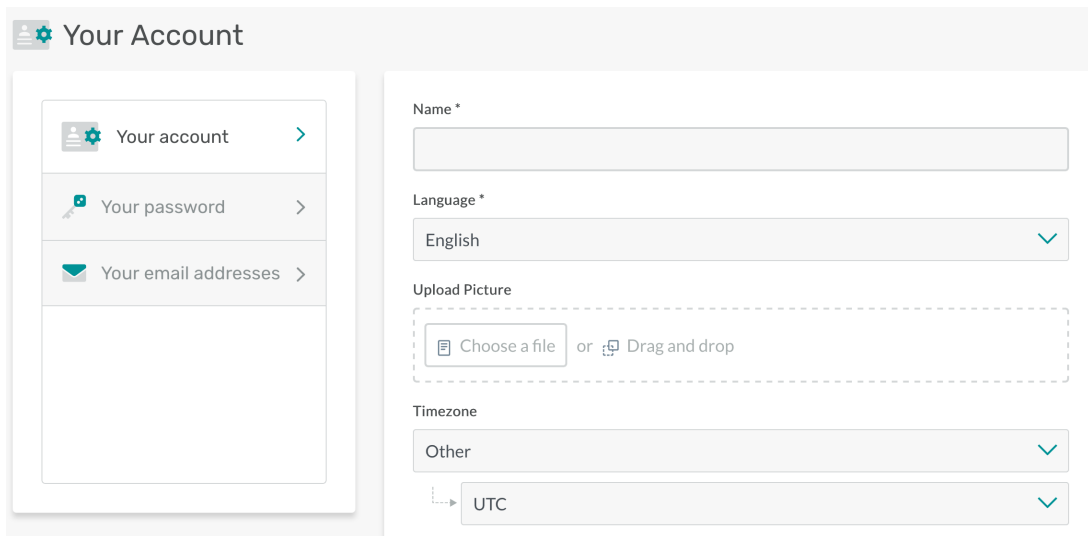


Hide Option to Upload an Account Photo in Help Center

Karsten Lloyd - 2023-08-24 - Comments (0) - Admin

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



The screenshot shows the 'Your Account' page. On the left is a sidebar with three menu items: 'Your account' (with a gear icon), 'Your password' (with a key icon), and 'Your email addresses' (with an envelope icon). The main content area contains a form with 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 a 'Drag and drop' instruction.
- Timezone**: A dropdown menu currently showing 'Other'.
- Below the Timezone dropdown, there is a separate dropdown menu showing 'UTC'.

