



**DIZIANA**  
**Zendesk Experts**  
**Taking self service to another level**

**Website:** <https://diziana.com>, <https://zendesktheme.com>

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For any questions/clarifications, please get in touch with us at [support@diziana.com](mailto:support@diziana.com)

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## 1. How can I install a theme?

You can install the theme just by following the below instruction.

If you have any problems, please go to [www.diziana.com](http://www.diziana.com) and speak to a live agent or leave a message. We'll be glad to help.

If you prefer not to spend time installing your theme, you can purchase an installation service and we will perform the installation for you.

## 2. Theme Installation Steps

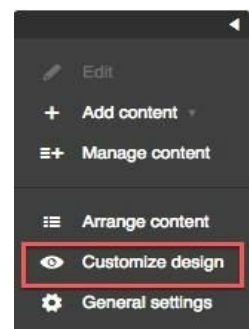
Follow 3 simple steps to install the theme.

You need admin access to the Zendesk Help Center to be able to perform the installation process.

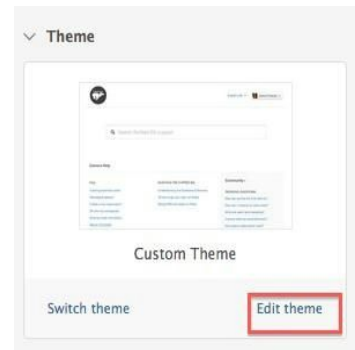
Presently, there isn't an automatic process to follow the instructions carefully. It's not complicated and only should take a couple of minutes.

### 2.1 Prepare

- a.) Unzip the file you downloaded from [diziana.com/zendesktheme.com](http://diziana.com/zendesktheme.com)
- b.) Login as admin into your Zendesk instance.  
(e.g.: <https://yoursubdomain.zendesk.com/hc/en-us>)
- c.) Click Customize design in the Tools panel on the lower-right side of the page.



d.) A panel appears as a left sidebar, under the theme section of the panel, click link **Edit theme**.



The Theme editor appears with the Home Page code showing.

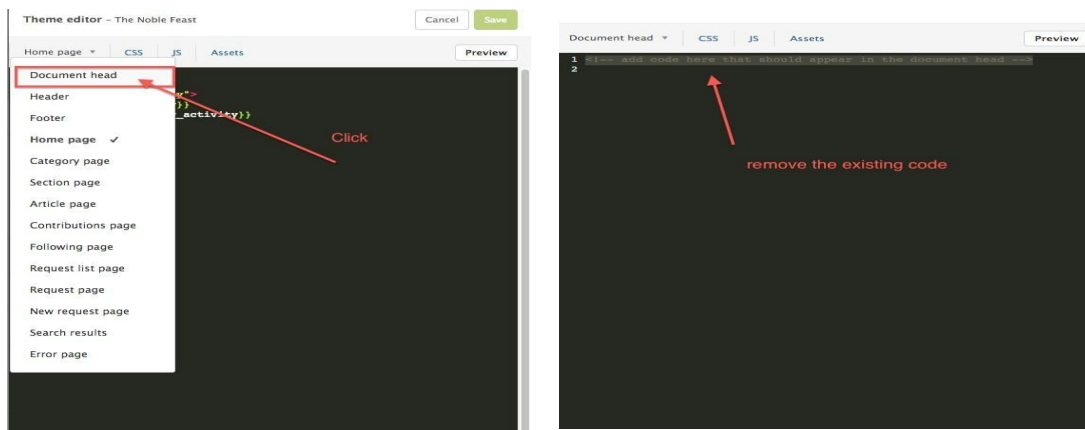
**Note:** Zendesk make a copy of the existing theme. Any changes you make are applied to the copy, not the original. You can revert to the original theme at any time.

