

Using CSS to customise your White Label

Update by Ann & Julie (Aug 2025)





Introduction	3
What you can and cannot change through CSS	4
Preparing to change your White Label's CSS	7
Understanding the 'Design & layout' options	10
Themes	10
Custom CSS	11
Custom Menus	11
How to make changes with CSS	12
Identify the CSS anchor	12
Hide a menu item	14
Hide a report	15
Hide a report tile	17
Add custom items to your White Label menu	19
Navigation Label	19
URL	20
Behaviour	20
Restrictions on changes using CSS	23
CSS not working for you?	23



Introduction

This document will help you customise your White Label to match your agency's branding. It covers:

- What CSS can and cannot change on your White Label
- Getting set up to change your White Label
- Understanding the 'Design & layout' options
- How to make changes to your White Label dashboard with CSS
- Restrictions when trying to make changes
- The assistance the Sendible support team can provide

What this guide isn't, however, is an in-depth how-to about CSS. Of course, we'll provide you with some pointers on how to work with CSS within Sendible, but it won't be a ground-up approach. That's not to say you need to be a web coding geek, but a passing familiarity with CSS and a broad understanding of the basics of HTML will help you.

IMPORTANT: When making changes to your White Label, please be aware that if the changes you make break your White Label. If that happens, you will need to [submit a ticket](#) via the support portal. We'll work to restore it as soon as possible, but we won't be able to give an ETA.

If you do need some training on CSS and HTML, you can find a free tutorial at W3Schools:

- [CSS tutorial](#)
- [HTML tutorial](#)



Now that we've covered some basics and you understand what is offered in this document, let's roll up our sleeves and dive into White Label customisation.

What you can and cannot change through CSS

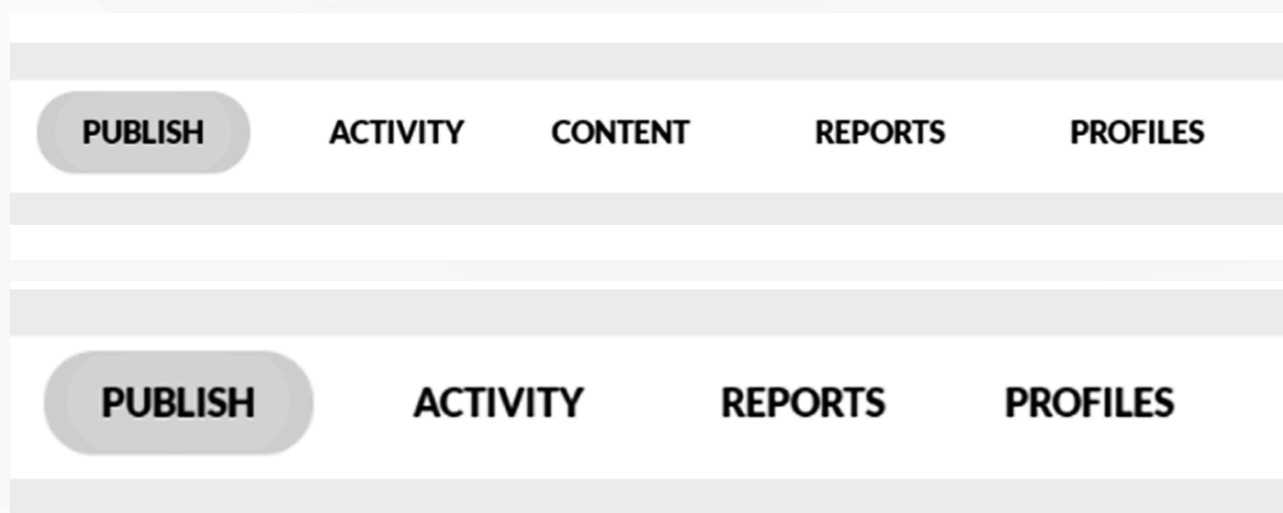
So you've decided to have Sendible rebranded as a White Label for your agency. Excellent!

Part of the process when changing to a White Label dashboard is completing a specific branding form. This is returned to Sendible so that we can change certain elements, such as colours and logos, to get the ball rolling.

