

Get started with the template editor

Design and templates

The template editor is where you design your help center: pick a theme, add your logo and colors, arrange every page and check the result on any screen size. Everything you change stays in a private draft until you publish it, so you can try ideas without visitors noticing.

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

Open the template editor

1. In the left menu, click **Template editor**.

Articles
31 articles · 6 FAQs · 35 published · 2 drafts · 0 awaiting review

View help center + New article

All articles Needs review Drafts Pending changes Most viewed + Save view

Search titles and content... All types Articles (31) FAQs (6) All authors English (default) Sort by Last modified

Any category 38

CATEGORIES + Add category

- Getting started 5
- Home Dock charger 5
- Plans & billing 6
- Account & security 4
- Troubleshooting 5
- Solar & battery 4
- Uncategorized 6

Drag articles onto a category to move them. Drag a category onto another to nest it, or to its edge to reorder.

Select all Showing 10 of 37

- ☐ Set up your first charging schedule
Updated just now PR Priya Raman Getting started Published
- ☐ Welcome to Northwind
Updated 2d ago Maya Chen Getting started Published
- ☐ **FAQ What happens during a power cut?**
Updated 2d ago Maya Chen Uncategorized Published
- ☐ Update your profile
Updated 2d ago Maya Chen Account & security Published
- ☐ Update your Home Dock firmware
Updated 3d ago PR Priya Raman Home Dock charger Published
- ☐ I was charged twice this month
Updated 3d ago Maya Chen Troubleshooting Published
- ☐ Download your invoices
Updated 4d ago Maya Chen Plans & billing Published

1 Click **Template editor** in the left menu

Your draft on the left, the settings on the right.

- You can also start from your live help center. While you're signed in, it shows a small team toolbar in the bottom right corner:
2. Open the page you want to change, for example an article.
 3. In the team toolbar, click **Customize**. The template editor opens on the settings for that page.



HELP CENTER

How can we help?

The answers you need. A little less searching, a little more doing.

[Ask AI](#)

Popular: [Invite your team](#) [Find an invoice](#)



Getting started

Everything you need for your first week with Northwind.

5 articles



Home Dock charger

Use, update and look after your Home Dock charger.

7 articles



Plans & billing

Plans, invoices, payments and off-peak pricing.

5 articles



Account & security

Keep your account safe and your details



Troubleshooting

Fix common charging and app problems.



Solar & battery

Charge from the sun and store energy for

[Dashboard](#) [Customize](#)

1 Signed in, your help center shows a team toolbar

Customize opens the editor on the page you were looking at.

Find your way around

- **The preview** on the left shows your draft the way visitors will see it. Above it, switch between **Desktop**, **Tablet** and **Mobile**, set **Appearance** to **Auto**, **Light** or **Dark**, and turn on **Select to edit** to change text right in the page. **Open in new tab** shows the preview at full size.
- **The top bar** holds **Exit** (back to your articles), the save status, the undo and redo arrows, **Reset draft** (the clock icon), **Publish** and a button that hides the settings panel.
- **The settings panel** on the right has seven tabs.

Tab	Shortcut	What you do there
Brand	⌘1	Site name, tagline, logo, dark-mode logo and favicon, plus SEO and social sharing settings.
Theme	⌘2	Colors for light and dark mode, fonts, density and corner radius.
Theme gallery	⌘3	Switch to one of 17 ready-made themes.
Pages	⌘4	The layout of each page and the components in it.
Navigation	⌘5	The links in your header and footer.
Advanced	⌘6	Custom CSS and scripts.
Version history	⌘7	Your earlier published designs, ready to restore.

Drafts and publishing

Every change saves to your draft automatically a moment after you make it. The top bar shows **Saving...** and then **All changes saved**.

- Visitors keep seeing your current design until you click **Publish**. Each publish becomes a restore point in **Version history**.
- Undo and redo step through your last 50 changes. The history starts fresh when you publish or reload the editor.
- **Reset draft** discards every unpublished change and takes your draft back to the live design. It can't be undone.
- An integration that uses an API key with design access works on this same draft. Its changes appear here for you to review, and they reach visitors only when the draft is published. See [Create an API key](#).

Your articles and categories aren't part of the design, so publishing a new design never changes them.

Keyboard shortcuts

Shortcut	What it does
⌘S	Save the draft now
⌘Z	Undo
⌘⇧Z or ⌘Y	Redo

⌘Enter Open the publish dialog

⌘\	Hide or show the settings panel
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⌘1 to ⌘7 Jump to a tab

On Windows and Linux, use Ctrl instead of ⌘. While your cursor is in a text field, only ⌘S acts on the editor; ⌘Z undoes your typing in that field instead.

A good first setup

1. Pick a starting design in **Theme gallery**. See [Choose a theme](#).
2. Add your name, logo and favicon in **Brand**. See [Add your logo, favicon and brand name](#).
3. Set your colors and fonts in **Theme**. See [Change colors, fonts and spacing](#).
4. Arrange your pages in **Pages**. See [Add, move and remove components](#).
5. Add header and footer links in **Navigation**. See [Add links to your header and footer](#).
6. Check the result on a phone, a tablet and in dark mode. See [Preview on phones, tablets and in dark mode](#).
7. Click **Publish**. See [Publish your design](#).

Troubleshooting

Visitors don't see my changes. Saved isn't the same as published. Click **Publish**, then refresh your help center. See [My changes don't show on my help center](#).

"Save failed." Click **Retry save**. If it keeps failing, check that **Site name** under **Brand** isn't empty: the draft can't save without a name.

"This draft was changed elsewhere." Someone else, or another browser tab, saved the same draft. Click **Reload** to load the latest version, or **Overwrite** to keep what you have in front of you.

"Recover unsaved changes?" Your last session ended before everything reached the server. Click **Recover changes** to bring those edits back, or **Discard** to keep the saved draft.

I can't find Template editor in the menu. It shows for Owners and Admins. Editors can use **Customize** on the help center. Translators and Viewers can't change the design.

Related articles

- [Choose a theme](#)
- [Add, move and remove components](#)
- [Publish your design](#)
- [Pages, regions and shared headers explained](#)