

Save, preview and publish in the classic editor

Classic template editor

The classic template editor saves every change to a draft as you work. Check the draft as real pages with **Preview**, then click **Publish** to show it to visitors.

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

How saving works

- About a second after your last change, the editor saves your draft by itself, and the save status in the top bar reads **Auto-saved**.
- While a change isn't saved yet, the status reads **Save**. Click it to save straight away. You rarely need to, except when an automatic save didn't go through. After you click it, it reads **Saved**.
- Each save gets a new code next to **Version:**. The classic editor keeps no list of versions you can open or restore. To keep a copy of a design you like, save it as a template. See [Save and reuse a design in the classic editor](#).
- If you try to leave the page while a change isn't saved, your browser asks you to confirm.

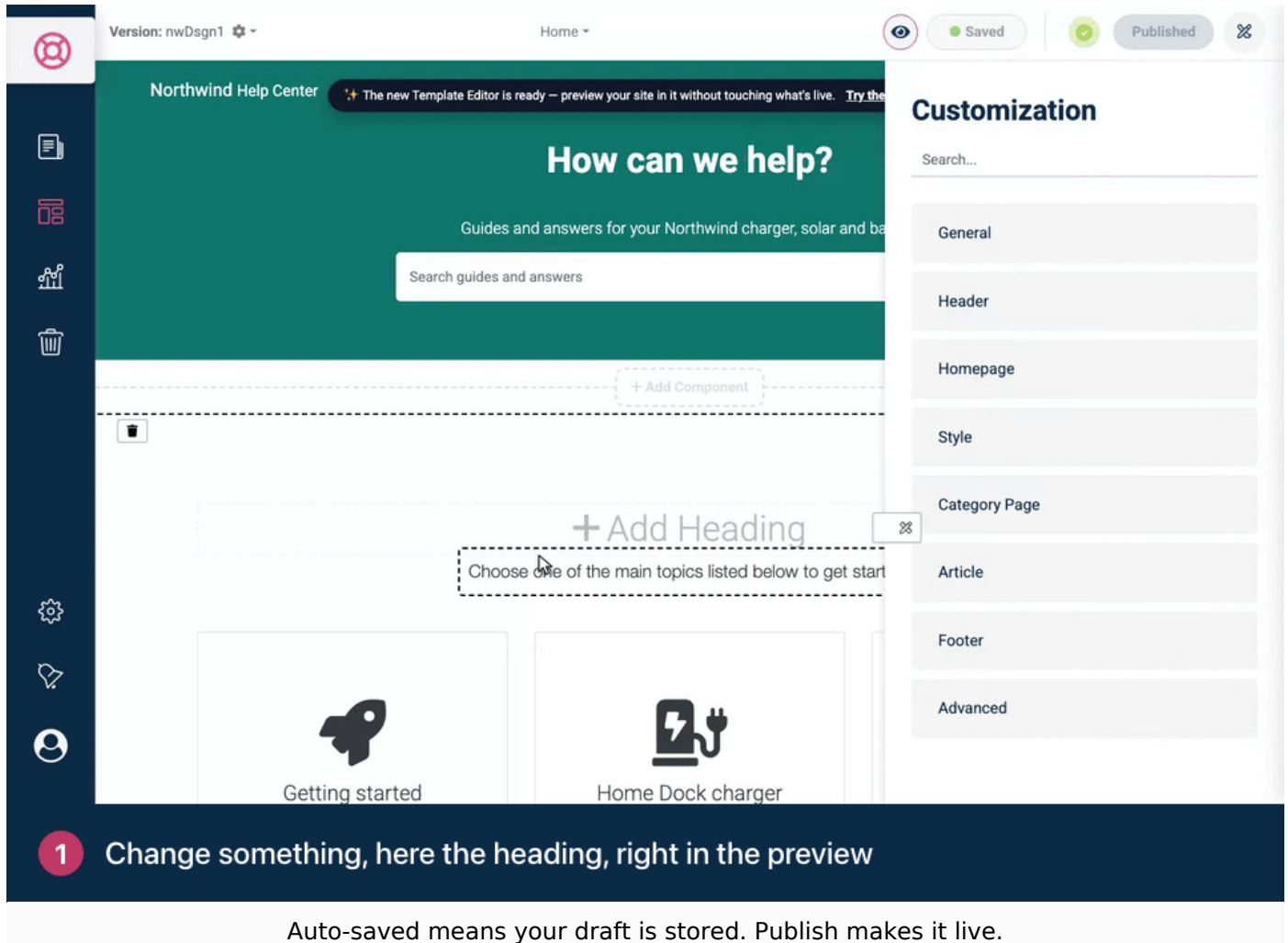
Preview your draft

1. Wait until the save status reads **Auto-saved** or **Saved**.
2. Click the eye icon (**Preview**) in the top bar.

Your help center opens in a new tab at a separate preview address ending in `helpcenter.dev`, built from your latest saved draft, with a bar at the top that links back to the editor and shows the **Version:** you're looking at. Unlike the preview inside the editor, these are real pages: your articles, category pages, scripts and custom CSS all work. Only signed-in members of your team can open this preview.

Publish your changes

1. Make your changes, in the panel or right in the preview. Wait until the save status reads **Auto-saved**.
2. Click **Publish**.
3. The button reads **Publishing...** and then **Published**, and the dot next to it turns green.



That's the whole confirmation: no other message appears. Your live help center now shows the published design.

- **Publish sends your latest saved draft live**, including changes a teammate saved in the classic editor since the last publish.
- **Publish right after a change and you publish the save before it.** If the button still reads **Publish** afterwards, wait for **Auto-saved** and click it again.
- **Publishing never changes your articles or categories.** They aren't part of the design.

The new template editor keeps every publish as a restore point you can go back to. See [Move your help center to the new template editor](#).

Throw away unpublished changes

1. Click the gear next to **Version:**.
2. Click **Reset to Published**.

Your draft goes back to the published design, and "Template successfully reset to last published version." appears. This discards every unpublished change, including your teammates', straight away: there's no confirmation and no undo. **Reset to Published** is grayed out when there's nothing unpublished.

What changes right away, without Publish

A few things don't wait for **Publish**, and **Reset to Published** doesn't undo them:

- **Brand Name** and **Connected Site** under **General** are saved to your help center as soon as the draft saves. A new brand name shows on your live help center straight away, for example in the header when you have no logo and in the footer.
- **Category changes in the preview:** a new order, names, descriptions, images and new categories. These change your real categories.
- **Fonts you install, upload or delete** under **Style**. Choosing which font your headings and text use is part of the draft.

Troubleshooting

Visitors still see the old design. Check that the button reads **Published** and the dot is green, then reload your help center. See [My changes don't show on my help center](#). If your help center itself isn't published yet, visitors can't see it at all. See [Publish your help center](#).

Nothing happens when I click Publish or Reset to Published. The editor doesn't show a message when these fail. Reload the page, then check the save status, the dot

and the button.

The save status keeps saying Save. Your changes aren't reaching the server. Click **Save**. If it still doesn't change to **Saved**, check your connection and reload the page, then make the change again: changes that weren't saved are lost when you reload.

Preview asks me to sign in. Preview works only for signed-in members of your team. Sign in to HelpCenter.io in the same browser, then click the eye icon again.

Template editor opens tabs such as Brand, Theme and Pages. Your help center uses the new template editor, which publishes differently. See [Publish your design](#).

Related articles

- [Get started with the classic template editor](#)
- [Save and reuse a design in the classic editor](#)
- [My changes don't show on my help center](#)
- [Move your help center to the new template editor](#)