Make your help center look like your brand

Getting started

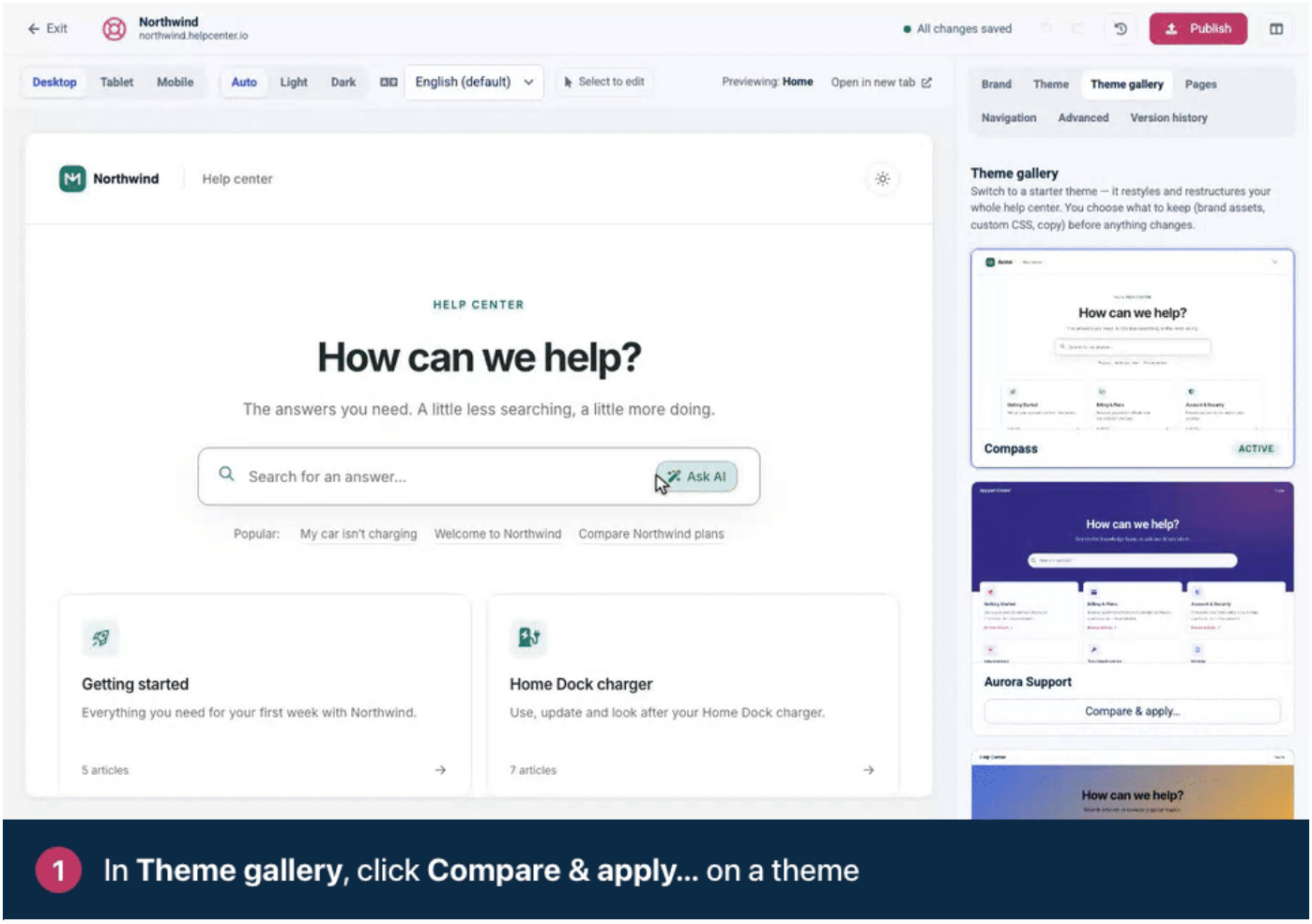
Give your help center your logo, colors and fonts so customers know they're in the right place. You work on a draft, so readers see nothing until you publish.

Who can do this: Owners and Admins (Editors can open the template editor with **Customize** on your help center) · **Plans:** All plans

Does Template editor open a panel headed Customization instead? Your help center still uses the classic template editor. See Get started with the classic template editor, or move to the new template editor.