## 2.2 Load HTML, CSS, JS and Assets

### Load HTML

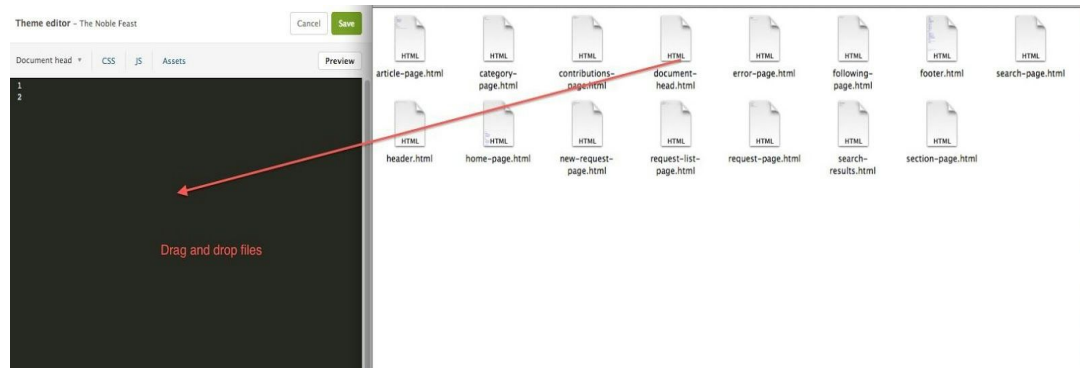
Select a template to modify from the HTML menu in the Theme editor.

a.) Click "Document Head" tab and delete all the content from code view.

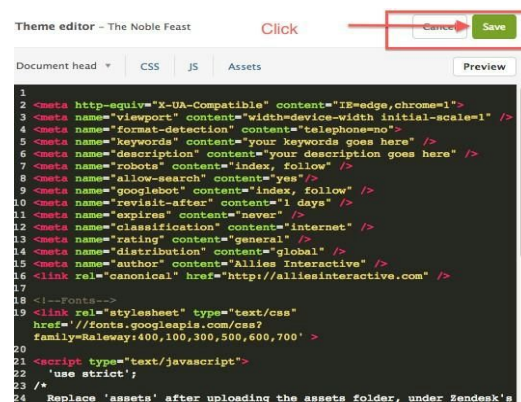


b.) Open package "Zendesk Deployment Files" and go to html.

c.) **Drag and drop HTML-code:** Find document-head.html, open the file, copy its content and paste it to the corresponding code view.



d.) Click “Save”.

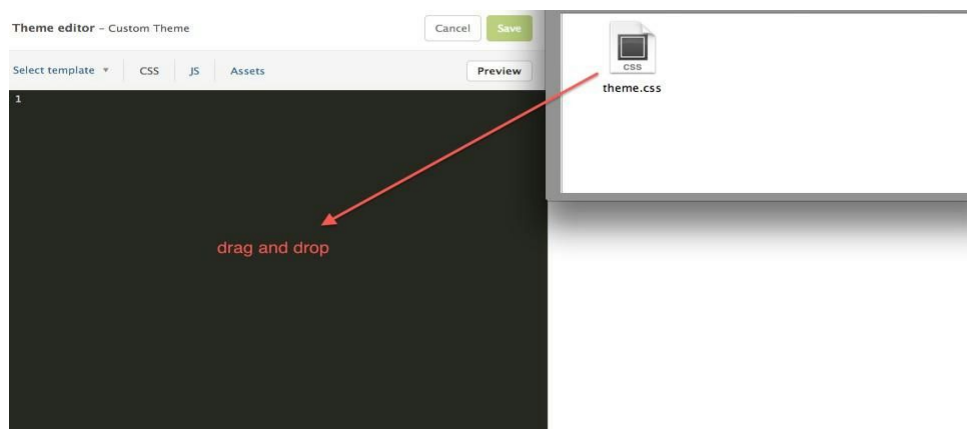


e.) Repeat with the same step for each html page type in Zendesk theme editor.

## Load CSS

a.) Click “CSS” tab and delete all the content from code view.

b.) **Drag and drop CSS-code:** Open “css” folder in existing package. Open file theme.css, copy its content and paste it to “CSS” tab code view.



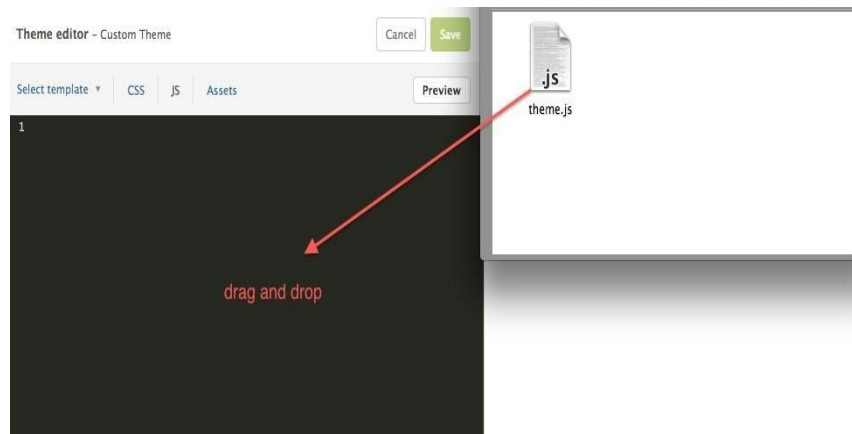
c.) Click “Save”.

