

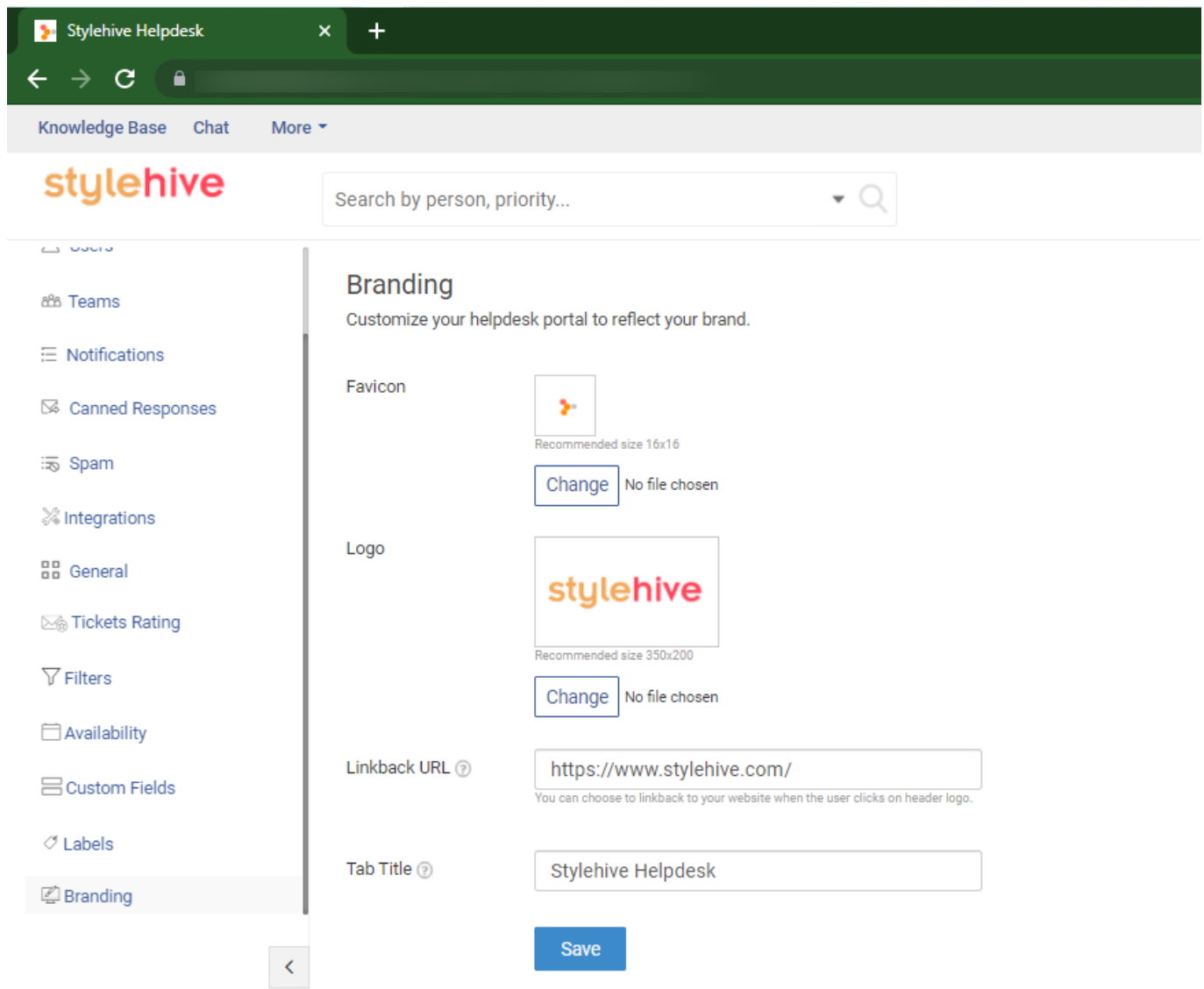
How to Customize Your Helpdesk

ProProfs HelpDesk lets you customize every element and improve your brand's value. We call it Branding - a valuable aspect of delivering a delightful customer experience. A reputed brand works diligently in polishing the brand's name and image. Building a brand helps in both customer acquisition and retention.

