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Recommended Image Sizes and File Types for the Help Centre

Kim - 2026-03-29 - [Comments \(0\)](#) - [Using Deskpro](#)

Here are the recommended image dimensions and file types for different elements in your Help Centre. These are not strict limits, but rather practical guidelines to help ensure your images display well across different devices without causing long load times.

Logo

Choose file

Favicon

Choose file

Splash Image

Browse Splash Images

Upload Image

Logo

Recommended size: 100 × 100 px

File type: PNG

Larger images will be scaled down automatically.

Favicon

Recommended size: 32 × 32 px (16 × 16 px also supported)

File type: ICO or PNG

This is the small icon shown in the browser tab.

Splash Image (Cover Image)

Recommended size: 1200 × 600 px

Alternative range for larger screens: 2560 px to 3840 px wide

File type: JPG or PNG

The splash image is a cover image displayed when rendering this content in the Help Center. It can be used as a backdrop to decorate the title to help give context and visual flair.

Article, News, and Files Icons

Recommended size: 58 × 58 px

File type: SVG, JPEG, or PNG

These should always be square to prevent stretching.

News Splash Image

Recommended size: 263 × 105 px

File type: JPEG or PNG

This image will display on news posts in the Help Centre.

Default

Note: These sizes are suggestions. Most images will scale automatically, so you can use other dimensions if needed. Just be mindful of image quality and loading performance, especially for larger splash images on mobile.