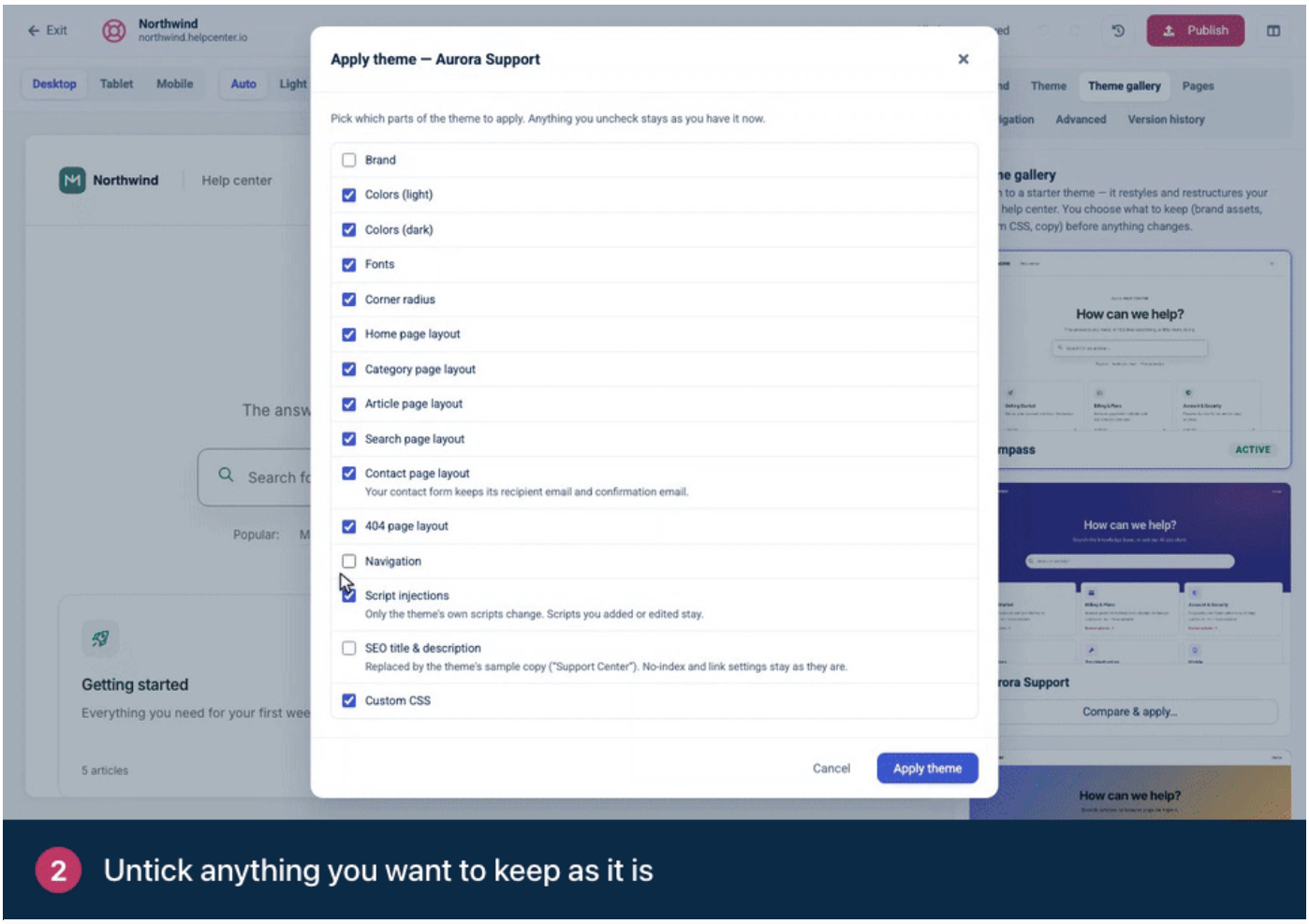
Pick a theme

1. Sign in to HelpCenter.io and click **Template editor** in the left menu. Your help center opens in a preview, with the settings beside it.
2. Click **Theme gallery**.
3. Click **Compare & apply…** on a theme you like.
4. Untick anything you want to keep as it is.



A theme changes your design, never your articles or categories.

5. Click **Apply theme**. The preview switches to the new theme. It stays a draft until you publish.



Nothing changes for visitors until you publish.

Brand starts unticked, so your logo and name stay as they are.