## Load JS

a.) Click “JS” tab and delete all the content from code view.

b.) **Drag and drop JS-code:** Open “js” folder in existing package. Open file theme.js, copy its content and paste it to “JS” tab code view.

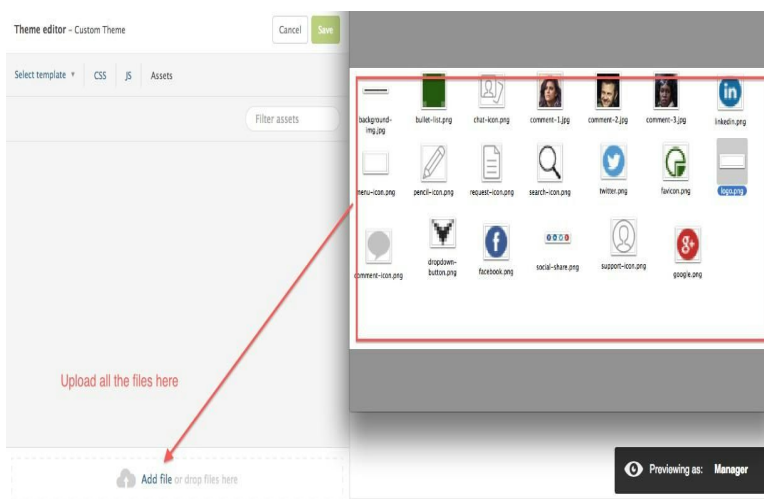
c.) Click “Save”.



## Load Assets

a.) Click Assets tab.

b.) Open “assets” folder in existing package and upload all the files.

