Customer portal - Portal logo: What, why & how

Upload the transport company's logo in Customer portal configuration to replace the Qargo logo in the customer portal header. A Powered by Qargo line shows on every portal page.

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Introduction

What is the portal logo?

- An image that replaces the Qargo logo in the top-left corner of the customer portal header.
- **One logo for the whole tenant**, set in Customer portal configuration.

Why was it introduced?

- Portal users saw the Qargo logo on every page, so the portal looked like a Qargo tool instead of a service of their transport company.

How does it work?

- An admin uploads the logo once.
- Every customer portal user sees it in the header from the next page load.
- The tenant name stays visible on the right-hand side of the header, next to the user menu.
- A small **Powered by Qargo** line shows on every portal page, with or without an uploaded logo.
- Without an uploaded logo, the portal keeps the Qargo logo.

Terminology

Term	Definition
Portal logo	The logo shown in the customer portal header. Set in Customer portal configuration.
Document logo	The logo on the billing entity, used on invoices and other documents. Separate from the portal logo.

Upload the portal logo

🧰 **Super Admin** role can set the portal logo.

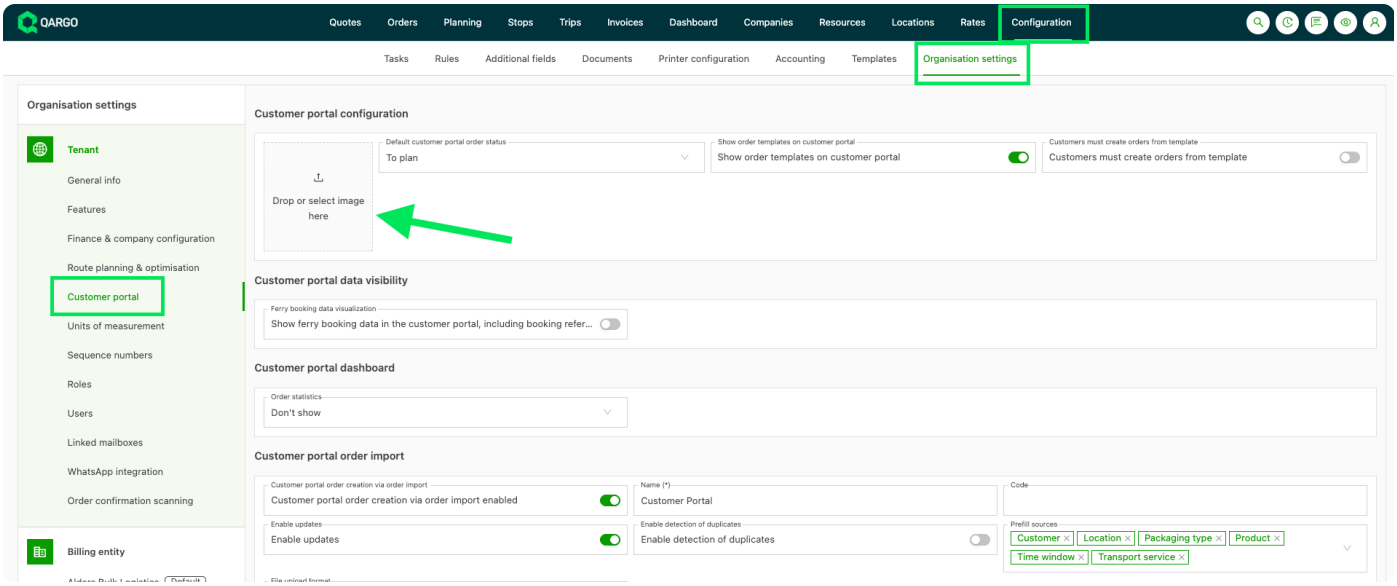
How to configure

File requirements

- **Size:** up to 200 KB.
- **Format:** PNG or JPEG.

1. Navigate to **Configuration > Organization settings**.
2. Select **Customer portal** on the left side.
3. Drop or select an image in the tile that reads *Drop or select image here*, in the **Customer portal configuration** section.
4. Click **Save**.

The image tile then shows a preview of the logo. The logo is shown to portal users from the next page load.