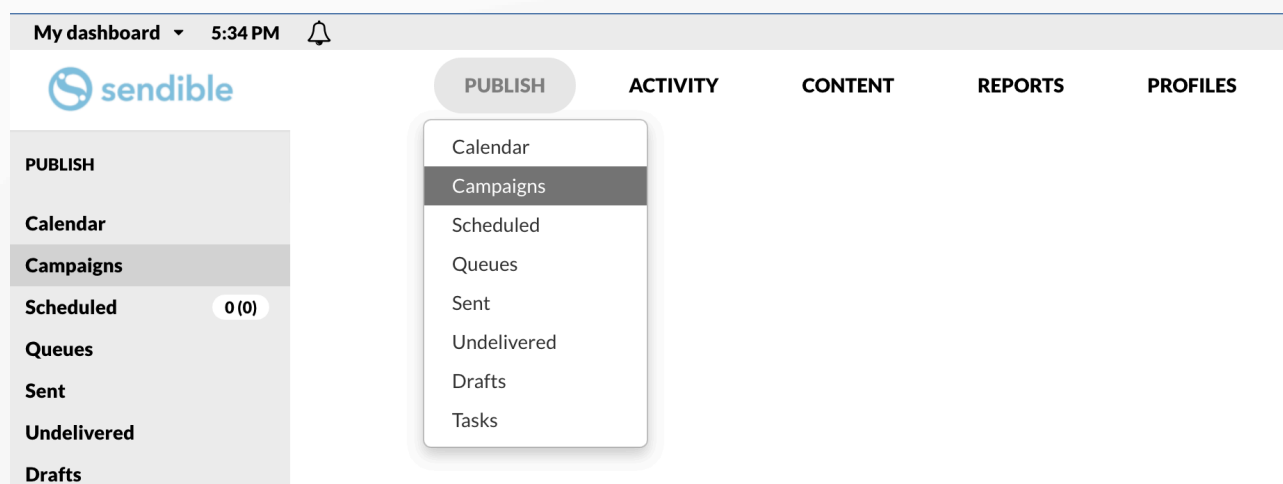
However, you may want to change other elements within the dashboard so that your White Label's branding is more aligned with your agency's processes and goals.

One example of these changes could be removing the Content option from the Navigation bar for all users.

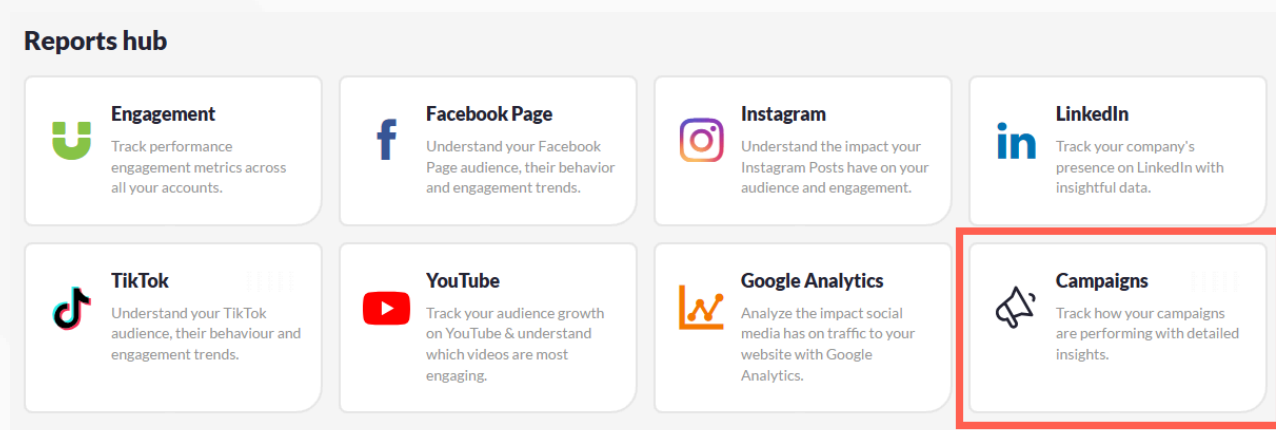
In this example, the menu item 'Content' has been removed.