Add your logo and favicon

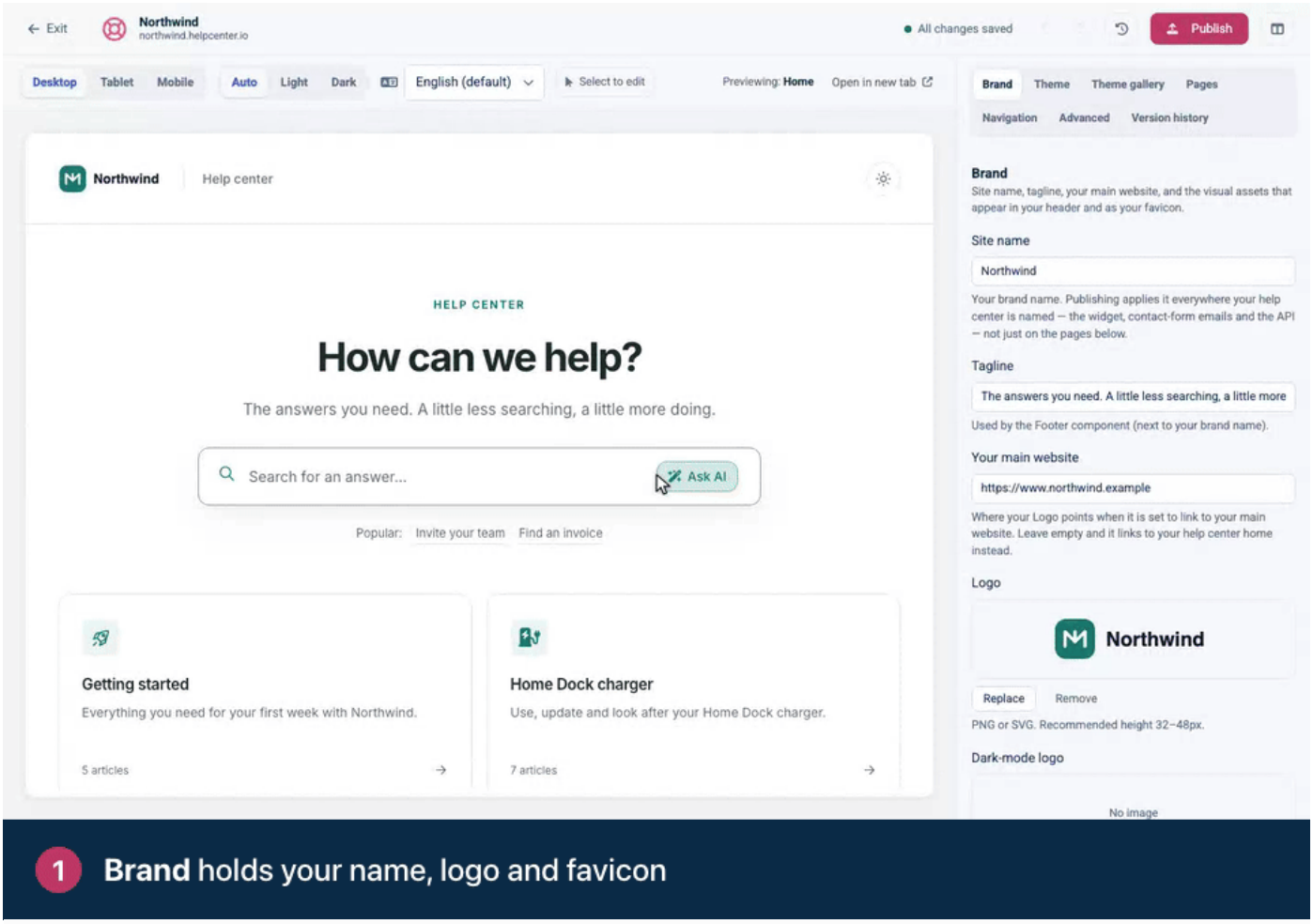
6. Click **Brand**.

7. Check the **Site name**. It's your brand name everywhere your help center is named, including the widget.

8. Under **Logo**, click **Upload** and choose your logo. PNG or SVG works best.

9. If your logo is dark, upload a light version under **Dark-mode logo**. Set the preview's appearance to **Dark** to check it.

10. Under **Favicon**, upload the small icon that browser tabs show. A 32×32 PNG or ICO file works in every browser.



The dark-mode logo shows whenever your help center appears in dark mode.

Set your colors and fonts

11. Click **Theme**.

12. Under **Light mode**, set **Primary** to your main brand color. Change the other colors if you like, and the **Dark mode** colors too.

13. Under **Typography**, choose a **Body font** and a **Heading font**.

The preview updates as you go. Where a color would make text hard to read, HelpCenter.io adjusts it automatically.

Publish your design

14. Click **Publish** at the top of the template editor.

15. Check the list of changes, add a **Version note** if you like, then click **Publish**.

Your live help center switches to the new design. Every publish is kept in **Version history**, so you can go back to an earlier design.

> Your changes save to a draft automatically, and the top bar shows **All changes saved**. Readers keep seeing your last published design until you click **Publish**.

Next steps

- Rearrange what's on each page: Add, move and remove components.
- Check your design on phones and in dark mode: Preview on phones, tablets and in dark mode.

Related articles

- Get started with the template editor
- Choose a theme
- Add your logo, favicon and brand name
- Change colors, fonts and spacing

- Publish your design