3 docs

Managing Users

Different people on your team build and market different parts of your product, so it makes sense to collaborate on your docs and the let experts write everything they know about each feature.

Understanding Roles

You can assign roles to team members you invite to HelpDocs depending on the actions they'll will take inside the product. Here's a breakdown:

Role	Permissions
Owner	The **Owner** role is automatically assigned to the creator of the account. This role can do everything, including manage billing. Owners can't be deleted, but we can transfer ownership if you need us too.
Administrator	Users with an **Administrator** role can do everything too. They can manage HelpDocs settings, billing, branding, and add/remove users and API keys. They can also edit all articles and content.
Editor	An **Editor** can see stats and manage content, but can't edit any settings or branding.
Read-only	Users with this role can only view content. This is usually paired with the Restrict to Logged In Users (https://support.helpdocs.io/article/YClKB8p02e-restricting-your-docs-to-logged-in-users) auth option.

Inviting a User

1. Head to **Settings** > **Access Control**
2. Click **Invite Member** at the bottom of the user table
3. Fill out their email address, what their role should be, and whether to send them an email or not
4. Click **Send Invite**
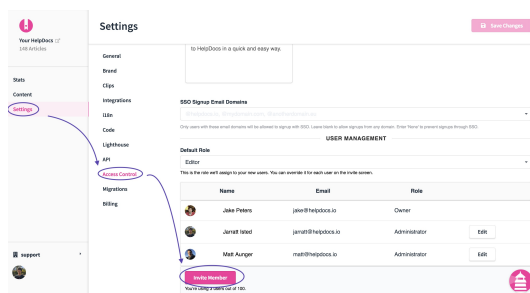
Changing the Default User Role

When you invite a new team member in **Settings** > **Access Control**, they'll automatically be assigned a specific user role. You can change the role they'll be assigned.

1. Head to **Settings** > **Access Control**
2. From the dropdown select the role you'd like to be assigned
3. Click **Save**

Changing Roles

1. In your HelpDocs dashboard, head to **Settings** > **Access Control**
2. Click the pencil icon next to the team member you'd like to edit
3. Choose a new role from the **Role** dropdown
4. Click **Save**

Selecting a New Account Owner

If you're the owner of your account, you can *transfer ownership* to any other user. You'll see an **Owner** role in the dropdown where you select user roles. Select that, hit **Save Changes**, and that user will be your new account owner.

> Once you transfer your account to a new owner you'll become an **Administrator** instead. There's no way to reassign ownership to yourself later on. If you transfer ownership by mistake, contact support in-app as soon as possible.

Viewing Last Active Time

In the corner of each user's profile image in the users table you'll see a little dot indicating their status. If the user is currently online, that dot will be green. If they're offline, that dot will be grey. You can hover over an offline user's profile image to see when they were last active.

Setting Up a Custom Domain

Every HelpDocs customer gets a custom subdomain that looks a little like this:

```
<your-subdomain>.helpdocs.io
```

It's yours—go wild.

Our subdomains make a lotta sense for customers already, but if you want to take the customer experience from *good* to **great**, you'll want to set up a *custom domain*. For example:

```
support.<your-domain>.com
```

It's super simple to set up a custom domain for your HelpDocs, but if you're not comfortable with DNS and CNAMEs, [forward this article to your developers (mailto:your-dev@domain.com?Subject=Can%20you%20help%20me%20with%20this%3F&Body=I%20want%20to%20set%20up%20a%20custom%20domain%20for%20m setting-up-a-custom-domain)](#).

Setting up your custom domain

Set up a CNAME record

The first step is to log into your DNS provider (e.g. Route 53, GoDaddy, etc.) and set up a new CNAME record for the subdomain you'd like your HelpDocs to be available at. This should be pointed to `domains.helpdocs.io`, **not** to your HelpDocs subdomain, and have the lowest possible TTL setting.

> Your CNAME should point to **domains.helpdocs.io**, exactly as written. Don't substitute in your HelpDocs subdomain.

Let us know where

You'll need to tell us what domain will be accessing your HelpDocs. It's only a couple seconds work, and you'll need to head to your account Settings.

Then type your custom domain into the marked field, and hit save. Easy as that.


Sit back and wait

Sadly some DNS providers aren't as fast to respond as we are   So depending on your provider you may need to wait up to 48 hours for the changes to be applied. Don't worry though—you can still access your HelpDocs at your subdomain, and they won't be interrupted.

Add SSL to Your Custom Domain

All HelpDocs plans come with free custom domain SSL as standard. There's nothing for you to pay on your end and all it takes is a click of a button. Here's how to request SSL for your shiny new custom domain.

