

Update your profile

Team and account

Keep your name and photo up to date so your team knows who's who. Your profile belongs to your HelpCenter.io account, so it's the same in every help center you work on.

Who can do this: Everyone, for their own account · **Plans:** All plans

Change your name or photo

1. At the bottom of the left menu, click your avatar, then **Account Settings**.
2. Under **Profile Settings**, click **Select File** and choose a photo in PNG, JPG or GIF format.
3. Change your **First Name** or **Last Name** if you need to. Both are required.
4. Click **Update**. You see "Account successfully updated."

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
- Welcome to Northwind
Updated 1d ago Maya Chen
- FAQ What happens during a power cut?
Updated 1d ago Maya Chen
- Update your profile
Updated 2d ago Maya Chen
- Update your Home Dock firmware
Updated 2d ago PR Priya Raman
- I was charged twice this month
Updated 3d ago Maya Chen
- Download your invoices
Updated 3d ago Maya Chen

1 Click your avatar, then **Account Settings**

Your new photo is saved when you click Update.

- **To remove your photo**, click **Remove** under it, then click **Update**.
- **SVG files don't work**. If you pick one, your photo doesn't change. Save the image as a PNG or JPG first.
- **Where your profile shows**: your name and photo appear in the dashboard, for example on the Users page and next to articles you've written. Your name can also appear as the author on your help center, if your design shows authors. See [Show or hide the author, date and reading time](#).

Your email address

The **Email** field is locked, because you can't change your email address yourself. Our support team can change it for you. See [Change your email, transfer ownership or delete your account](#).

Verify your email

If you see "Your email has not been verified yet", click **Resend**, then click the link in the email we send you. Once that's done, the field shows **Verified**.

You need a verified email to make a help center public and to activate a subscription.

Related articles

- [Change or reset your password](#)
- [Turn on two-factor authentication](#)
- [Change your email, transfer ownership or delete your account](#)