Help desk customization enables you to:

1. Maintain a consistent brand image across platforms
2. Distinguish one brand from the rest in case of multiple brands under one umbrella
3. Express your brand identity through your brand logo & colors

Here's a help desk entirely customized for a particular brand.



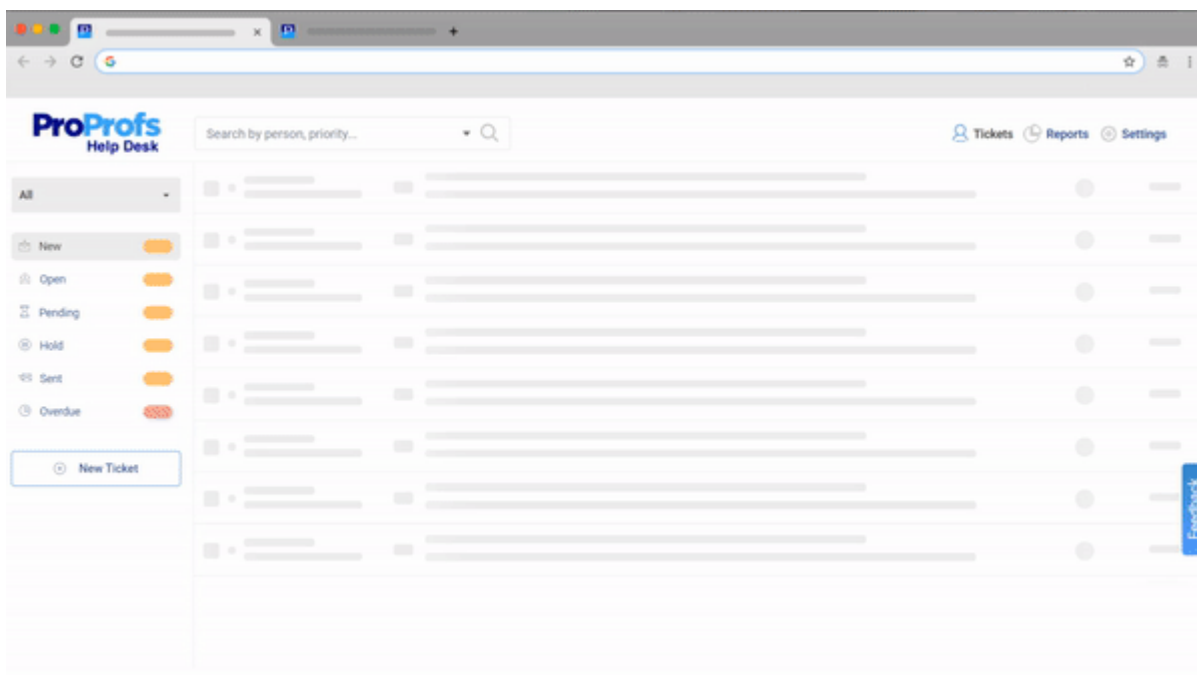
In this article, you'll learn how to:

1. [Add a favicon](#)
2. [Add a logo](#)
3. [Add a linkback URL](#)
4. [Add a tab title](#)

