

Helppage module

Last Modified on 04/30/2026 2:45 pm IDT

 This article is designated for administrators.

About

Use the Helppage module to set up a *Help* page or *FAQ* page with sections for questions, answers, and optional titles or *Contact us* links.

Once enabled, the page is available at /help. Make sure this URL isn't already used by another module (for example, the [Custompages](#) module).

You can use language tokens and exceptions to support multiple languages. You can also add a CTA button that links to a URL or opens an email using `mailto:email@company.com`.

The Help page is publicly accessible to any user via `{contenthubs_url}/help`.



This is a Content Hubs module that requires the [Theming module](#) to be enabled.

Configure

1. Go to your Configuration Management console and click on the **Helppage** module. You can also navigate to it directly using a link:
`https://{your_KMS_URL}/admin/config/tab/helppage`.

Grouppage
Headermenu
Helppage
History
Home
Hotspots
Importchannel

The 'Helppage' page opens.

Configuration Management

Server Tools

Backup Configuration
Player replacement tool

Global

Application

AddNew

Auth

Categories

Channels

Client

Debug

EmailService

EmailTemplates

Gallery

Header

Icalendar

Languages

Login

MediaCollaboration

Metadata

Moderation

My-media

Navigation

Player

PlaylistsPage

Recaptcha

Search

Security

SharedRepositories

UserSelect

Widgets

Helppage

Module Info		
Description	<p>Once enabled, this module provides a new page in the application - Help Page.</p> <p>In this module, admins are able to create a page with questions and answers, separated by sections. Note, that the use of language tokens and exceptions is allowed and will provide a way to translate the page's content to multiple languages.</p> <p>In addition, a Call to Action (CTA) button is available for configuration, providing a way to send the users to a dedicated URL or send an email using the "mailto-email@company.com" syntax. Any user can reach the help page, by entering (KMS_URL)/help to view this page.</p>	
Note	KMS only Module. Depends on the Theming module.	
enabled	<input type="checkbox"/> Yes	Enable the Helppage module.
permission	<input type="text" value="anonymousRole"/>	Select the minimum role allowed that can access this page. Set as 'anonymousRole' to allow guests to view the page. If your KMS does not support anonymous users, choose 'Guest override' to make this page public to all.
pageTitle	<input type="text" value="How can we help?"/>	The title of the help page.
contactUs	<input type="checkbox"/> Yes	Add a box on the top right of the help page with a clickable call to action button.
titleText	<input type="text" value="Ask Us Anything"/>	Enter the title text to present at the top of the box.
buttonText	<input type="text" value="Contact Us"/>	Enter the text for the Call to Action button.
buttonLink	<input type="text"/>	Enter the URL for the Call to Action button ('mailto' tag is accepted).
bottomText	<input type="text"/>	Enter the text to present below box (HTML markup supported).

2. Configure the following:

enable - Set to 'Yes' to enable the module.

Permission - Select the minimum role allowed that can access this page. Set as 'anonymousRole' to allow guests to view the page. If your site does not support anonymous users, choose 'Guest override' to make this page public to all.

The following options are available:

- Guest override
- anonymousRole
- viewerRole
- privateOnlyRole
- adminRole
- unmoderatedAdminRole
- unconfirmedViewerRole

pageTitle - Use the **pageTitle** field to set the top page title.

Contact Us button

contactUs - Adds a box on the top right of the help page with a clickable call to action button. Set to 'Yes' to expand this section and configure the contact us fields.

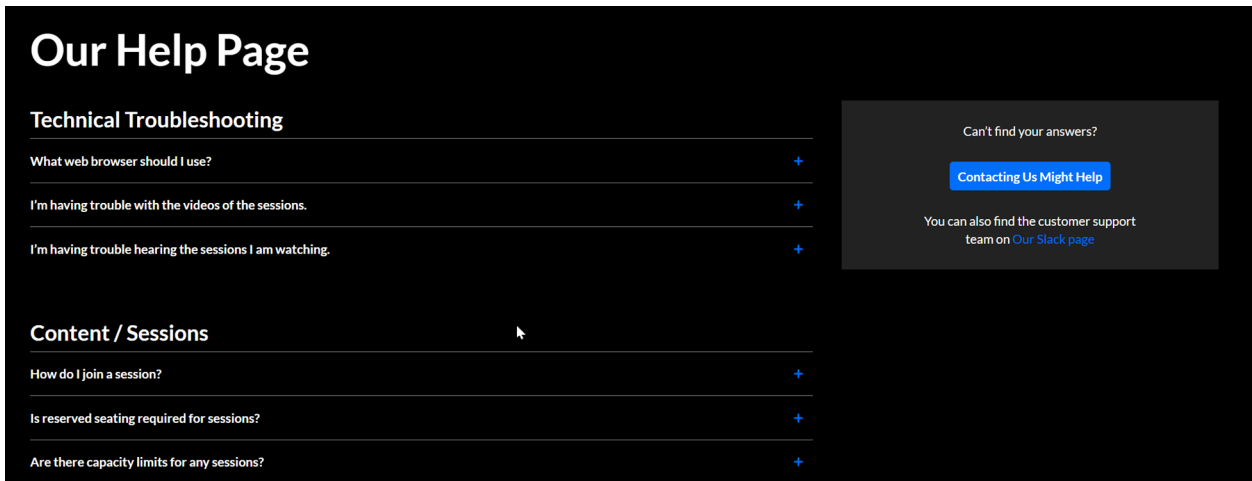
titleText - Enter the title text to present at the top of the box.

buttonText - Enter the text for the Call to Action button.

buttonLink - Enter the URL for the Call to Action button ('mailto' tag is accepted).

bottomText - Enter the text to present below box (HTML markup supported).

Enter the title, the button and its link (you can use an "https://help.company.com" link or a "mailto:email@company.com"), and additional text below the button.



FAQ section

The help page UI can be separated into sections for FAQ according to topics, or you may use just one section. You can place multiple questions and answers in each section.

Click "**+ Add *faqSections***" to create a section.

title - Enter the section title in the ***title*** field.

Order - Mandatory field. Lower number will show higher on the page.

faqSections

The list of FAQ (Q&A) sections.

1 DELETE

title The section title (plain text).

order Mandatory field. Lower number will show higher on the page.

questions

The list of the section's questions and answers.

1 DELETE

order Mandatory field. Lower number will show higher on the page.

question The question text (plain text).

answer The answer text (HTML markup supported).

Click **+Addquestions** to add questions and answers.

question - Enter the question text (plain text).

answer - Enter the answer text (HTML markup supported).



You can add links and make text bold using html tags (e.g. `<a>` or ``) in the questions or answers

Our Help Page

Technical Troubleshooting

What web browser should I use? -

Please try logging into the event through an incognito browser. We also recommend making sure your [browser](#) is up to date.

I'm having trouble with the videos of the sessions. +

I'm having trouble hearing the sessions I am watching. +

Content / Sessions

How do I join a session? +

3. Click **Save**.