It's important to remember that when changing parts of your White Label with CSS, there may be more than one place you will need to make changes. An example of this is the need to remove Campaigns from the 'Publish' menu. There are two menu locations.



You would also need to hide this section from the “Reports Hub” area.



PLEASE NOTE: Some updates to Sendible may affect your CSS changes.

There isn't really much you can't change when it comes to CSS, as it's that powerful. However, just because you can, should you?

The more CSS changes you apply, the more likely it is you'll need to make additional changes in the future as we update Sendible or that some aspects of your site won't function entirely as intended. Therefore, **we recommend minimising the CSS you use** to the most important aspects you wish to change.

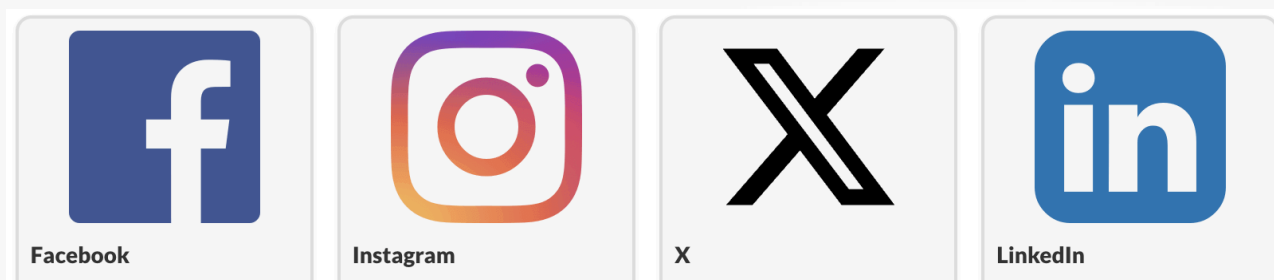
So what can't be changed?



There isn't a lot that can't be changed. However, items that can't be changed due to the elements being images or hardcoded, such as:

- Social media logos
- Individual graphics

The following are some examples of graphical elements that can't be changed:



The best way to think about this is that simple changes can be made, which you should be able to do yourself after reading through this documentation and having a basic grasp of CSS and HTML.

In the next section, I'll provide some simple examples of the changes that you could make to your White Label branding to align with your agency's needs.

Preparing to change your White Label's CSS

To discuss how you actually change your White Label with CSS, we'll continue with our example of removing the Campaigns option from your dashboard.

So that there are no cookies, cache, or extensions in your browser that could be causing any issue, you'll first want to ensure you are in an incognito/private browser window. We've a handy example on how to do this