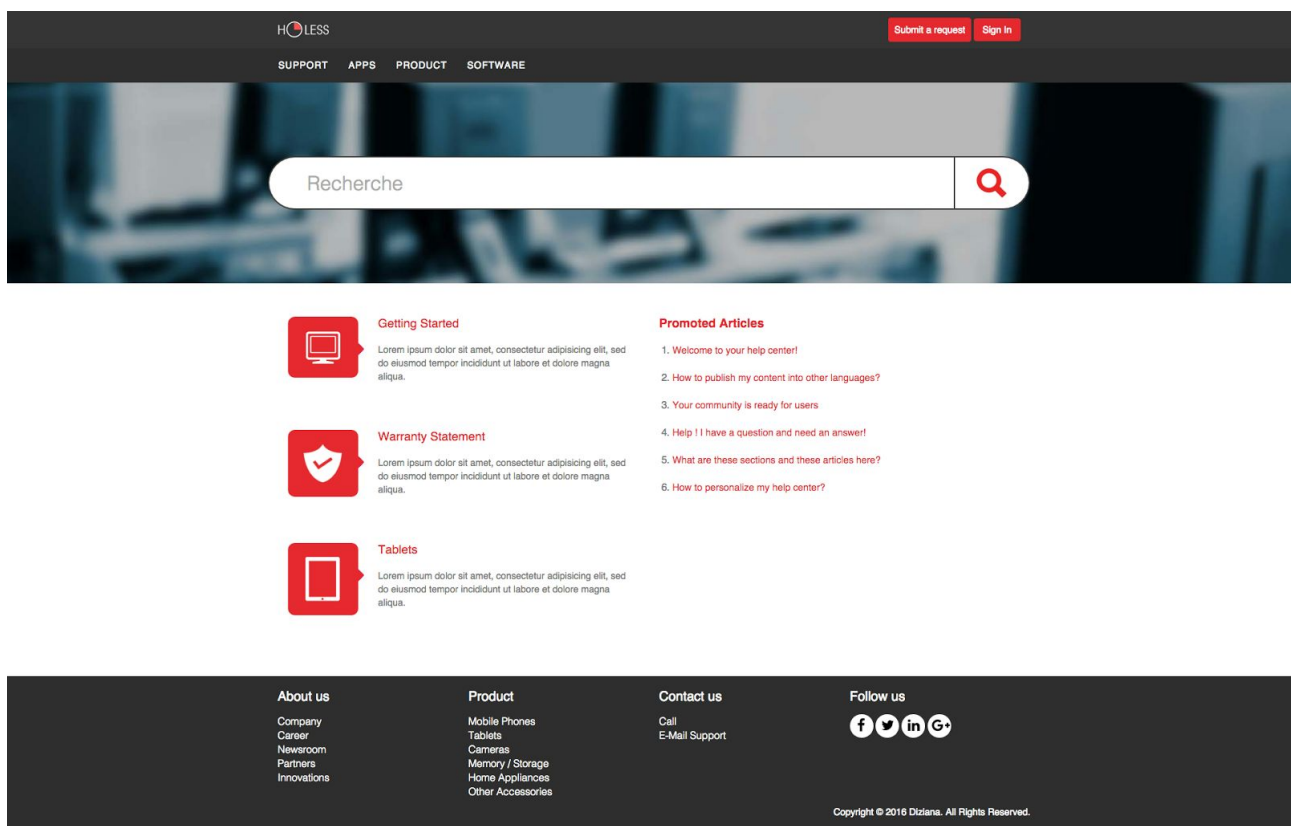


## 2.3 Publish

When you're ready to deploy your changes, click Publish changes at the top of the sidebar.



**Congratulations!! You published your Help Center.**



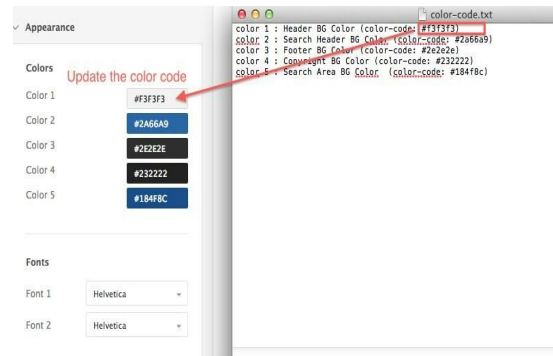


## 3. Making Branding Changes

### 3.1 Changing color scheme

Adjust the color of your help center by giving the color code.

Open color-code.txt and copy-paste the code following the color sequence.

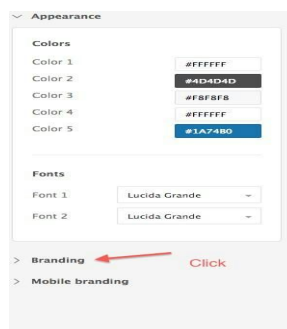


In order to insert color of your choice, give the color-code for each segment as describe in color-code.txt.

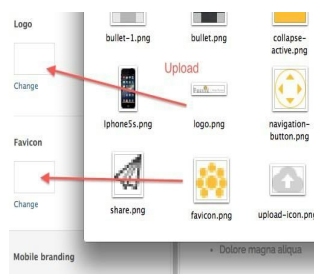
### 3.2 Update Logo and Favicon

Set the options in the Branding to update your logo and favicon

a.) Click at Branding



b.) Upload logo and favicon from assets folder



c.) Publish the changes.

