

# Customizing your help center header

## Customizations

Your help center header is the first thing visitors see — and often the first place they interact with. In [HelpCenter.io](#), the **Template Editor** gives you full control over how your header looks, what it says, and how users navigate your content.

This article explains **all header-related customization options** in the default template and clarifies where branding settings live in the current dashboard.

## How to reach the Template Editor?

1. Open your [HelpCenter.io](#) dashboard.
2. Select the help center you want to customize.
3. Click **Template Editor** (the layout icon) in the main navigation (right below articles).
4. This would get you to the Template Editor.

All changes are previewed instantly, so you can experiment safely before publishing.

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## Where Header & Branding Settings Live

When you open the **Template Editor**, the sidebar is split into multiple sections. Two of them are relevant for your header:

- **General** → global branding settings (logo, favicon, brand name)
- **Header** → layout, content, search field, menus, and categories

You'll usually configure **General first**, then fine-tune the **Header**.

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## General Section: Branding & Identity

Open **Template Editor** → **General**.

### Brand Name

- Used when no logo is uploaded
- Helpful for minimal or text-only headers

### Logo

- Upload your main brand logo
- Appears in the header across all pages

### Favicon

- Displayed in browser tabs and bookmarks
- Helps users quickly recognize your help center

### Connected Site

- Defines where users are taken when they click the logo
- Common choices:
  - Your main website
  - The help center homepage

### ?Tip ?

**If your help center lives on a subdomain, linking the logo to your main site is often the best experience.**

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## Header Section: Layout & Content

Open **Template Editor** → **Header**.

This section controls how the header looks and behaves.

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### Header Style

Choose the overall header layout.

Use this option to:

- Switch between compact and more spacious layouts
- Control content alignment
- Decide how prominent the header should be visually

Start here before adjusting colors or content.

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## Header Background

Customize the visual appearance of the header area.

Available options:

- **Background color**
- **Text color**
- **Background image** (optional)
- **Cover overlay** to improve text contrast on images

Minimal designs usually work best with solid colors, while images are useful for strong branding.

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## Header Heading & Subheading

These texts help users immediately understand where they are.

Examples:

- **Heading:** Help Center
- **Subheading:** Find answers, guides, and troubleshooting tips

Both fields support translations for multi-language help centers.

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## Search Field Settings

The search bar is the most important element of your header.

## Search Field Radius

- Controls how rounded the search field corners are
- Match it to your overall design style

## Placeholder Text

- Customize the text inside the search field  
Examples:
  - “Search for answers...”
  - “How can we help?”

Small changes here can significantly improve search usage.

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## Categories Under the Search Field

You can display selected categories directly below the search bar.

This is useful when:

- You have a clear top-level structure
- You want to guide new users quickly
- You want to reduce time-to-answer

You can choose exactly which categories appear.

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## Custom Header Menu

Add a navigation menu directly into your header.

You can:

- Link to internal pages or external URLs
- Link to categories or important articles
- Choose whether links open in the same or a new tab

Common uses include:

- Product documentation
  - Status pages
  - Contact or onboarding links
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## Previewing & Publishing Changes

All changes are previewed live inside the Template Editor.

Before publishing:

- Use the **Preview** option ([HelpCenter.dev](https://helpcenter.dev)) to review the full experience
- Check the header on homepage, category, and article views

Once ready, click **Publish** to make the changes live.

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**Pro Tip** ☐☐

A clear header with a strong search prompt and visible categories can significantly reduce incoming support requests by helping users self-serve faster.

Your header sets the tone — make it work for you.