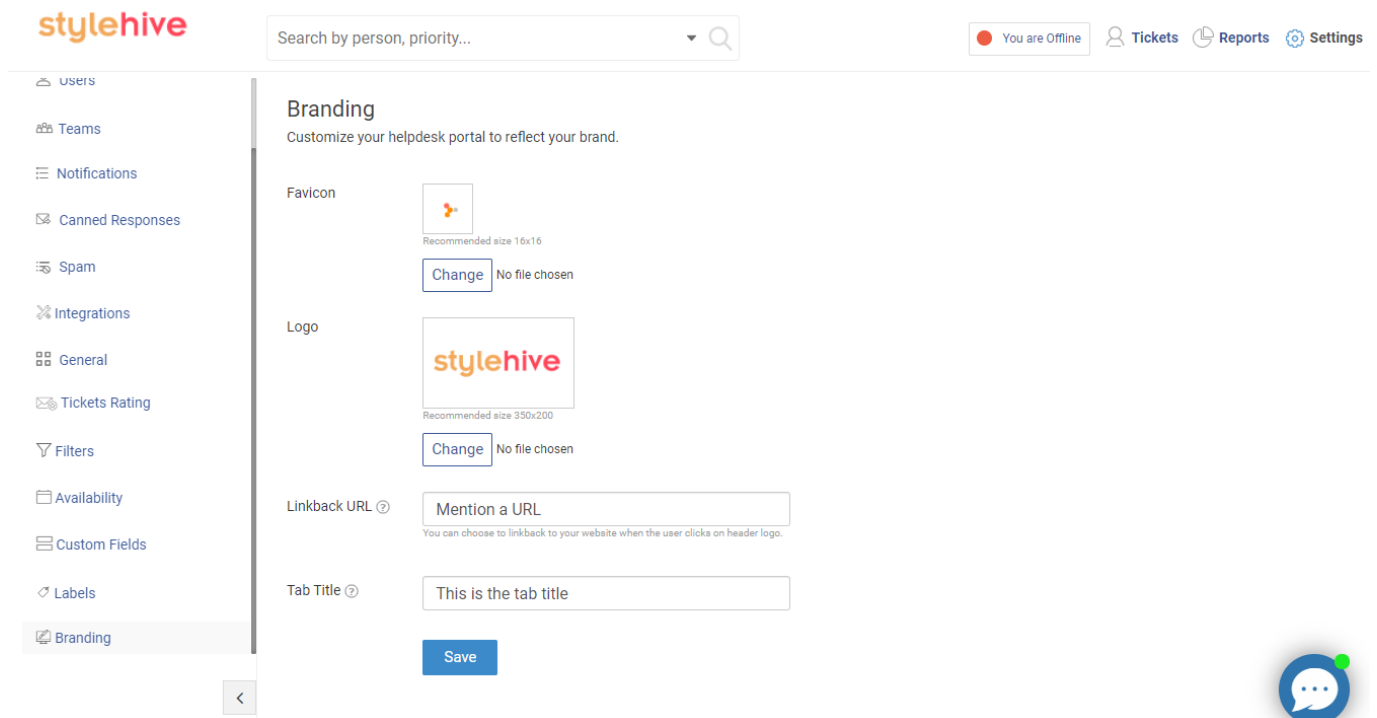
1. Add a Favicon

Step 1: In your ProProfs Helpdesk account

- Navigate to **Settings**
- Select **Branding**, located at the bottom on the left panel



Here you can see every element related to branding.

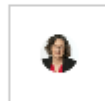


Step 2: Click 'Change' to upload a favicon. You can see the recommended size mentioned under the favicon block.

Branding

Customize your helpdesk portal to reflect your brand.

Favicon

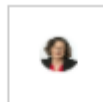


Recommended size 16x16

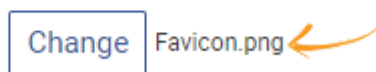


Step 3: Select the image you want to upload. Once you are done, the selected image file name will appear, as shown below.


Favicon



Recommended size 16x16




Step 4: Click 'Save' to finish uploading the image.



Recommended size 16x16

[Change](#) Favicon.png

Logo




Recommended size 350x200

[Change](#) No file chosen

Linkback URL [?](#)
You can choose to linkback to your website when the user clicks on header logo.

