Get started with the template editor

Design and templates

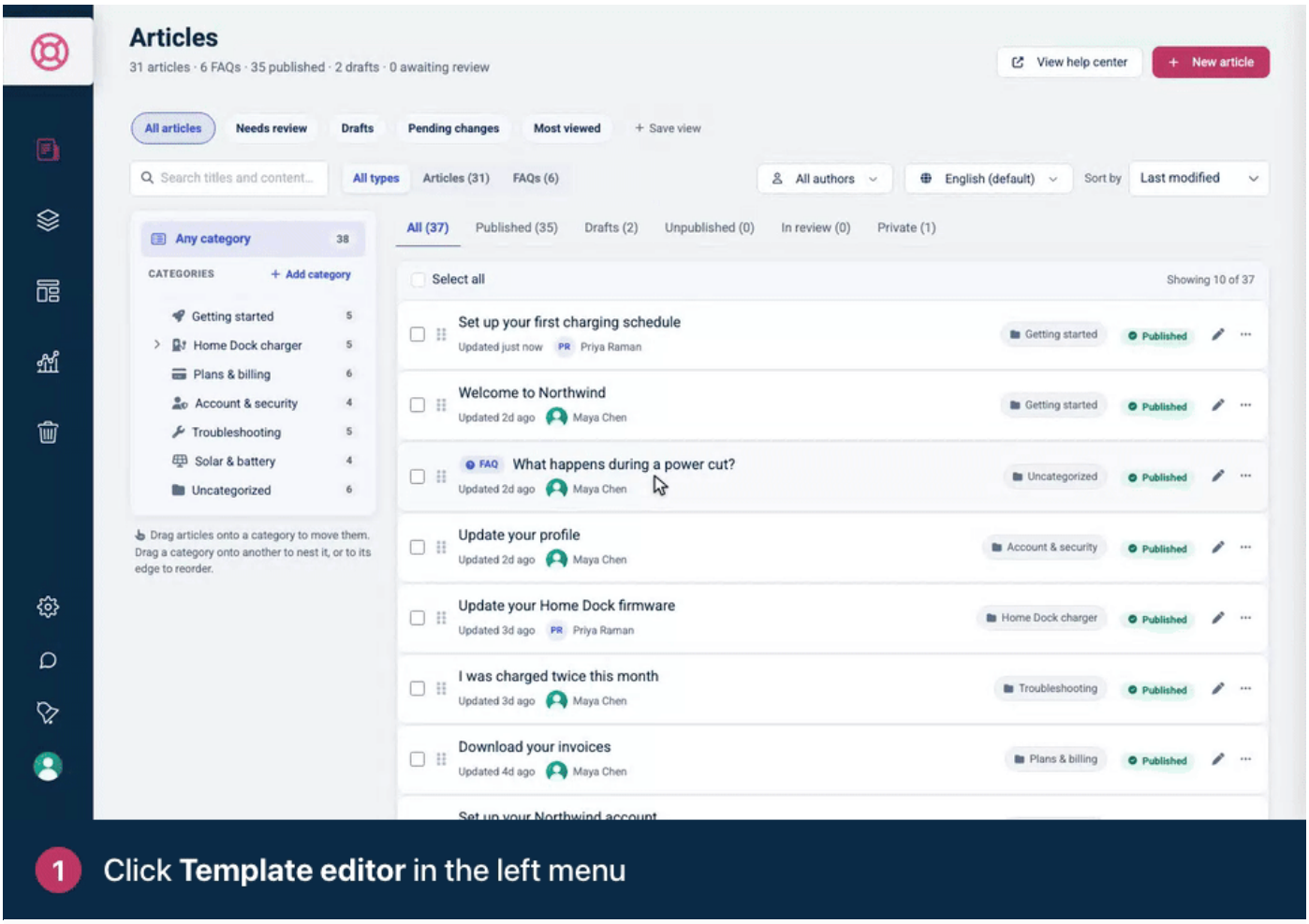
The template editor is where you design your help center: pick a theme, add your logo and colors, arrange every page and check the result on any screen size. Everything you change stays in a private draft until you publish it, so you can try ideas without visitors noticing.