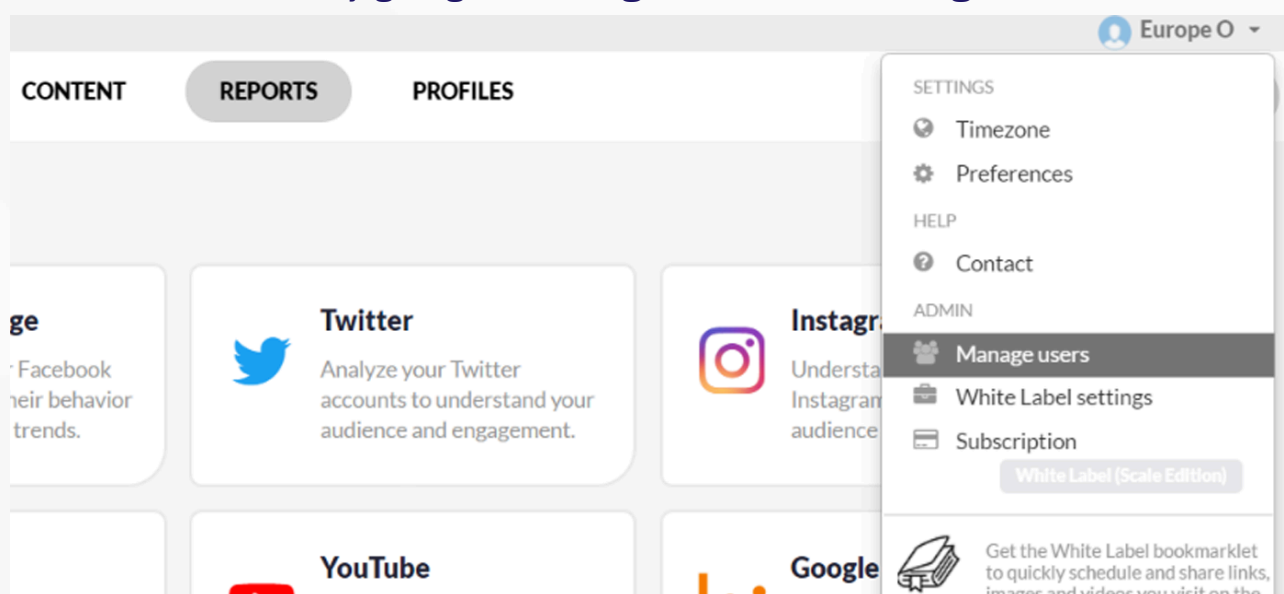


depending on your browser and operating system.

Windows	Shortcut	Mac	Shortcut (⌘ is the Mac key for Command)
Google Chrome	Ctrl + Shift + N	Google Chrome	⌘ + Shift + N
Firefox	Ctrl + Shift + P	Firefox	⌘ + Shift + N
Opera	Ctrl + Shift + N	Opera	⌘ + Shift + N
IE/Edge	Ctrl + Shift + P	Safari	Shift + ⌘ + N













PLEASE NOTE: To make changes to the White Label, please log in to the **primary administrator's account**.

You can check this by going to **Settings > Admin > Manage Users**.















The primary administrator's name should be at the top of the list. This should be the account you are logged in to.

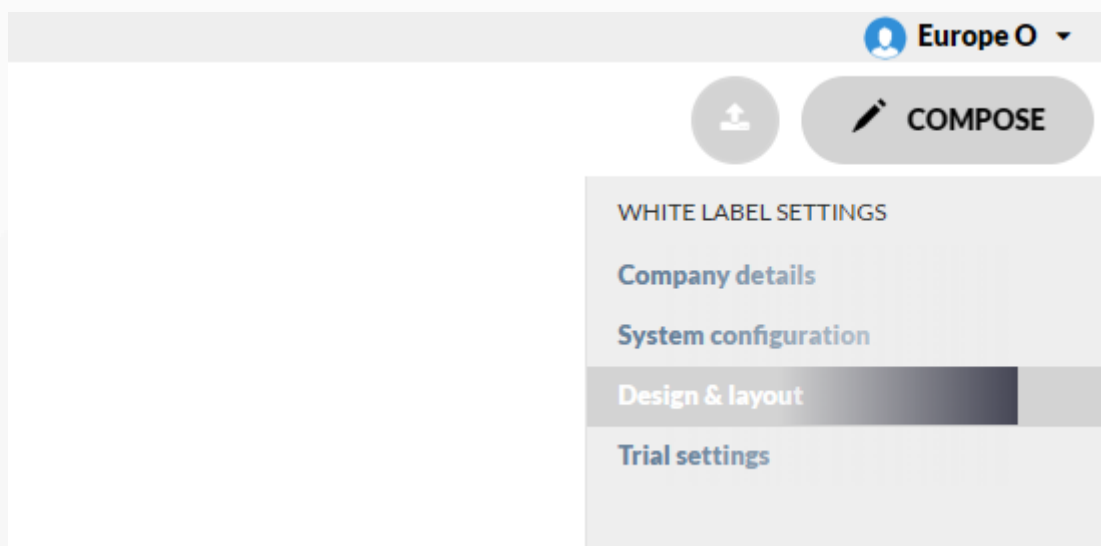


ADMIN 			
Users			
White Label			
Custom fields			
Subscription			
SETTINGS			
 Europe Office			
Name		Active	User type
	Europe Office		Administrator
	Heather Sample		Administrator
	- North America		Client
	- Canada		Client
	- America		Client

Since you are on the settings page, you should select the ‘White Label’ option in the left-hand menu.

