
SupportTrio

Customizing the public section

Customizing the public section

To customize the appearance of the public section, visit Administration > Public Settings & Styles:



Click "Edit" next to the first item listed, which is the default desk:

Public Settings & Styles

You can customize the look and feel of your public help desk by editing the desks from this page. A desk is styles.

<input type="checkbox"/>	Options	Desk Name	Site Name
<input type="checkbox"/>	Edit	N/A	ActiveCampaign Help Desk Software

Here you can filter what sections show up on the public side.

Public Settings & Styles

Desk Filters

Show Ticket Options

Allow submitting tickets only to:

All available departments
General
dept1here

[Select All](#) | [Select None](#)

Show KnowledgeBase

Restrict access to:

All available categories
Main

[Select All](#) | [Select None](#)

Show TroubleShooters

Start with:

All available options

You can also edit the appearance by checking "Customize Public Section Template" or "Customize Public Section CSS Styles":

Templates & Styles

- Customize Public Section Template
- Customize Public Section CSS Styles

When editing the HTML template, **do not** remove any text surrounded by percent signs, such as:
%PAGECONTENT%

These "tags" are required to display the actual page content.

- Customize Public Section Template

[Reset to default template](#)

```
<div class="container">
  %HEADERNAV%
</div>
</div>

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

You are free to change the structure of the HTML, as well as any CSS class names, but be sure you have corresponding CSS rules set up for any new class names you add. When adding your own CSS rules, feel free to use the same class names in the HTML template - any rules you include will override the existing styles.

Customize Public Section CSS Styles

All CSS styles added will override any existing

[Clear all custom CSS styles](#)

```
.footer_nav  
{  
  background: green;  
}
```

The above example CSS will cause the footer background to become green:



