 'Test brand', a 'Page Background' color swatch set to F7F7F7, and a 'Fonts' section with primary, secondary, and mono-space font settings. Below this is a 'Page Layout & Design' section with 'Header & Footer' and 'Edit Header', 'Edit Footer', and 'Edit Header Include' buttons. There are also 'Home' and 'CSS' sections with 'Edit Homepage Template' and 'Edit Custom CSS' buttons. A 'Template Editor' section is present with a 'Open Template Editor' button, which is highlighted with a red box. At the bottom right are 'Save' and 'Discard Changes' buttons.

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 identical to the previous screenshot. The main content area is titled 'Help Center Design > Templates'. It features a 'Template' dropdown menu with the option 'please select' highlighted with a red box. Below the dropdown are buttons for 'Block: Name', 'Phrase: Name', and 'Test brand'. At the bottom of the page, there is a dark gray footer bar with the number '1'.



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="profileAccordion">
40                 <div class="card">
41                     <div class="card-header" id="accountHeading">
42                         <h2 class="mb-0">
43                             <button class="btn btn-link" type="button" data-toggle="collapse" data-target="#accountContent" data-bbox="171 300 886 330">
44                                 Your Account <i class="dp-po-icon fal fa-angle-down"></i>
45                             </button>
46                         </h2>
47                     </div>
48
49                     <div class="collapse" {&gt; mode == 'account' &gt;}>{&gt; show &gt;}<div id="account" aria-labelledby="accountHeading" data-bbox="171 330 886 360">
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                             {{&gt; if app.getSetting('portal.members_community') &gt;}}
55                             {{&gt; form_row(profile_form.community_name) &gt;}}
56                             {{&gt; endif &gt;}}
57                             {{&gt; if profile_form.language_id is defined &gt;}}
58                             {{&gt; form_row(profile_form.language_id) &gt;}}
59                             {{&gt; endif &gt;}}
60                             {{&gt; if profile_form.delete_picture is defined &gt;}}
61                             
62                             {{&gt; form_row(profile_form.delete_picture, { checkbox_label: phrase('hel
63                             {{&gt; else &gt;}}
64                             {{&gt; form_row(profile_form.upload_picture) &gt;}}
65                             {{&gt; endif &gt;}}
66                             {{&gt; form_row(profile_form.timezone) &gt;}}
67                             {{&gt; if profile_form.manager_auto_add is defined &gt;}}
68                             {{&gt; form_row(profile_form.manager_auto_add) &gt;}}
69                             {{&gt; endif &gt;}}
70                             {{&gt; form_rest(profile_form) &gt;}}
71                             <button type="submit" class="btn btn-primary">Save Profile</button>
72                             {{&gt; form_end(profile_form) &gt;}}
73                         </section>
74                     </div>
75                 <div class="card">
76                     <div class="card-header" id="passwordHeading">
77                         <h2 class="mb-0">
78                             <button class="btn btn-link" type="button" data-toggle="collapse" data-target="#passwordContent" data-bbox="171 650 886 680">
79                                 Your password <i class="dp-po-icon fal fa-angle-down"></i>
80                             </button>
81                         </h2>
82                     </div>
83                     <div class="collapse" {&gt; mode == 'password' &gt;}>{&gt; show &gt;}<div id="password" data-bbox="171 680 886 710">
84                         <form class="dp-po-form" data-bbox="171 710 886 740">
85                             {{ form_start(password_form, { attr: { class: 'do-po-form helpcenter-form' } } )}}
86                             {{ form_errors(password_form) }}
87                             {{ form_row(password_form.old_password) }}
88                             {{ form_row(password_form.new_password) }}
89                             {{ form_row(password_form.confirm_password) }}
90                         </form>
91                     </div>
92                 </div>
93             </div>
94         </div>
95     </div>
96 
```

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.