ADMIN 			
Users			
White Label			
Custom fields			
Subscription			
SETTINGS			
 Europe Office			
Name		Active	User type
	Europe Office		Administrator
	Heather Sample		Administrator
	- North America		Client
	- Canada		Client
	- America		Client

On the White Label page, select the ‘Design & layout’ option on the right.

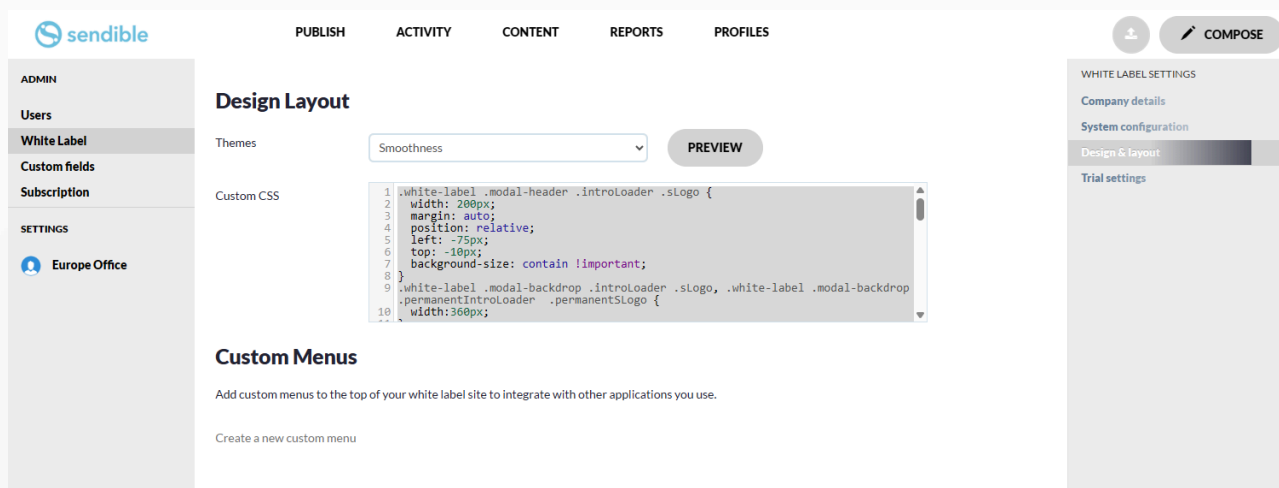


Understanding the ‘Design & layout’ options

We are now on the ‘Design & layout’ page within your dashboard. It's from this page that any changes you make will affect all dashboard users.

IMPORTANT: Making changes to your White Label will affect all dashboard users. Please ensure no clients or other users are logged in when changes are made.

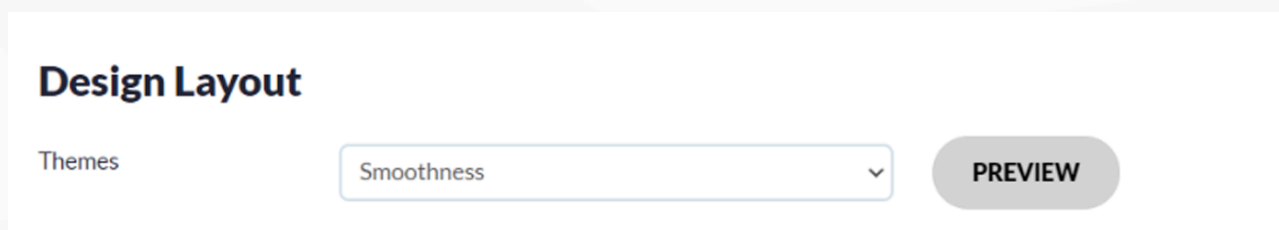
You can access the ‘Design & layout’ options for your White Label by going to **Settings > White Label > Design & layout**.



