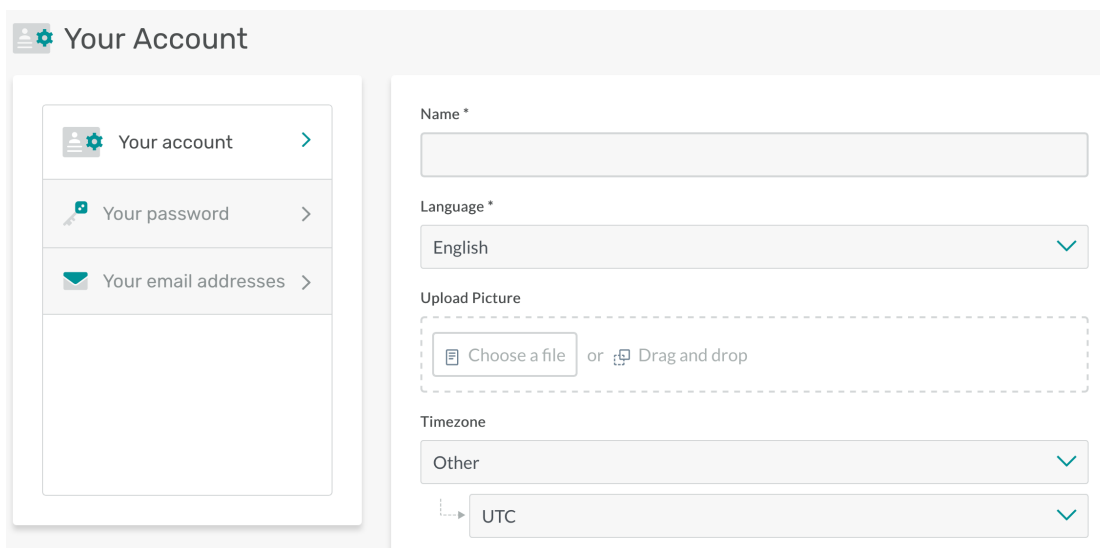


Hide Option to Upload an Account Photo in Help Center

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 in Deskpro. On the left is a sidebar with three 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 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 the text 'or Drag and drop'.
- Timezone**: A dropdown menu currently showing 'Other'.
- Below the Timezone dropdown 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

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Test brand

Page Background

F7F7F7

Fonts

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

Header & Footer

Edit Header Edit Footer

Edit Header Include

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Save Discard Changes

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**.

