

Add a category icon, image and description

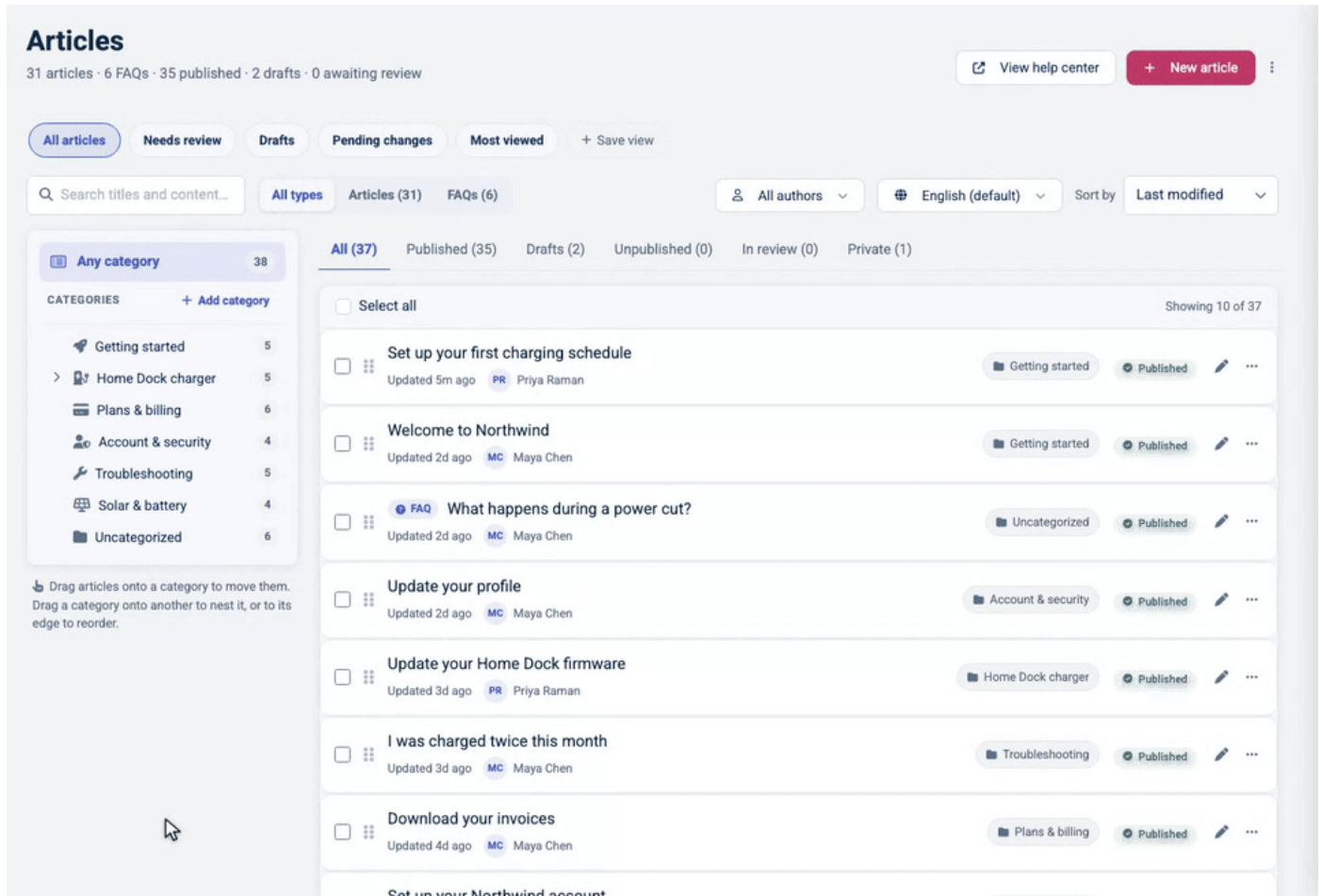
Organize and publish

A short description and an icon or image help readers see what's in a category before they click. You set both in the category's settings.

Who can do this: Owners, Admins and Editors · **Plans:** All plans

Add a description and an icon

1. Click **Articles** in the left menu and select the category in the **Categories** panel.
2. Click **Edit category**. The **Category settings** panel opens.
3. Under **Description**, write a sentence about what the category covers. It's shown on the category card in your help center.
4. Under **Category image**, keep **Icon** selected. Search for an icon and click the one you want.
5. Click **Update category**.



The screenshot shows the 'Articles' management page. On the left, a sidebar lists categories: 'Any category' (38), 'Getting started' (5), 'Home Dock charger' (5), 'Plans & billing' (6), 'Account & security' (4), 'Troubleshooting' (5), 'Solar & battery' (4), and 'Uncategorized' (6). The main area displays a list of articles, including 'Set up your first charging schedule', 'Welcome to Northwind', 'What happens during a power cut?', 'Update your profile', 'Update your Home Dock firmware', 'I was charged twice this month', and 'Download your invoices'. Each article card shows its title, update time, author, and category. A dark blue banner at the bottom contains the instruction: '1 Select a category and click Edit category'.

1 Select a category and click **Edit category**

The description and icon appear on the category's card.

Use an image instead

1. Under **Category image**, choose **Image**.
2. Click **Choose image** and pick a PNG or JPG file, at least 640×360 pixels.
3. Click **Update category**.

A category shows either an icon or an image, not both.

Find the right icon

The picker opens with popular Font Awesome icons. Type a word such as "rocket" or "gear" to search the rest. If the icon you want isn't in the results, paste its Font Awesome class into the field below the icons, for example fa-solid fa-map-signs.

Where they show

- **Category cards:** wherever your help center lists categories, such as the home page. Which details a card shows depends on the category list settings in the template editor. See [Customize category and article lists](#).
- **The category page:** the icon or image can appear in front of the category's name. In the template editor, open **Pages**, choose the **Category** page and turn on **Category image**.

Control how the category looks in search engines

Open **Search engine listing** at the bottom of the panel to set a **Meta title** and a **Meta description** for the category page. If you leave them empty, the category's name and description are used. A meta description of around 155 characters works best.

Other languages

On a help center with more than one language, pick a language at the top of the panel to translate the name, description and search engine listing. The save button then saves that language. The icon or image, **Share with** and **Parent category** are shared by all languages.

Troubleshooting

"Category name cannot be empty." Add a name in your default language, then save again.

The image won't upload. Use a PNG or JPG file. See [An image or file won't upload](#).

Related articles

- [Create and organize categories](#)
- [Customize category and article lists](#)
- [Make a category private](#)