

Add links to your header and footer

Design and templates

Add links to your header and footer so readers can reach your main website, your status page or your contact page from anywhere in your help center. You keep them in one list, and your header menu and footer share it.

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

Add a link

1. In the left menu, click **Template editor**, then open the **Navigation** tab.
2. Click **Add link**. A link called "New link" appears at the end of the list.
3. Type a **Label**: the text readers see.
4. Enter the **URL**: a path on your help center that starts with /, such as /categories, or a full address that starts with https://.
5. Pick a **Kind**: **Internal link**, **Category** or **External link**.

6. Check the link in the preview, then click **Publish**. Readers see it once you publish.

Which kind to pick

Kind

Use it for

Internal link

A page of your help center, such as /categories (all topics) or /contacts (your contact page).

Category

One of your categories. Open the category on your help center and copy the part of its address after your domain, for example /category/12-billing.

External link

Another website, such as your product or your status page. In your header menu it opens in a new tab.

The easiest way to get an internal path right is to open the page on your live help center and copy what comes after the domain in the address bar. On a help center with several languages, paths that start with / keep the reader's language automatically.

Reorder, edit or remove links

- Use the up and down arrows on a link to change its place in the list. Your menu shows the links in this order.
- Edit any field in place. Changes show in the preview right away.
- Click the trash icon to remove a link. Changed your mind? Press ⌘Z (Ctrl+Z on Windows).

Translate link labels

On a help center with more than one language, the Navigation tab shows an **Editing texts in** bar. Pick a language, then type the translated **Label** for each link. The URL is shared by every language.

Style one link with a CSS class

Want your "Contact support" link to look like a button? Type a class name in **CSS class (advanced)**, such as support-cta, without a leading period. The class is added to that link

in your header menu, so you can target it from **Advanced** → **Custom CSS**. The [Custom CSS reference](#) has a ready-made example.

Where your links appear

- **In the header:** wherever a page has a **Navigation** component. Most themes include one in the header. Its settings let you show the links as **Horizontal**, **Vertical (sidebar)** or **Pills**.
- **In the footer:** the **Footer** component lists them in a "Links" column until you give the footer columns of your own. After that, add links to a Links column in the Footer instead.
- **Contact links** (anything that points to /contacts) stay hidden while your contact page is off. The page switches on when your contact form has a recipient email.

A link to a private category doesn't make it public: readers who can't see the category still can't open it.

Troubleshooting

Your link doesn't show in the header. Your header has no Navigation component. Compass, the theme new help centers start with, doesn't include one. Open **Pages**, pick the **Header** region, click **Add component** and pick **Navigation**, then publish. The label next to the component's name shows how far the change reaches. If it names one page, such as **Home only**, the header isn't shared between pages: add Navigation on each page where you want the menu. In Compass, each page starts with its own header, because the Category and Article pages also have a search bar there. See [Pages, regions and shared headers explained](#).

Your link doesn't show in the footer. Your Footer uses its own columns (Compass's does). Add the link to a Links column in the Footer. See [Customize the header and footer](#).

The Contact link disappeared. Your contact page is off. Add a recipient email to your contact form and publish. See [Set up your contact page and form](#).

The link leads to a "not found" page. Check the URL. Internal paths start with / and must match an address on your help center; copy it from your browser's address bar.

The preview is right but your help center isn't. Click **Publish**. Saved changes stay in your draft until you do.

Related articles

- [Customize the header and footer](#)
- [Set up your contact page and form](#)
- [Add, move and remove components](#)
- [Custom CSS reference: selectors and examples](#)