Tab Title [?](#)

[Save](#) 

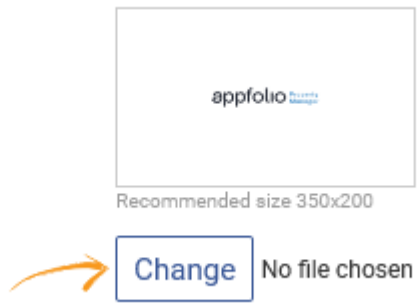
Note: You can click **Save** every time to save your changes individually, or you can choose to save the changes at once after completing the updates.

2. Add a Logo

Step 1: To add your logo,

- Click '**Change.**'

Logo



Step 2: Choose the file to upload as your logo. The selected file name will appear as shown below.

Logo



Step 3: Click 'Save' to finish uploading the logo.

Logo



Recommended size 350x200

Change

stylehive-orange-logo.png

Linkback URL [?](#)

Mention a URL

You can choose to linkback to your website when the user clicks on header logo.

Tab Title [?](#)


This is the tab title

Save



Your logo will appear as shown in the below screenshot. Upload an image of the recommended size for best results.


Knowledge Base Chat More ▾


stylehive Search by person, priority... 


- Inboxes
- Users
- Teams
- Notifications
- Canned Responses
- Spam
- Integrations
- General
- Tickets Rating
- Filters

Branding

Customize your helpdesk portal to reflect your brand.

Favicon 
Recommended size 16x16
[Change](#) No file chosen

Logo 
Recommended size 350x200
[Change](#) No file chosen

Linkback URL 
You can choose to linkback to your website when the user clicks on header logo.

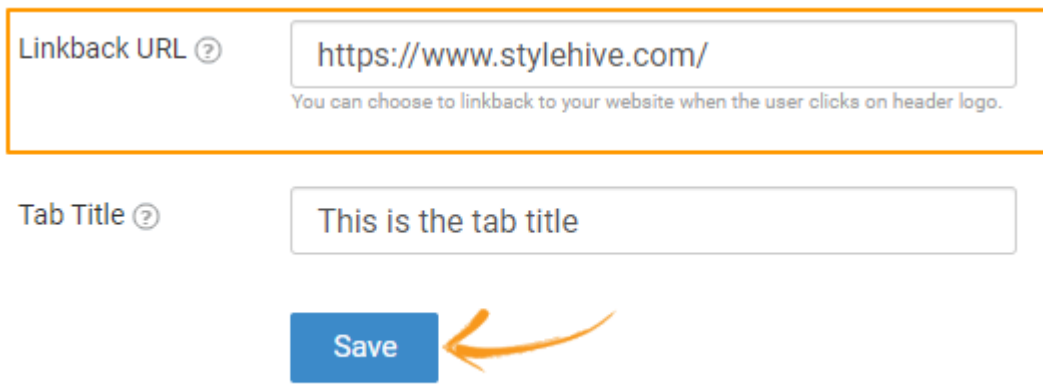
3. Add a Linkback URL


Step 1: Mention the link to a page in the box.


Linkback URL 


You can choose to linkback to your website when the user clicks on header logo.

Step 2: Click 'Save' to update the changes.



Linkback URL 
You can choose to linkback to your website when the user clicks on header logo.

Tab Title 

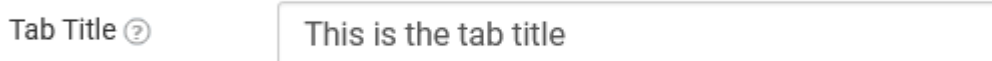



It will redirect users to the page when they click on the header logo.

Note: You can add a link to your website homepage or any other page.

