Translate texts in your design

Languages

The texts you type into your design, like your hero heading, search placeholder, navigation links, footer and custom HTML blocks, can have a version for each language. Translate them in the template editor so readers see your whole help center in their language.

Who can do this: Owners and Admins (Editors through **Customize** on your help center) · **Plans:** Growth and Catalyst (your help center needs more than one language)

Translate a text in the template editor

1. In the left menu, click **Template editor**.
2. Open **Pages**, or **Navigation** for the links in your header and footer.
3. In the **Editing texts in** bar at the top of the panel, choose the language.
4. Select the component and type the translation into its text fields.
5. To check the result, choose the language in the preview's language menu.
6. Click **Publish**, then **Publish** again to confirm.

Each text field that can be translated also shows a language code with a globe icon. Switching the language there switches every field at once, the same as the **Editing texts in** bar.

A field you leave empty in a language shows your default-language text, both in the editor and on your help center. Your translations are part of your design draft, so readers see them only after you publish.

You can also edit text right in the preview: it's saved in the language the preview shows. See Edit text right in the preview.

What you can translate here

- **Headings and texts in components**: the hero heading and subheading, the search bar's placeholder and helper text, list headings, the FAQs heading and intro, and the prompt of **Was this helpful?**
- **Contact texts**: the **Contact form** heading, button label, success message and confirmation email, and the texts of the **Contact CTA**.
- **Rich text** and **Custom HTML** blocks: each language gets its own version of the whole block. Write it again in each language, for example for an announcement or a banner.
- **Navigation link labels** on the **Navigation** tab, and the texts in your footer columns.

Your site name and tagline on the **Brand** tab have one version for all languages.

What is translated where

What	Where you translate it

Articles	The language bar in the article editor. See Translate an article.
Category names and descriptions	**Articles** → select the category → **Edit category**.
Texts you typed into your design	The template editor, as described above.
Built-in buttons, labels and messages, like "On this page", "Skip to content", the page-not-found texts and "Powered by HelpCenter.io"	**Localization** → **Interface translations**. See Translate buttons and labels.
The widget's buttons and messages	**Localization** → **Interface translations**, in the **Widget** group.

Some component fields, like the search placeholder, use a built-in phrase when you leave them empty. For those, you can translate the built-in phrase once under **Interface translations** instead of filling in the field for every language.

Related articles

- Translate buttons and labels
- Edit text right in the preview

- Publish your design

- How readers see other languages