The 'Design & layout' page has many essential features that will enable you to edit the look of your White Label.

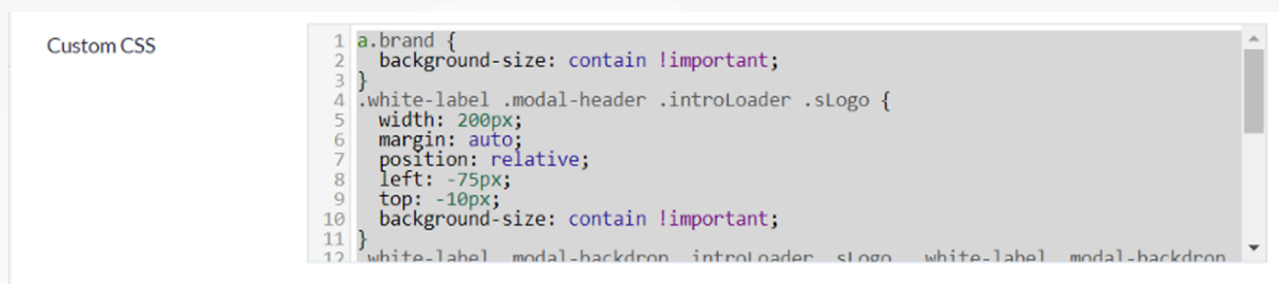
Themes

The Themes option allows you to select the overall colour scheme of your dashboard from a list of pre-configured options.



Custom CSS

This is essentially the main controller of your White Label CSS configuration settings. You can make changes to your White Label's CSS within this box.





Custom Menus

Using custom menus within Sendible, you can add extra tabs to your main navigation bar. This allows you to add additional functionality by integrating your White Label with other applications.

Custom Menus

Add custom menus to the top of your white label site to integrate with other applications you use.

Create a new custom menu

How to make changes with CSS

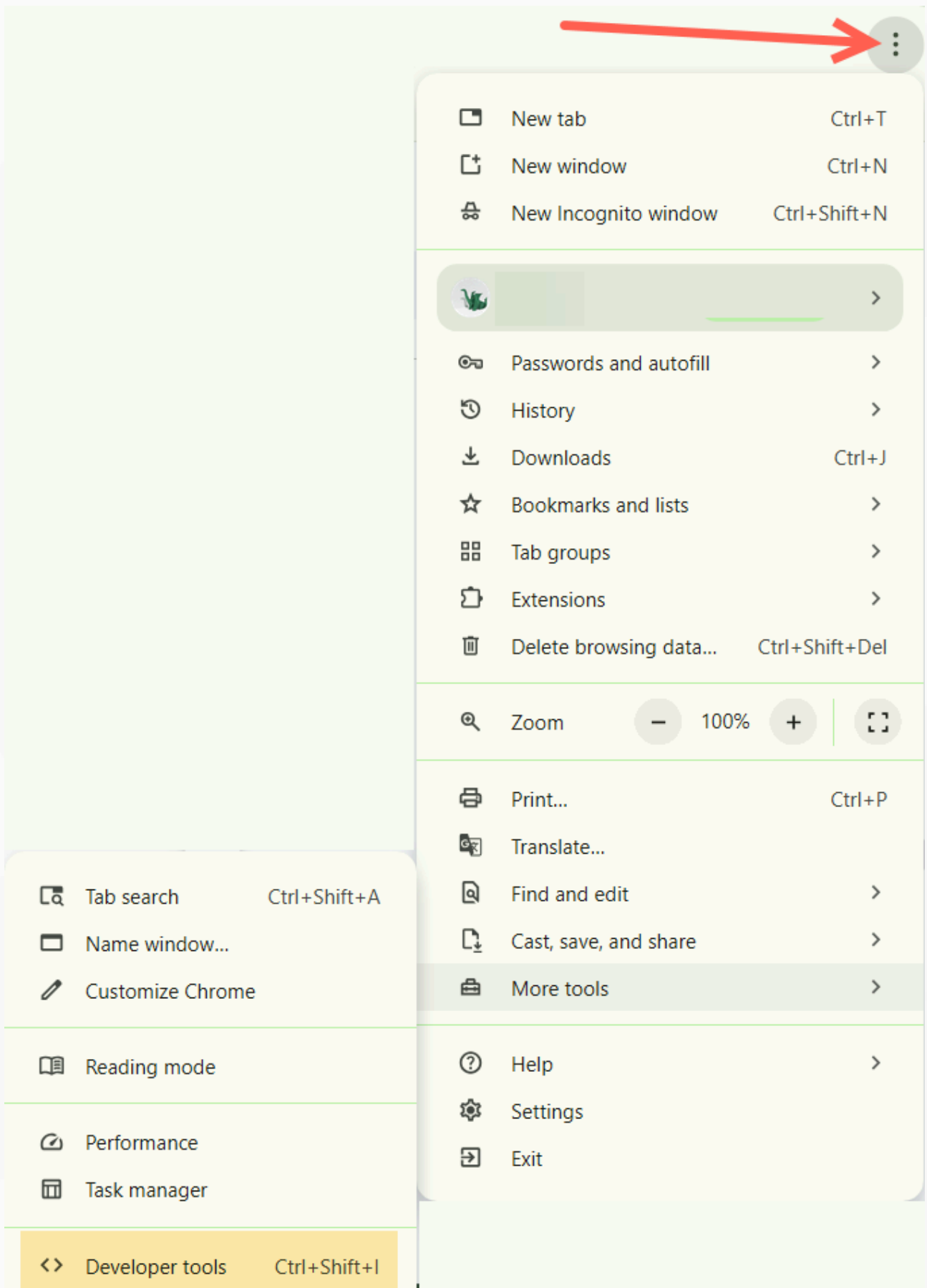
Let's go back to the earlier-mentioned option to remove Campaigns from the Navigation bar.