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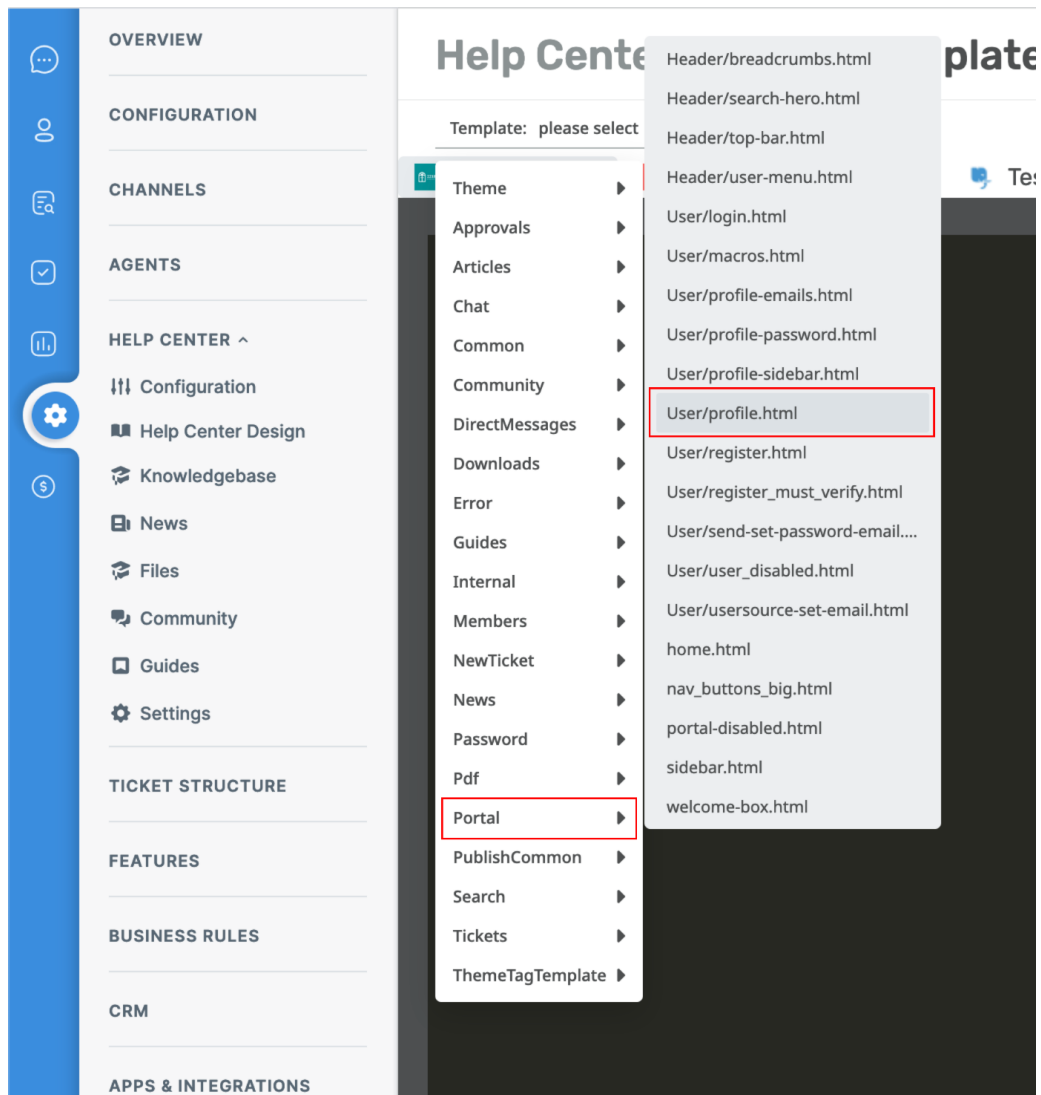
Template: please select

Block: Name

Phrase: Name

221B Energy 221B Internal Support Test brand

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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="#account">Your Account <i class="dp-po-icon fal fa-angle-down"></i>
44                             </button>
45                         </h2>
46                     </div>
47                     <div class="collapse {% if mode == 'account' %}show{% endif %}" id="account" aria-expanded="{% if mode == 'account' %}true{% else %}false{% endif %}">
48                         <section class="dp-po-account-form">
49                             {{ form_start(profile_form, { attr: { class: 'do-po-form helpcenter-form', novalidate: true }}) }}
50                             {{ form_errors(profile_form) }}
51                             {{ form_row(profile_form.name) }}
52                             {{ if app.getSetting('portal.members_community') }}
53                                 {{ form_row(profile_form.community_name) }}
54                             {{ endif }}
55                             {{ if profile_form.language_id is defined }}
56                                 {{ form_row(profile_form.language_id) }}
57                             {{ endif }}
58                             <!-- {{ if profile_form.delete_picture is defined }}
59                                 
60                                 {{ form_row(profile_form.delete_picture, { checkbox_label: phrase('helpcenter.delete_picture') }) }}
61                             {{ else }}
62                                 {{ form_row(profile_form.upload_picture) }}
63                             {{ endif --}}
64                             {{ form_row(profile_form.timezone) }}
65                             {{ if profile_form.manager_auto_add is defined }}
66                                 {{ form_row(profile_form.manager_auto_add) }}
67                             {{ endif }}
68                             {{ form_rest(profile_form) }}
69                             <button type="submit" class="btn btn-primary">Save Profile</button>
70                         </section>
71                     </div>
72                 </div>
73             </div>
74             <div class="card">
75                 <div class="card-header" id="password_heading">
76                     <h2 class="mb-0">
77                         <button class="btn btn-link" type="button" data-toggle="collapse" data-target="#password">Your password <i class="dp-po-icon fal fa-angle-down"></i>
78                     </button>
79                 </h2>
80             </div>

```

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.