## 4. How To Use The Theme When Authoring

### 4.1 Adding Header links

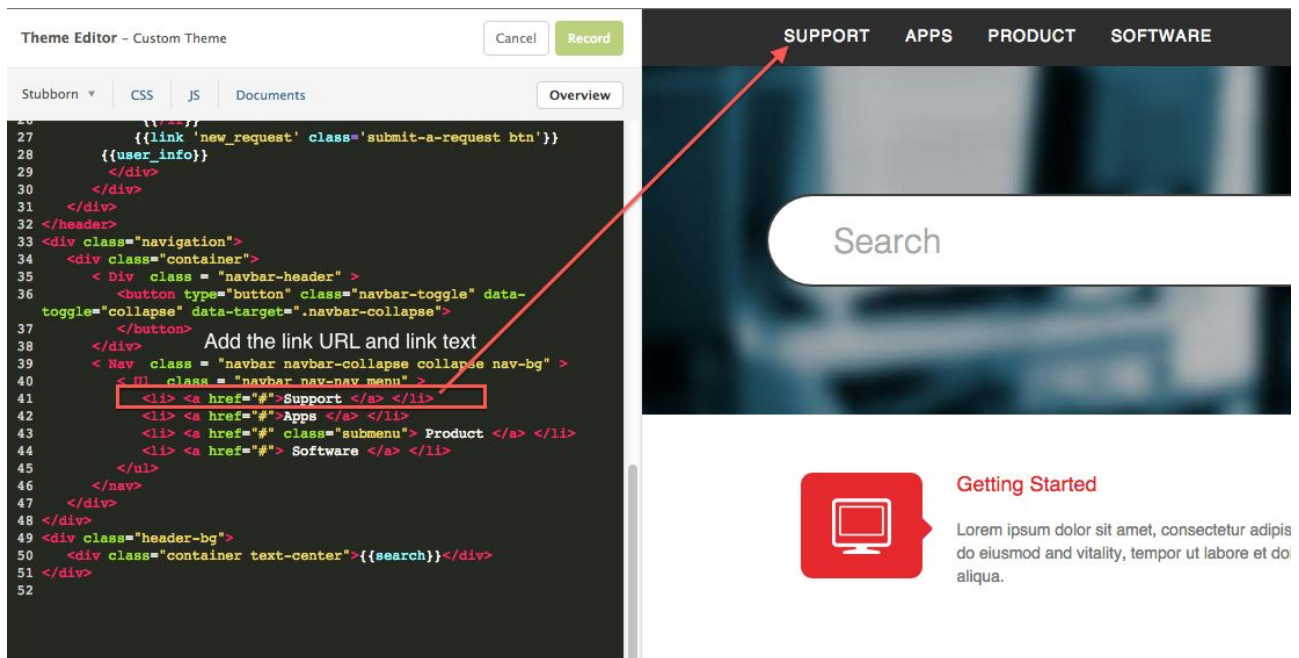
In order to add links just do the following

a.) Go to html editor and header

b.) Now, add the links and their title replacing `<li><a href="#">Support</a></li>`

e.g.:

```
<li><a href="https://demo-hc.zendesk.com/hc/en-us">Support</a></li>
```



b.) Save and publish the changes

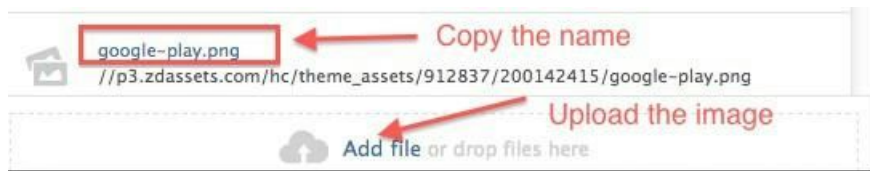
## 4.2 Working with main image

In order to change the main image on the home page, just do the following

a.) Go to html editor and open assets



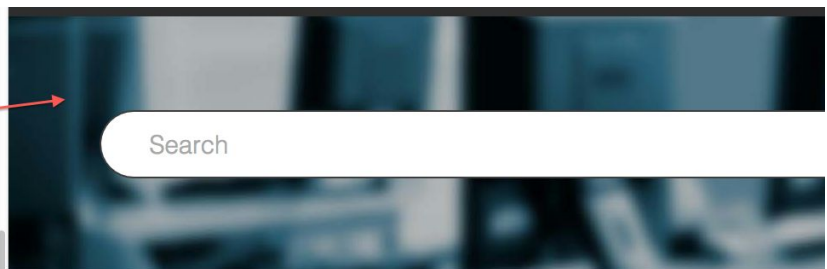
b.) Upload the main image and copy its name.



c.) Go to document.head and search the term "header.jpg"

d.) Replace the name with the uploaded image name

```
36 <link rel="stylesheet" type="text/css"
37 href="https://maxcdn.bootstrapcdn.com/bootstrap/3.2.0/css/bootstrap.m
38 in.css">
39 <!-- Fontawesome CDN -->
40 <link rel="stylesheet" href="https://maxcdn.bootstrapcdn.com/font-
41 awesome/4.5.0/css/font-awesome.min.css">
42 <style type="text/css"> Replace the image name
43 .header-bg {
44   background: url('{{asset 'header.jpg'}}') no-repeat;
45 }
46 .btn-search,
47 .text-center > form > input[type="submit"] {
48   background: url('{{asset 'boom-search-icon.png'}}') no-repeat
49   center center #fff;
50 }
51 .btnn-search,
52 .tablets > form > input[type="submit"] {
```



f.) Save and publish the changes

## 4.3 Working with custom blocks

### To change the icons

1. Go to assets and upload the icons.
2. Copy its name
3. Go to home page
4. Replace the name with the uploaded image name for the icon you want to replace with.

```