PLEASE NOTE: Making changes to your White Label will affect all dashboard users. Please ensure no clients or other users are logged in when changes are made.

Identify the CSS anchor

The first thing you'll want to do is identify the CSS that is currently being used. To do this, we need to use the inspector from within your browser. All browsers have such an inspector, but in this example, we are using Google Chrome.

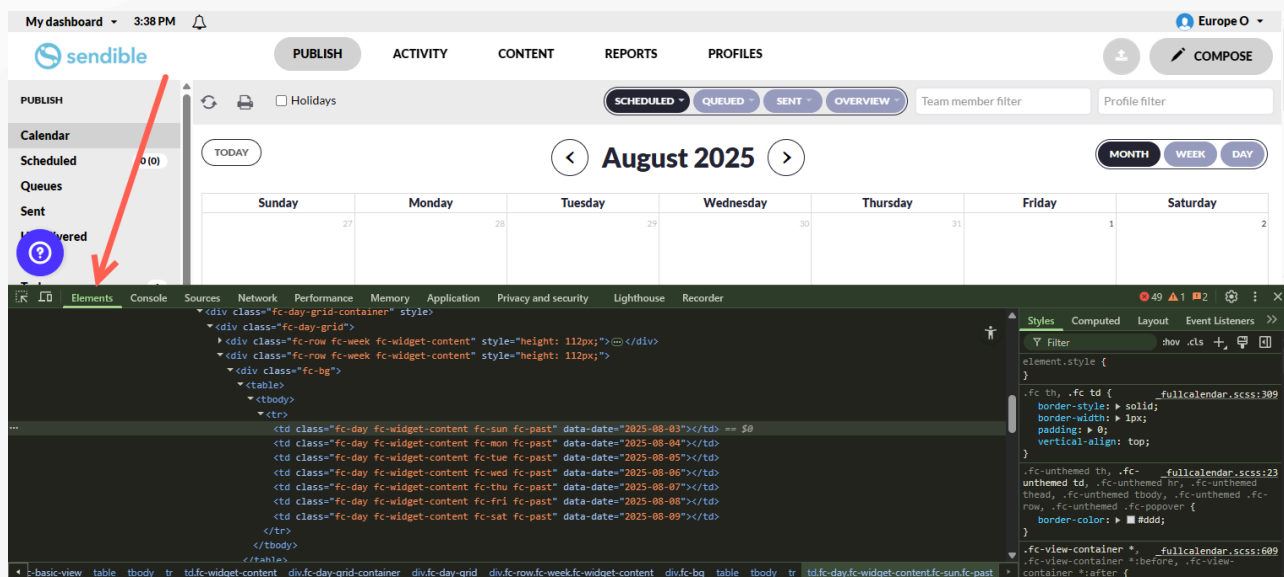
In Chrome, at the top right, navigate to **Options (the three dots) > More tools > Developer tools** or use the shortcut Ctrl + Shift + I (Windows) or Cmnd + Shift + I (Mac).



