

Add custom CSS

Design and templates

Fine-tune your help center's look with your own CSS when the theme settings don't go far enough. You add CSS as labeled snippets, watch the preview change as you type, and publish when it looks right.

This is for people comfortable with CSS. For colors, fonts, spacing and corner radius, start with the **Theme** tab: those settings work in light and dark mode without any code.

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

Add a CSS snippet

1. In the left menu, click **Template editor**, then open the **Advanced** tab.
2. Under **Custom CSS**, click **Add custom CSS**.
3. Give the snippet a label that says what it does, for example "Bigger logo".
4. Write your CSS in the code editor. The preview updates as you type.
5. Click **Save** to fold the snippet away. Your draft saves on its own either way.
6. Click **Publish** to put it live.

← Exit Northwind northwind.helpcenter.io All changes saved Publish

Desktop Tablet Mobile Auto Light Dark English (default) Select to edit Previewing: Home Open in new tab

Brand Theme Theme gallery Pages Navigation Advanced Version history

Advanced
Custom CSS and third-party script tags. Be careful — these can break your site if misconfigured.

CUSTOM CSS
Add labelled snippets to organise your overrides. Each is scoped to #hc-site at publish so it can't escape your help center. Up to 200 KB total.

Compass · Brand and footer
:root { --compass-font: var(--hc-fon...
Edit

Compass · Search, topics and
.hc-hero { --hc-hero-fg: var(--hc-co...
Edit

Compass · Outline icons
.hc-card-list i.fa-rocket::before, ...
Edit

Compass · Reading and inner
.hc-region-main .hc-breadcrumbs { ma...
Edit

1 In Advanced, click Add custom CSS

Label each snippet so your team knows what it's for.

The recording uses a snippet like this one. Your logo shows 32 pixels tall, and this makes it 48:

```
.hc-logo-img {  
  height: 48px;  
}
```

Manage your snippets

- **Edit** opens a folded snippet again.

- The **Enabled** switch turns a snippet off without deleting it. A disabled snippet stays saved but isn't used.
- The up and down arrows change the order. Snippets are combined from top to bottom, so when two rules are equally specific, the lower one wins.
- The trash icon removes a snippet. Press ⌘Z (Ctrl+Z) to bring it back.

Your theme may come with snippets of its own. Compass's start with "Compass ." and hold part of its look. Leave them in place and add yours below them.

How your CSS is applied

- **It only styles your help center.** HelpCenter.io puts #hc-site in front of every selector, so your rules can't leak into anything else. You don't need to write #hc-site yourself.
- **Rules for html, body or :root** apply to that #hc-site wrapper instead. The [Custom CSS reference](#) explains what that means for your selectors.
- **Up to 200 KB in total.** That covers all your enabled snippets together. Above the limit, none of your custom CSS is applied, and your draft can't be saved until you trim it.
- **Some things are removed for safety:** @import, @charset, @namespace, javascript: URLs, behavior and expression(). To change fonts, use the **Theme** tab.
- **Applying a theme can replace your snippets.** When you apply a theme with **Custom CSS** ticked, the theme's snippets replace yours. Untick it in the **Apply theme** dialog to keep them.

One missing brace turns off all your custom CSS. If any snippet has an unmatched { or }, none of your snippets are applied, in the preview or on your live help center. If all your styling disappears at once, look for the missing brace in the snippet you edited last.

Write CSS that keeps working

- Target the hooks made for customization, such as [data-hc-component-type="CategoryGrid"] or .hc-article__title, rather than utility classes that can change. The [Custom CSS reference](#) lists them.
- Use theme variables instead of fixed colors, so your rules look right in light and dark mode.
- Check **Mobile**, **Tablet** and **Dark** in the preview before you publish.
- Keep a visible focus outline on anything readers can click, for people who use a keyboard.

For example, this colors every article title with your brand color, in a shade that stays readable in both modes:

```
.hc-article__title {  
  color: var(--hc-color-primary-text);  
}
```

Troubleshooting

The preview is right, but your help center isn't. Click **Publish**. Custom CSS goes live with the rest of your draft.

All your custom CSS stopped working. Look for an unmatched brace, and check that your snippets together stay under 200 KB.

One rule does nothing. Check that the snippet is enabled and that the selector matches the page. See [My custom CSS doesn't work](#).

Related articles

- [Custom CSS reference: selectors and examples](#)
- [My custom CSS doesn't work](#)
- [Add analytics and other scripts](#)