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

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.

Open the template editor

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

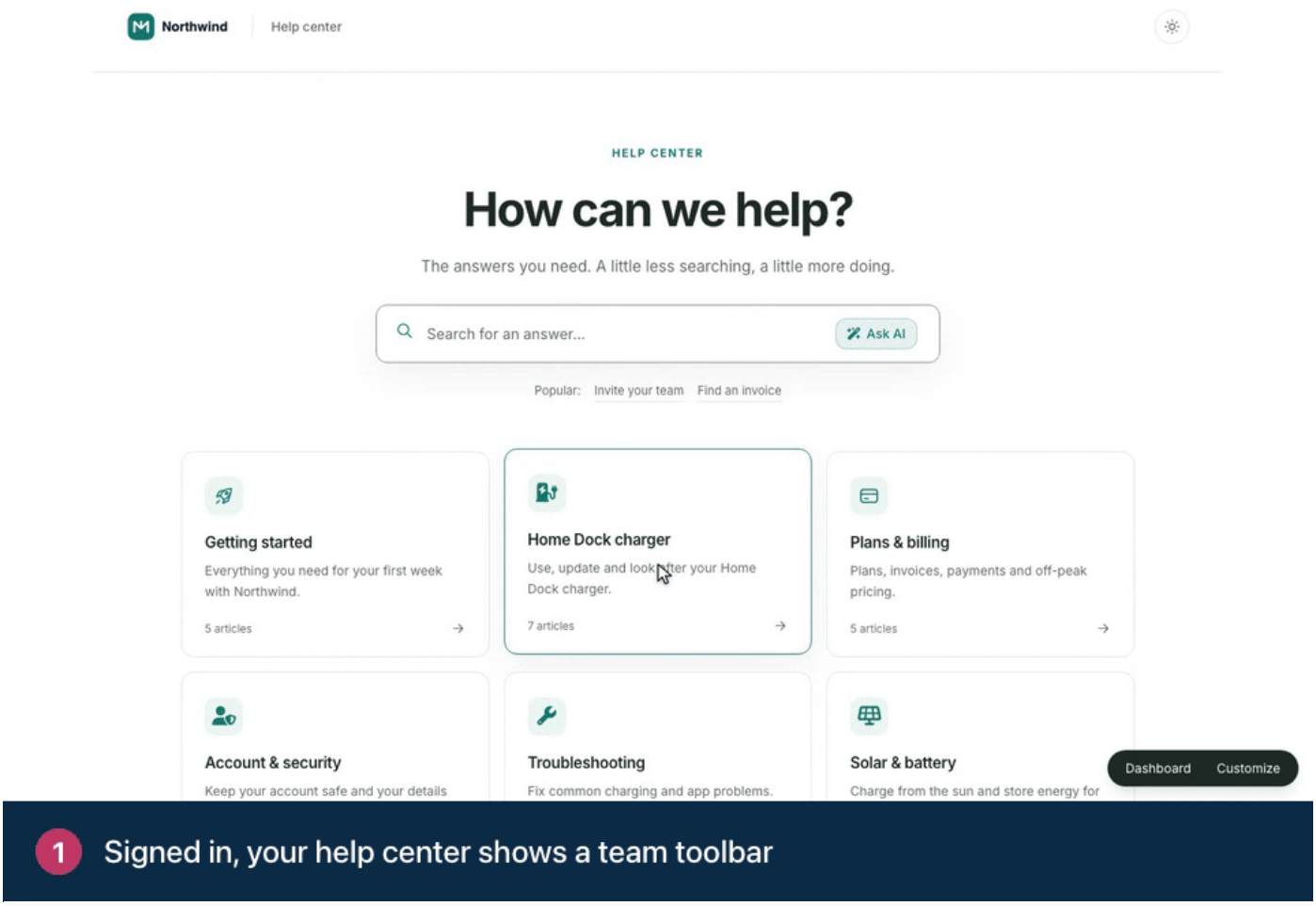


Your draft on the left, the settings on the right.

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.



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
⌘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