```

with

```

```



## To change the block title, description and add links

In order to change the block title, description and links, just do the following

- Go to html editor and open home
- Now, add the links of categories/section or article replacing '#' `<a href = "#">`

e.g.:

```
<h3><a href="/hc/en-us/categories/200998241-General">Getting Started</a></h3>  
<p>Basic steps for getting started with Melinda</p>
```

- Replace the link title and description

```
<h3><a href="/hc/en-us/categories/200998241-General">First Step</a></h3>  
  
<p>Follow 3 simple steps to install the theme.You need admin access to the  
Zendesk Help Center to be able to perform the installation process.</p>
```

```

</div>
<div class="col-xs-9 col-md-9 col-sm-8">
  <a href="/help-center-us/categories/200990241"
General">First Step</a></h3>
<p>Follow 3 simple steps to install the theme.You need admin access
to the Zendesk Help Center to be able to perform the installation
process.</p>
</div>
</li>
<li>
  <a href="#">
    <div class="col-xs-3 col-md-3 col-sm-4">
      <span class="icons">
        
      </span>
    </div>
    <div class="col-xs-9 col-md-9 col-sm-8">
      <h4>Warranty Statement</h4>
      <p>Lorem ipsum dolor sit amet, consectetur
adipiscing elit, sed do eiusmod tempor incididunt ut labore et
dolore magna aliqua.</p>
    </div>
  </li>
  <li>
    <a href="#">
      <div class="col-xs-3 col-md-3 col-sm-4">
        <span class="icons">
          
        </span>
      </div>
      <div class="col-xs-9 col-md-9 col-sm-8">
        <h4>Tablets</h4>
        <p>Lorem ipsum dolor sit amet, consectetur
adipiscing elit, sed do eiusmod tempor incididunt ut labore et
dolore magna aliqua.</p>
      </div>
    </li>
  </li>
</div>

```



### First Step

Follow 3 simple steps to install the theme.You need admin access to the Zendesk Help Center to be able to perform the installation process.



### Warranty Statement

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.



### Tablets

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

c.) Save and publish the changes.

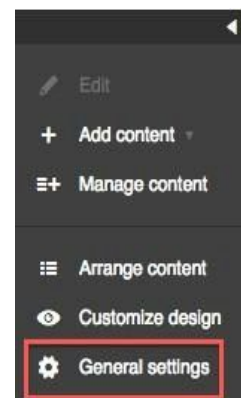
## 4.4 Working with footer links

In order to add the footer link, just do the following

- Open html editor and go to footer.
- Add the link's URL and link text.

## 6. Adjusting General Settings for Mobile Layout

a.) Click General settings in the Tools panel on the lower-right side of the page.



b.) Now un select the Mobile layout check-box to allow the theme to display. (ignore if you want to use Zendesk Mobile layout)

c.) Select the Display unsafe content check box.

d.) Click Update to save the changes.

The screenshot shows the 'General settings' page in Zendesk. It is divided into two main sections: 'Features' and 'Security'. In the 'Features' section, the 'Mobile layout' checkbox is currently checked. A red box highlights this checkbox, with a red arrow pointing to it from the number '1' and the text 'Unselect it'. Another red arrow points from the number '3.' and the text 'Click to save' to the 'Update' button at the top right. In the 'Security' section, the 'Display unsafe content' checkbox is currently unchecked. A red arrow points to it from the number '2.' and the text 'Select it'. The 'Update' button is a dark grey button with white text. The 'Cancel' button is a light grey button with dark grey text.

General settings

Cancel Update

Features

☒ Communities  
Adds community features to your Help Center that allow users to provide ideas and ask questions.

1. Unselect it

☒ Mobile layout  
Used when accessing the Help Center from a mobile device and can be customized in the Customization panel.

3. Click to save

☐ Google Analytics  
Includes the Google Analytics tracking code on all pages, including the mobile site.

Tracking ID  
UX-XXXXXX-X

☒ Spam filter  
Prevent end-user contributed content suspected of being spam from being published. The spam filter does not prevent all spam. [Learn more.](#)

☐ Content moderation  
All end-user contributed content must be approved before being published.

Security

2. Select it

☐ Display unsafe content  
Warning: Enabling this will allow potentially malicious code to be executed when viewing articles. Please see our documentation on [unsafe HTML](#).

☐ Require sign in  
Only allow signed-in users to access Help Center. Anonymous users will be asked to sign in.

Contact [support@diziana.com](mailto:support@diziana.com) if you encounter any problem