Customize category and article lists

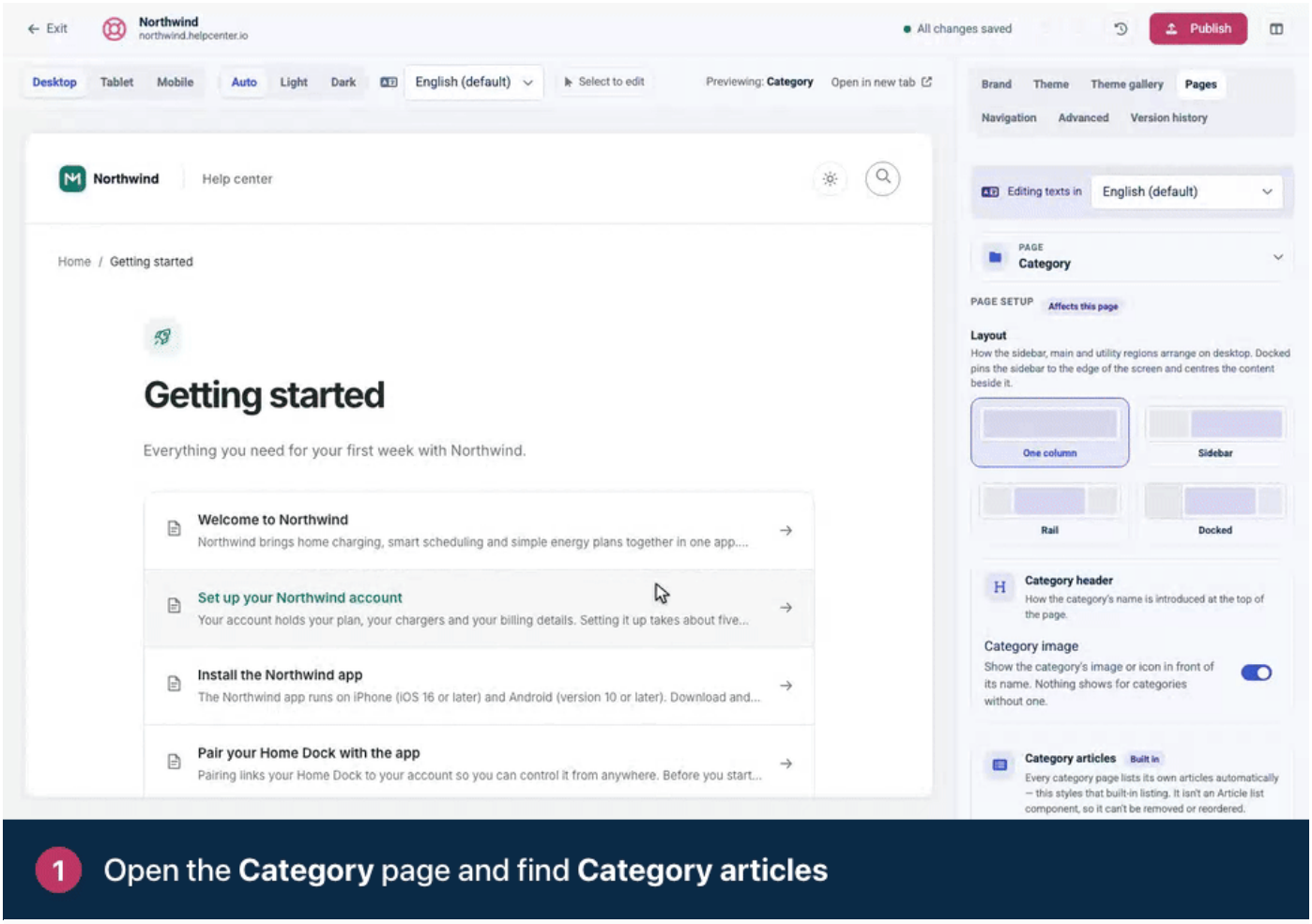
Design and templates

Decide how visitors browse your content: the grid of categories on your home page, lists of recent or hand-picked articles, your FAQs, and the list of articles on every category page.

Who can do this: Owners and Admins (Editors through **Customize** on your help center) · **Plans:** All plans

Order the articles on category pages

1. In the template editor, open **Pages** and pick the **Category** page.
2. Find **Category articles** (marked **Built in**).
3. Under **Order articles by**, pick **Last updated**, **Create date**, **Alphabetically** or **Custom (drag to reorder)**.
4. Set the **Direction**: **Newest first** or **Oldest first**, or for Alphabetically, **A → Z** or **Z → A**. Alphabetically starts on Z → A, so switch it to A → Z if you want A first.
5. Click **Publish**.



Sort alphabetically, or follow your own order with Custom.

With **Custom (drag to reorder)**, the page follows the order you set by dragging articles on your Articles dashboard. See Change the order of articles and categories.

The rest of the category page

Every category page lists its own articles automatically. The **Category articles** settings style that list; it isn't a component, so you can't remove or move it.

- **Category image** (under **Category header**) shows the category's image or icon in front of its name.

- **List style**: **List** or **Block** cards, with **Columns** for Block.

- **What each item shows**: **Excerpt**, **Author**, **Last updated**, **Reading time** and **Leading icon**.

