

Add custom CSS and scripts in the classic editor

Classic template editor

Go beyond the settings with your own code: custom CSS to fine-tune the look of your help center, and scripts for analytics, chat tools and other services.

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

Your changes save to a draft automatically, and your code reaches visitors after you click **Publish**. See [Save, preview and publish in the classic editor](#).

Add custom CSS

1. In the left menu, click **Template editor**, then click **Style**.
2. Scroll to **Custom CSS** and type your CSS in the code box.
3. Click the eye icon (**Preview**) to check the result on real pages.
4. Click **Publish**.

- **You can write SCSS**, such as nested rules and variables. It's turned into CSS for your help center.
- **The preview in the editor is only a rough check.** It updates as you type with plain CSS only, so check SCSS, and anything that matters, with **Preview**.
- **One error drops all of it.** If your custom CSS contains something that can't be read, your help center shows none of it and keeps its standard styles. After a big change, check **Preview** before you publish.

To find the class names to target, right-click an element on your help center and choose Inspect in your browser. See [My custom CSS doesn't work](#).

Add a script

1. Click **Advanced**, then **Add Script** under **Custom Scripts**.
2. In **Add Custom Script**, type a **Script Name** you'll recognize, such as "Chat widget", and choose its **Position**.
3. Paste the whole snippet into **Script Content**, including the <script> tags.
4. Click **Add Script**.
5. Click **Publish**.

Version: nwDsgn1 Home

Northwind Help Center The new Template Editor is ready – preview your site in it without touching what's live. Try the

How can we help?

Guides and answers for your Northwind charger, solar and battery

Search guides and answers

+ Add Component

+ Add Heading

Choose one of the main topics listed below to get started

Getting started Home Dock charger

Customization

Search...

< Advanced

Custom Scripts

Custom Scripts + Add Script

No custom scripts added yet.

Click "Add Script" to get started.

Integrations

Google Analytics Code

Place your Google Analytics code here...

Other Scripts Legacy

Place your custom JS scripts here. Note: Use the Custom Scripts section above for better

1 In Advanced, click Add Script

Paste the snippet exactly as your service gives it to you.

Position decides where the script goes in each page: **Start of <head>**, **End of <head>** (the default), **Start of <body>** or **End of <body>**. Follow the instructions of the service the script comes from.

- **Your scripts run on every page** of your help center, and in **Preview**. They don't run inside the editor itself.
- **To change a script**, click its pencil icon, edit it and click **Update Script**.
- **To delete a script**, click its trash icon, or **Delete** in the script's window. It's removed straight away, without a confirmation.
- **To change the order** of scripts in the same position, drag them in the list.

Google Analytics and older scripts

Under **Integrations**, in the same group:

- **Google Analytics Code** takes the whole Google Analytics snippet. Paste it as Google gives it to you, including the `<script>` tags. It goes near the top of every page. See [Add Google Analytics or Google Tag Manager](#).
- **Other Scripts** is the older place for scripts, at the end of every page. Its note says it's deprecated: move anything in it to **Custom Scripts**, where you choose the position.

HTML you write in a **Custom HTML** block or in **Custom HTML Footer**: also goes on the page exactly as written, so scripts in it run too. See [Arrange your home page in the classic editor](#).

When you move to the new template editor, your custom CSS and scripts carry over, though CSS written for the classic design may need changes: see [What carries over to the new template editor](#).

Troubleshooting

"Name is required" or **"Script content is required"**. Fill in both before you click **Add Script**.

My CSS works in the editor but not on my help center. Check that you published, then look at **Preview**: if none of your custom CSS shows there, part of it can't be read. Remove recent changes until it shows again.

My script doesn't run. Check that you published and that you pasted the full snippet with its `<script>` tags. Open your help center, not the editor: scripts don't run in the editor's preview.

Related articles

- [Arrange your home page in the classic editor](#)

- [Customize the footer in the classic editor](#)
- [Add Google Analytics or Google Tag Manager](#)
- [Save, preview and publish in the classic editor](#)