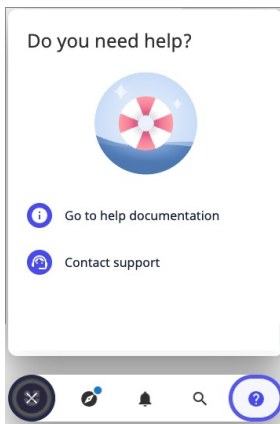


Userlane Assistant Help

Last Modified on 12.01.2024

About Assistant Help

The Assistant Help option allows you to add two links to additional resources such as a help center, support chat, or a communication platform channel such as Slack or MS Teams. Enable the **Help** button to link users directly to these resources without leaving your application.



Add and enable links

We display two default use cases for the links but you can provide links to any resource that you think would be most helpful to your users. Remember to change the default texts of the links if you are linking to resources other than documentation or your application's support. See *Customize the Help option*, below.

To add a link:

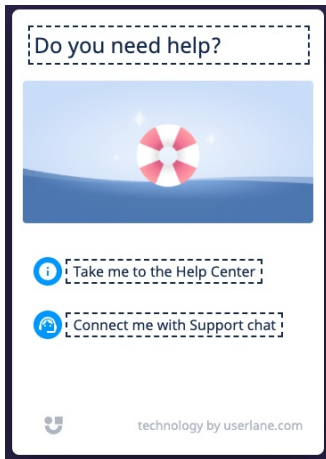
1. Go to **Customize > Help** in your Userlane Portal.
2. Enter the full URL of your link in the Documentation Link input field, e.g. <https://docs.userlane.com>.
3. To add a second link, enter the full URL in the Support Link input field.
4. Once you are ready to activate a link for your users, enable the corresponding **Display Link** toggle.

i The **Help** button in the Assistant is only displayed to users if you have enabled at least one link.

Customize the Help option

To edit the default texts for the title and links:

1. Go to **Customize > Texts** in the Portal.
2. Locate *Assistant* in the right sidebar, then select **Help**.
3. Enter the new text in the dashed input fields for the title and link labels as needed.



4. Click **Save Your Changes**.

To change the default Help image:

1. Go **Customize > Design** in the Portal.
2. Locate *Help Desk* in the right sidebar, then click **Upload Image**.
3. Drag an image file to the upload window or click **Select File** to choose an image from a storage folder. A preview of the Help window displays.
4. Click **Save Your Changes**.

i You can upload a PNG, JPEG, or GIF file with a maximum size of 8MB. The recommended image proportions are a 4:2 ratio and 652x320px resolution. See more about how Userlane displays your images in our [Working with images](#) article.