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

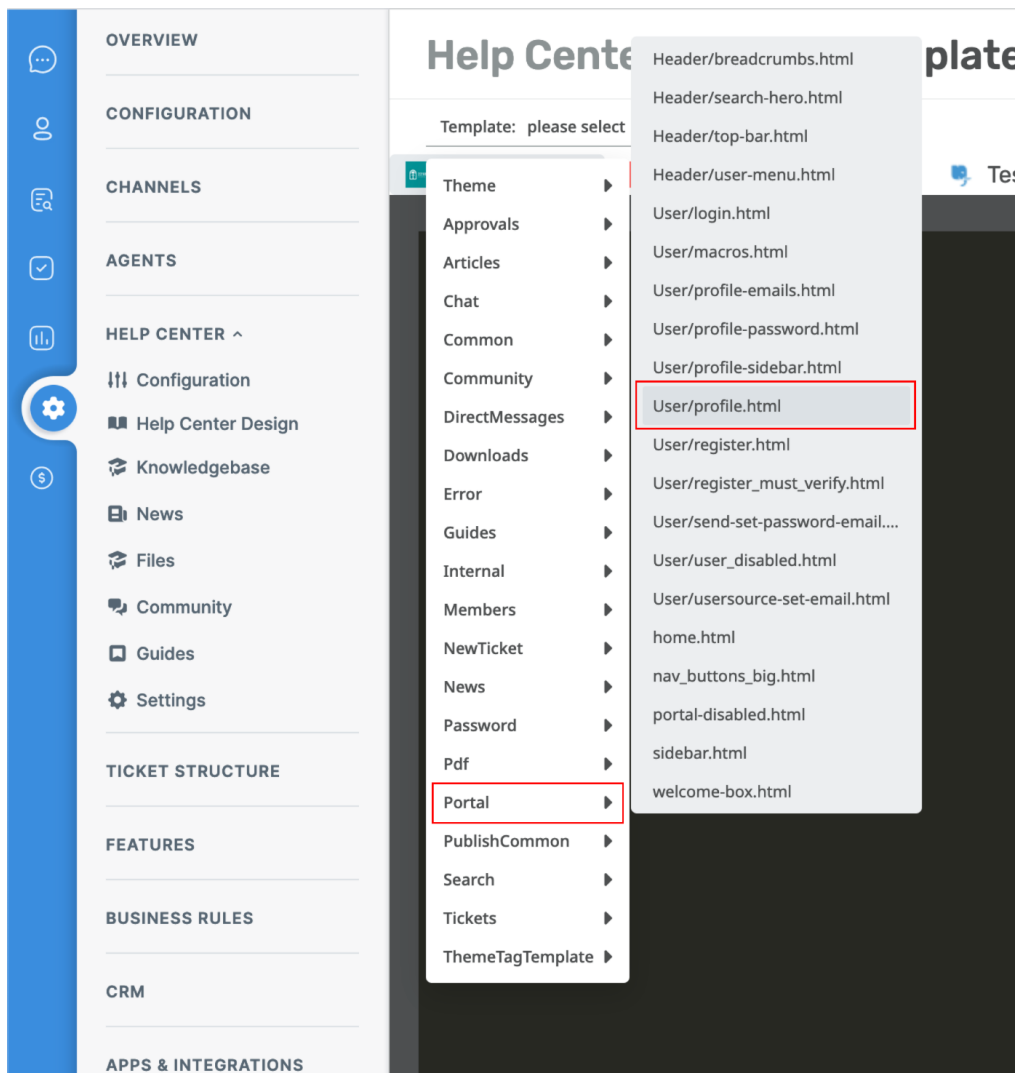
The screenshot shows the 'Help Center Design' configuration interface. On the left is a blue sidebar with navigation icons and labels: OVERVIEW, CONFIGURATION, CHANNELS, AGENTS, HELP CENTER ^, Configuration, Help Center Design (highlighted), Knowledgebase, News, Files, Community, Guides, Settings, TICKET STRUCTURE, FEATURES, BUSINESS RULES, CRM, APPS & INTEGRATIONS, and DATA. At the bottom of the sidebar is a user profile for 'Lara Proud' and a notification for '221 B H...'. The main content area is titled 'Help Center Design' and contains several sections:

- Test brand**: A dropdown menu.
- Page Background**: A color selection area showing 'F7F7F7' with a color picker icon.
- Fonts**: Three input fields for font selection:
 - Primary fonts: Lato, "Helvetica Neue", Arial, "Noto Sans", sans-serif, "
 - Secondary fonts: Rubik, sans-serif
 - Mono-space fonts: SFMono-Regular, Menlo, Monaco, Consolas, "Liberatio
- Page Layout & Design**: A section with buttons for 'Edit Header', 'Edit Footer', 'Edit Header Include', 'Edit Homepage Template', and 'Edit Custom CSS'.
- Template Editor**: A section with a button 'Open Template Editor' highlighted by a red box.

 At the bottom right are 'Save' and 'Discard Changes' buttons.

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

This 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' and features a search bar with the text 'Template: please select' highlighted by a red box. Below the search bar are three tabs: '221B Energy', '221B Internal Support', and 'Test brand'. The '221B Energy' tab is active, showing a list of templates with a single entry '1' visible in a dark grey box.



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-target="#collapseAccount" data-ri
44                                 Your Account <i class="dp-po-icon fal fa-angle-down"></i>
45                             </button>
46                         </h2>
47                     </div>
48                 </div>
49                 <div class="collapse {% if mode == 'account' %}show{% endif %}" id="account" aria-label="Account" >
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('helpcenter.delete_picture') }) }}
63                         {% else %}
64                         {{ form_row(profile_form.upload_picture) }}
65                         {% endif %}
66                         <!--
67                         {{ form_row(profile_form.timezone) }}
68                         {% if profile_form.manager_auto_add is defined %}
69                         {{ form_row(profile_form.manager_auto_add) }}
70                         {% endif %}
71                         {{ form_rest(profile_form) }}
72                         <button type="submit" class="btn btn-primary">Save Profile</button>
73                         {{ form_end(profile_form) }}
74                     </section>
75                 </div>
76             </div>
77             <div class="card">
78                 <div class="card-header" id="password_heading">
79                     <h2 class="mb-0">
80                         <button class="btn btn-link" type="button" data-toggle="collapse" data-target="#collapsePassword" data-ri
81                             Your password <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.