- **Card background** wraps the list in a card.

- **Separate FAQs** lifts FAQ-type articles into an accordion at the top of the page. Its **Heading** sets the title above them, in each of your languages; left empty, it uses your language's default, such as "Frequently asked questions". With it off, **Expand FAQs** shows their answers right under their titles.

- **Show subcategories** lists each subcategory with its articles below the category's own. Set their **Layout** (**Stacked** or **Grid**), how many articles to **Show first** (3, 5, 8 or 10), whether "Show all" opens them in place (**Expand inline**), and whether to **Hide empty subcategories**. **Subcategory-only cards** decides how a subcategory that only holds other subcategories is shown: **Title only**, **Rows**, **Chips** or **Tree**.

Category grid

The grid of categories you usually see on the home page. Add it to the Main or Sidebar region of the Home, Category, Search or Not found page.

- **Variant**: **Vertical cards**, **Horizontal (image beside text)**, **List**, **Minimal**, **Cards + top articles** or **Sections (grouped by parent)**.

- **Limit**: **All**, **3**, **6**, **9** or **Custom**.

- **Hide empty categories** leaves out categories with no published articles anywhere inside them.

- **What each item shows**: **Article count**, **Subcategories count**, **Description**, **Authors**, **Author avatars**, **Last updated** and **Browse link**.

- Depending on the variant: **Columns**, **Show image**, **Image size**, **Spacing**, **Full-width image**, **Centered**, **Articles per category** (Cards + top articles) and the section options (Sections).

Categories appear in the order of your category tree. Icons, images and descriptions come from each category's settings. See Add a category icon, image and description.

The page with all your categories

Give readers one place to browse every topic: your help center has a page at /categories (for example, yourname.helpcenter.io/categories) that lists all your top-level categories. Link to it from your header, footer or a button.

- It shows a **Categories** heading, then a card for each top-level category with its image and description, in the order of your category tree.
- It uses the header, sidebar and footer of your **Category** page, so change those on the Category page. The cards themselves have no settings.
- Private categories show only to readers who have access to them.

Article list

A list of articles across categories, such as "Recent articles" or "Recently updated". Available on the Home, Category, Search and Not found pages.

- **Variant**: **List** or **Block** (cards, with 1 to 3 **Columns**).
- **Sort by**: **Most recently updated**, **Most recently added**, **Manual order (position)**, **Alphabetical (A → Z)** or **Reverse alphabetical (Z → A)**.
- **Limit**, **Heading**, **Heading icon** and **What each item shows**.

- For the List variant: **Show background**, and an option to show FAQ answers right under their titles.

Featured articles

A short, hand-picked set of important articles. Available on the Home, Category and Search pages.

- Under **Featured articles**, search for articles and add them in the order you want. Leave it empty to show your most-viewed articles instead.

- **Variant**: **Cards grid** or **List**. Also **Heading**, **Heading icon** and **Limit**.

FAQs

A list of questions and answers. Available on the Home, Category, Search and Not found pages.

- **FAQ section**: keep **Every FAQ article** to list all your published FAQ articles, or pick one of your FAQ sections. Owners and Admins can create one here with **New FAQ section**, then add questions by searching your FAQ articles. The component shows the questions in your help center's style: a section's own design applies only where you embed it on your website and on its share page.

- **Heading**, **Intro**, **Heading icon**, **Limit**, **Show background** and a leading icon for each question.

Adding or removing questions in an FAQ section takes effect right away, everywhere that section is used, without **Publish**.

To write FAQ articles, see Write FAQs and add them to articles.

Content tree

Your categories and articles as a tree readers can open and close, often placed in a sidebar. Available on every page except Contact.

- **Variant**: **Plain list**, **Icon tiles** or **Docs groups**. Docs groups shows each top-level category as an open section with an accent heading and a separator, its articles and subcategories nested below, and a marker on the page being read. **Container**: **Card** or **Minimal**. **Density**: **Comfortable** or **Compact**.
- **What each item shows**: **Articles**, **Article count**, **Category icons** and **Highlight current**.
- **Max depth**, **Collapsible** and **Sticky** (keeps it in view as readers scroll).

Search results

The Search page lists results by relevance. Its **Search results** settings (marked **Built in**) set their look:

- **Result style**: **List** or **Block** cards, with 1 to 3 **Columns** for Block.
- **What each result shows**: **Excerpt**, **Author**, **Last updated**, **Reading time** and **Leading icon**. With **Leading icon** on, pick the **Result icon** shown before each title.
- When you show the excerpt, **Excerpt text** picks either the **Matching text**, with up to 3 **Passages** per result, or the **Article opening**.
- **Card background** (List style only) wraps the results in a card.

Troubleshooting

My custom article order doesn't show. Set **Order articles by** to **Custom (drag to reorder)** and publish. The order itself comes from your Articles dashboard.

A category is missing from the grid. Check the **Limit**, and whether **Hide empty categories** is on. Private categories show only to readers who have access to them.

My changes don't show on my help center. Click **Publish**. Your design changes stay in the draft until you do.

Related articles

- Change the order of articles and categories
- Add a category icon, image and description
- Write FAQs and add them to articles