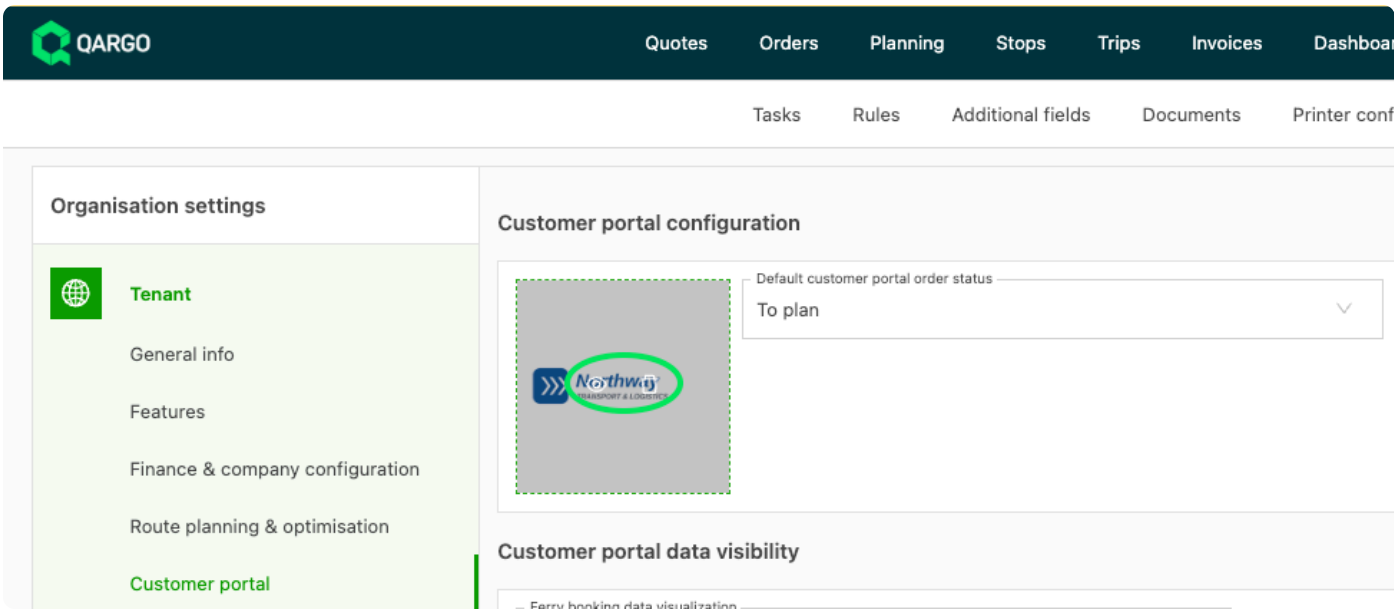


- The carrier portal, the main Qargo header, the tracking page and emails keep the Qargo logo.
- There is no logo per billing entity or per customer.
- Brand colors, a custom web address and embedding the portal in a website are not available.

Replace or remove the logo

1. Hover over the logo in the image tile.
   A preview icon and a delete icon appear.
2. Click the delete icon to remove the logo, or
   drop a new image to replace it.
3. Click **Save**.

After removal, the portal shows the Qargo logo again.

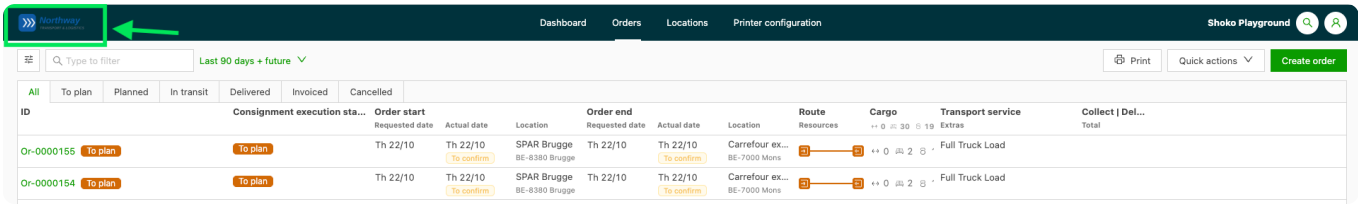


What portal users see

Header logo

The uploaded logo appears in the top-left corner of the portal header on every portal page, for example Dashboard and Orders.

