

Preview on phones, tablets and in dark mode

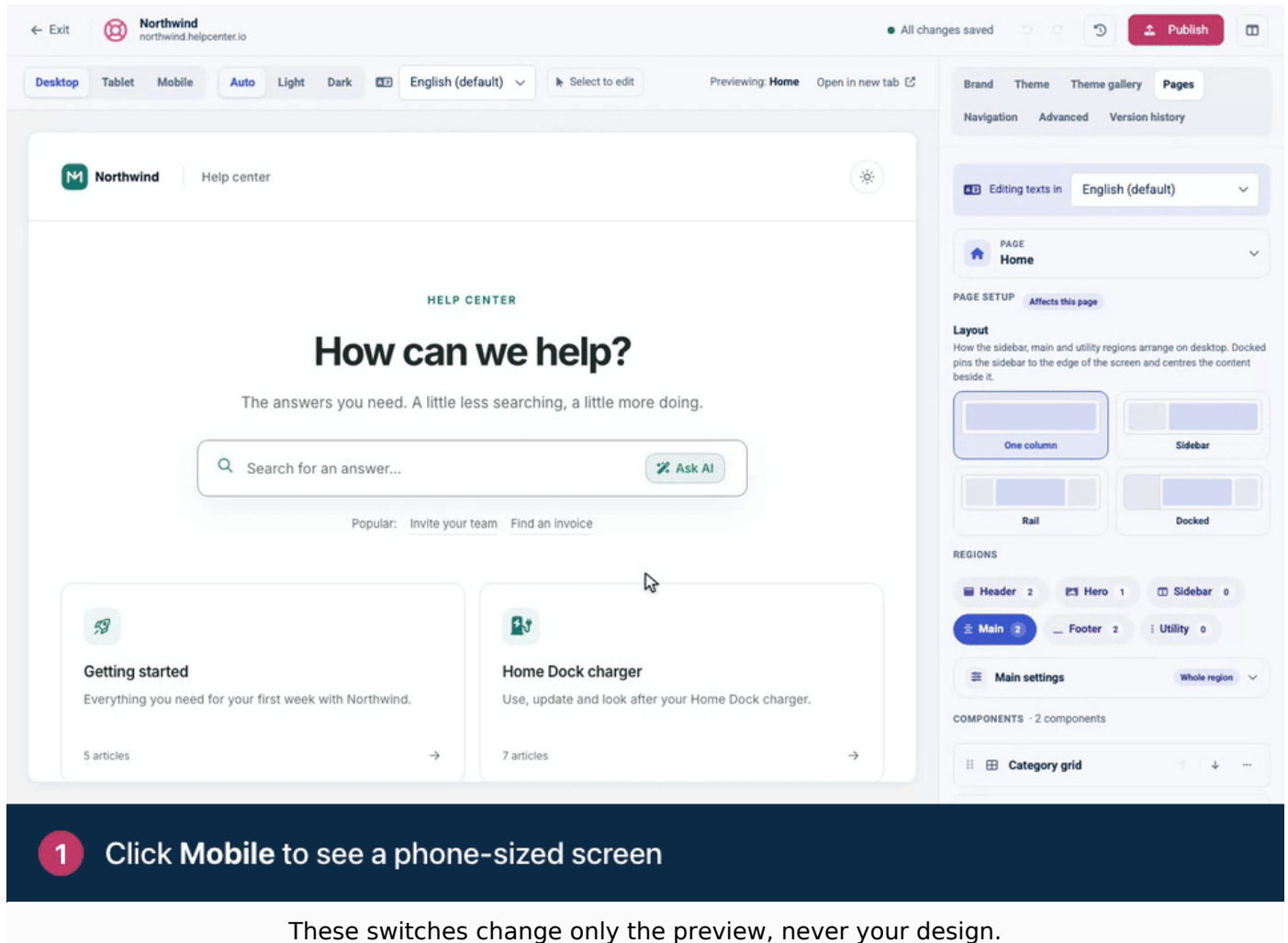
Design and templates

See how your design looks on a phone, on a tablet and in dark mode before readers do. The preview shows your draft, updates as you edit, and changes nothing on your live help center.

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

Switch the device and the appearance

1. In the left menu, click **Template editor**.
2. In the bar above the preview, click **Mobile** for a phone-sized screen (390 × 844), or **Tablet** (820 × 1180). **Desktop** takes you back to full width.
3. Click **Dark** to see dark mode, or **Light** for light mode. **Auto** follows your own device's setting.



Layouts adapt to smaller screens by themselves: a sidebar moves above the main content, the right-hand rail moves below it, and a docked sidebar turns into a **Browse** button that opens it as a drawer.

Preview other pages

- The label **Previewing:** at the right end of the bar above the preview names the page you're looking at.
- To switch pages, pick one in the **Pages** tab, or click a link in the preview, such as a category card.

- The preview uses your real content. The Article page shows your most recently updated published article, the Category page shows one of your categories, and the Search page lists your most recently updated articles. Type a search into the preview's search box to see real results.
- On a help center with several languages, pick a language in the menu next to **Select to edit** to see your translations. The language you edit texts in switches with it.

Open the preview in a new tab

Click **Open in new tab** to see the current page at full size, without the editor around it. It shows your last saved draft, so wait until the top bar says **All changes saved** first.

The link works for team members who can edit your help center, while they're signed in. It isn't a way to share a draft with customers: they see your design once you publish.

What to check

- Long names: your site name, category names and article titles.
- The header menu wrapping on narrow screens.
- Cards that get too narrow, and images wider than the page.
- Tables and code blocks: they should scroll sideways inside their box, not push the page.
- Buttons and links that are big enough to tap.
- In dark mode: text you can read, visible borders, your logo, images with transparent backgrounds, and custom CSS with fixed colors. See [Light and dark mode](#).

- Your longest translation, if you have more than one language.

Edit straight from the preview

Click **Select to edit**, then click any part of the preview to open its settings. You can also change headings and other texts right where they are. See [Edit text right in the preview](#).

Troubleshooting

The new tab shows an older version. It shows the last saved draft. Wait for **All changes saved**, then reload the tab.

Your change shows in the preview but not on your help center. Previews show your draft. Click **Publish** to put it live. See [Publish your design](#).

The contact form's button does nothing. Forms don't send from the preview. Test them on your live help center after you publish.

Related articles

- [Light and dark mode](#)
- [Publish your design](#)
- [Edit text right in the preview](#)