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# SupportTrio

*Using Desks for multiple public help sections*

## Using Desks for multiple public help sections

"Desks" allow you to create multiple public sections, each separated and isolated from each other.

You must first enable search-friendly URL's:

### Settings

General **Public** Tickets Spam KnowledgeBase Administration

Disable Public section  ?

**Use search-friendly URLs**  ?

[View .htaccess Content](#) ?

Then visit the "Public Settings & Styles" section:

Administration

- Users
- General Settings
- Public Settings & Styles**
- Departments
- Email Parsing
- Automation

For new desks, start by including your custom URL directory (or SEO Name):

## Public Settings & Styles

### Desk Settings

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SEO Name	<input type="text" value="my-desk"/>	<input type="button" value="Check Availability"/>	<a href="#"><u>Use Custom URL</u></a>
Desk Name	<input type="text"/>		

This will be used to access your desk from the public side:

<http://mysite.com/help/desk/my-desk>

Each desk must have a unique identifier for this, and no SEO Name can be used twice.

For Desk Name, include the text that will be used as a headline for your desk on the public side:

## Public Settings & Styles

### Desk Settings

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SEO Name	<input type="text" value="my-desk"/>	<input type="button" value="Check Availability"/>	<a href="#"><u>Use Custom URL</u></a>
Desk Name	<input type="text" value="My Desk"/>		
Language	<input type="text" value="English"/>		
User registration	<input type="text" value="Not needed to submit tickets"/>	<input type="button" value="ⓘ"/>	
Login Source	<input type="text" value="Use all enabled login sources"/>		

# My Desk

Submit a Ticket

Lookup a Ticket

KnowledgeBase

Troubleshooter

## KnowledgeBase

Main Articles



The rest of the options let you control desk permissions, such as which sections get displayed and can be accessed for users visiting that desk.

Templates and styles

You can also customize your desks' appearance by editing the template and CSS:

## Templates & Styles

Customize Public Section Template

[Reset to default template](#)

```
<div class="header" align="center">
  <div class="container">
    <div class="logo"><a href="%S1
  </div>
</div>

<div class="header_nav" align="center">
  <div class="container">
    %HEADERNAV%
  </div>
</div>

<div align="center">
  <div class="container">
    <div class="content">
      %PAGECONTENT%
    </div>
  </div>
</div>

<div class="container">
  %LANGSELECT%
```

Customize Public Section CSS Styles

All CSS styles added will override any existing styles. For instance if you wish

[Clear all custom CSS styles](#)

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Any CSS you include will overwrite the outer templates' CSS, so you have full control over the styles of each desk.