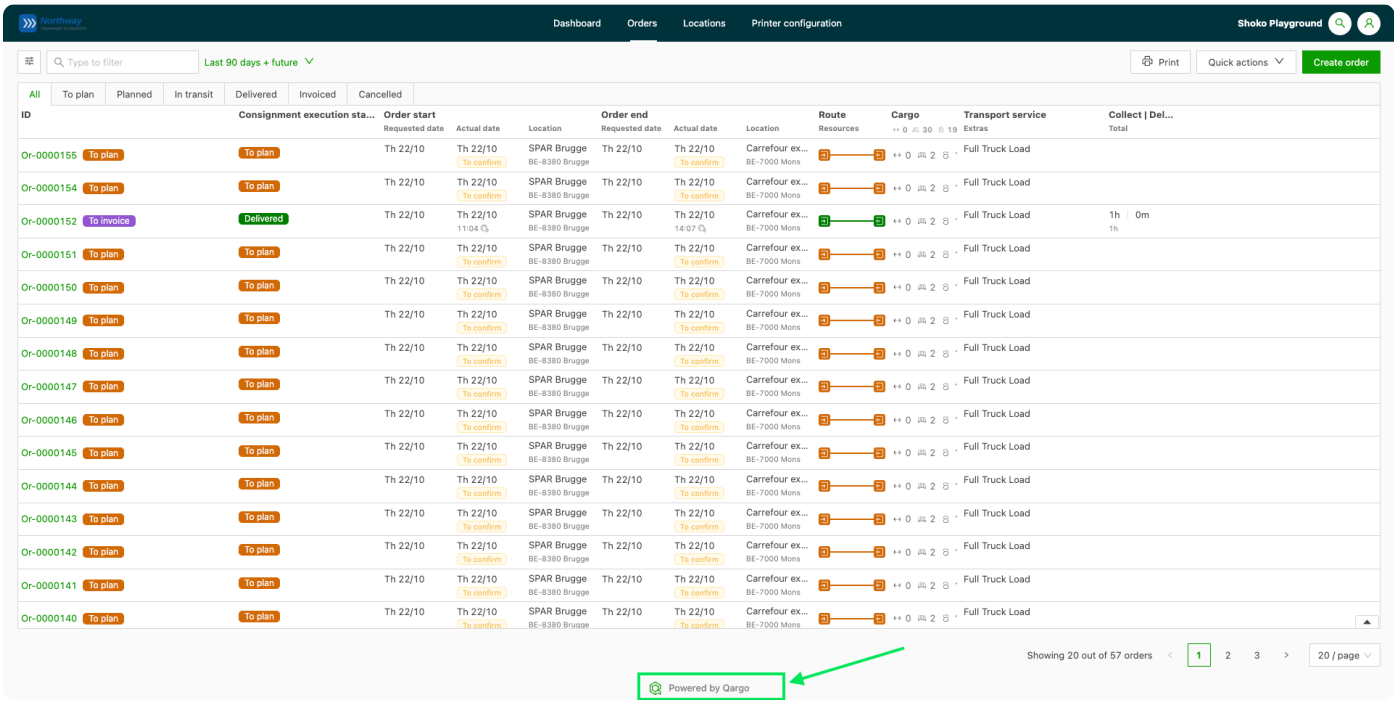
- The logo scales to the header height and keeps its proportions.
- A wide logo is limited in width.
- The tenant name stays on the right-hand side of the header, next to the user menu.



> The portal login page keeps the Qargo logo. The login page is shared by all tenants, so the tenant is only known after login.

Powered by Qargo

A small **Powered by Qargo** line with the Qargo icon shows on every portal page.



Troubleshooting

Issue	Resolution
Size of file … is too large: … kB (max: 200 kB)	The image is larger than 200 KB. Compress or resize the image and upload it again.
The portal still shows the Qargo logo	Confirm the logo was saved in Customer portal configuration, then **reload the portal page.**
The logo does not show on invoices or other documents	The portal logo is only used in the customer portal. The document logo is set on the billing entity.
The logo does not show on the login page	The login page keeps the Qargo logo for all tenants.
The logo does not show in the carrier portal or in emails	These keep the Qargo logo. The portal logo applies to the customer portal only.