1. Make sure your custom domain is *already* working non-SSL

2. Head to **Settings** > **General**

3 Next to Custom Domain, you'll see a unlocked padlock button
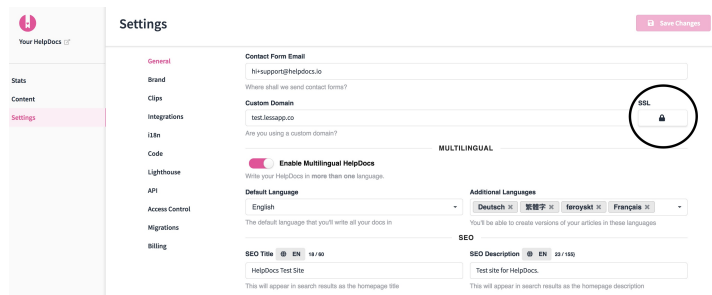
4 Click the button to request SSL

5 It should take a couple seconds to issue your certificate

1 If the SSL was successful the button will go green

> You'll need to add `letsencrypt.org` to your [CAA record (http://letsencrypt.org/docs/caa/)](http://letsencrypt.org/docs/caa/) if you have one.

Moving a Domain to HelpDocs with Zero Downtime

It's possible to move your docs to HelpDocs with zero downtime in most cases.

1 Enter your custom domain in HelpDocs Settings > General and hit Save

2 Switch the CNAME on your domain to point to **domains.helpdocs.io** (exactly as written, not replacing for your subdomain)

3 Wait for your custom domain to show HelpDocs when you access it

4 Optional: Generate an SSL certificate for your domain in **Settings** > **General** by hitting the lock icon

If you had an SSL certificate before, there will be difficulties accessing your docs for people that've visited before until that SSL cert is issued. If not, it'll just start working seamlessly.
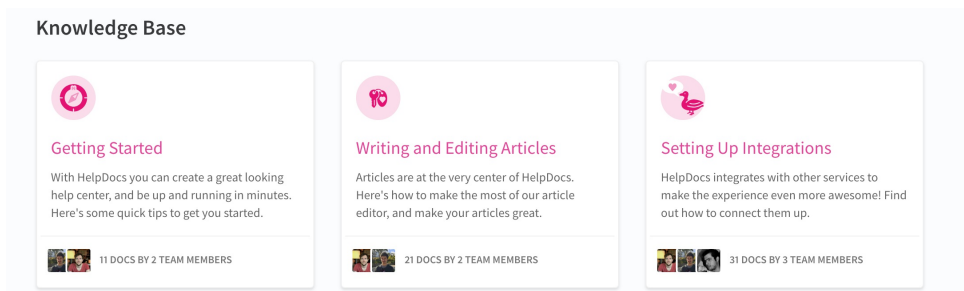
> To keep existing links working, you'll need to [set up redirects (/article/QEx7nXwz5j-adding-url-redirects)](/article/QEx7nXwz5j-adding-url-redirects). If you've used [one of our migrators (/article/9WWNm9f5h6-import-data-from-another-service)](/article/9WWNm9f5h6-import-data-from-another-service) we'll do this for you.

Adding or Changing Your Profile Image

HelpDocs looks fantastic when you can show customers that your whole team has contributed to your docs. Besides, who doesn't love a friendly face?

When you first sign up for HelpDocs, we'll look for a Gravatar image (https://support.helpdocs.io/article/sIJGXXI6gQ-how-do-i-change-my-avatar#adding_a_gravatar) associated with the email address you sign up with. You can override this by uploading an image (https://support.helpdocs.io/article/sIJGXXI6gQ-how-do-i-change-my-avatar#uploading_a_profile_image) from your profile.

Knowledge Base

Getting Started

With HelpDocs you can create a great looking help center, and be up and running in minutes. Here's some quick tips to get you started.

11 DOCS BY 2 TEAM MEMBERS

Writing and Editing Articles

Articles are at the very center of HelpDocs. Here's how to make the most of our article editor, and make your articles great.

21 DOCS BY 2 TEAM MEMBERS

Setting Up Integrations

HelpDocs integrates with other services to make the experience even more awesome! Find out how to connect them up.

31 DOCS BY 3 TEAM MEMBERS

Adding a Gravatar

1. If you don't already have an account, set one up over at Gravatar.com (http://en.gravatar.com)
2. Head over to '**My Gravatars**' in the top navigation bar
3. Click '**Add Email Address**' and enter the email you signed up to HelpDocs with
4. You'll get an email from Gravatar. Click the link to confirm your email address
5. Upload your profile image by clicking '**Add a new image**'

That's it. Your lovely face is now ready to shine on your HelpDocs.

Uploading a Profile Image

If you don't have a Gravatar account or you want to quickly upload an image, you can do so from your profile.

1. Head to your **Profile** (or click here (https://my.helpdocs.io/app/profile))
2. Click inside the dotted line or drag an image onto it
3. Hit **Save**