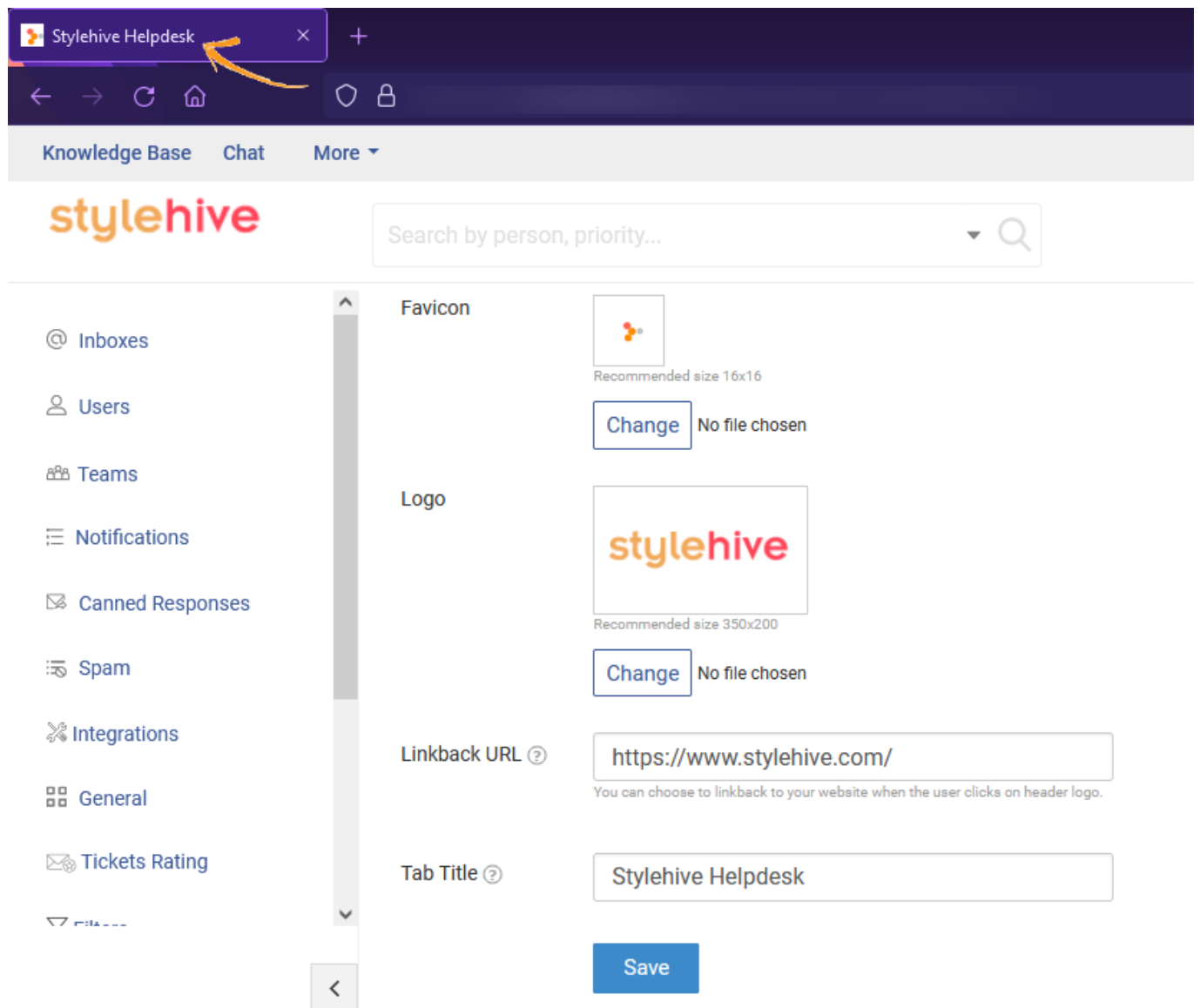
4. Add a Tab Title

Step 1: Add a suitable title in the box.



Tab Title 

Step 2: Click 'Save.' The tab title will appear as shown below.



Related Articles:

- [How to Create and Manage Teams](#)
- [How to Change Your Help Desk Account Password?](#)
- [How to Update Name and Profile Picture?](#)