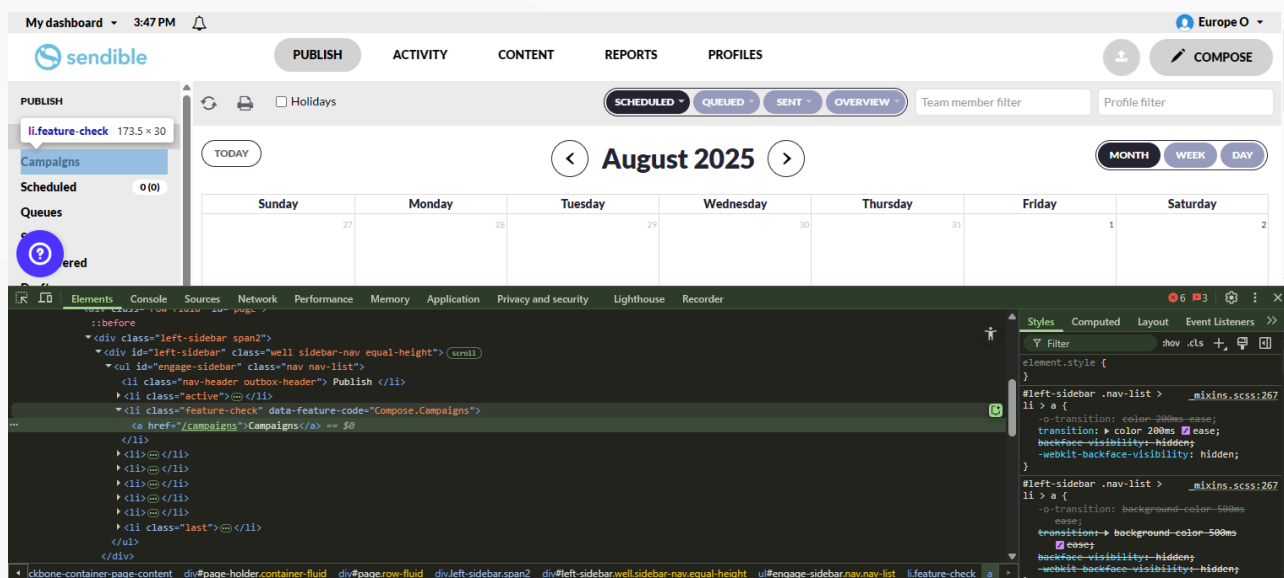
You should now have Sendible and the browser inspector open.



Ensure that you have the 'Elements' tab open in the inspector window.



Now, if you right-click a specific part of the web page, such as a menu item, it will help you identify the HTML ID, class, or element you can use in your CSS.



Hide a menu item

In this example, we have chosen the element

```
<a href="/campaigns">Campaigns</a>
```



which holds the information needed to affect the ‘Campaigns’ option in the menu.

To edit this, we will need to use some basic CSS, changing the display option for Campaigns to ‘none’ to hide that element.

```
a[href="/campaigns"]{  
  display: none !important;  
}
```

Knowing what we want to change, we need to paste this into the code found in the custom CSS field on the ‘Design & layout’ page.

Navigate to **Settings > White Label > Design & layout > Custom CSS**.



Once added at the bottom of the existing CSS code, don’t forget to click on **Save**. The window will automatically refresh, and your changes will be applied.

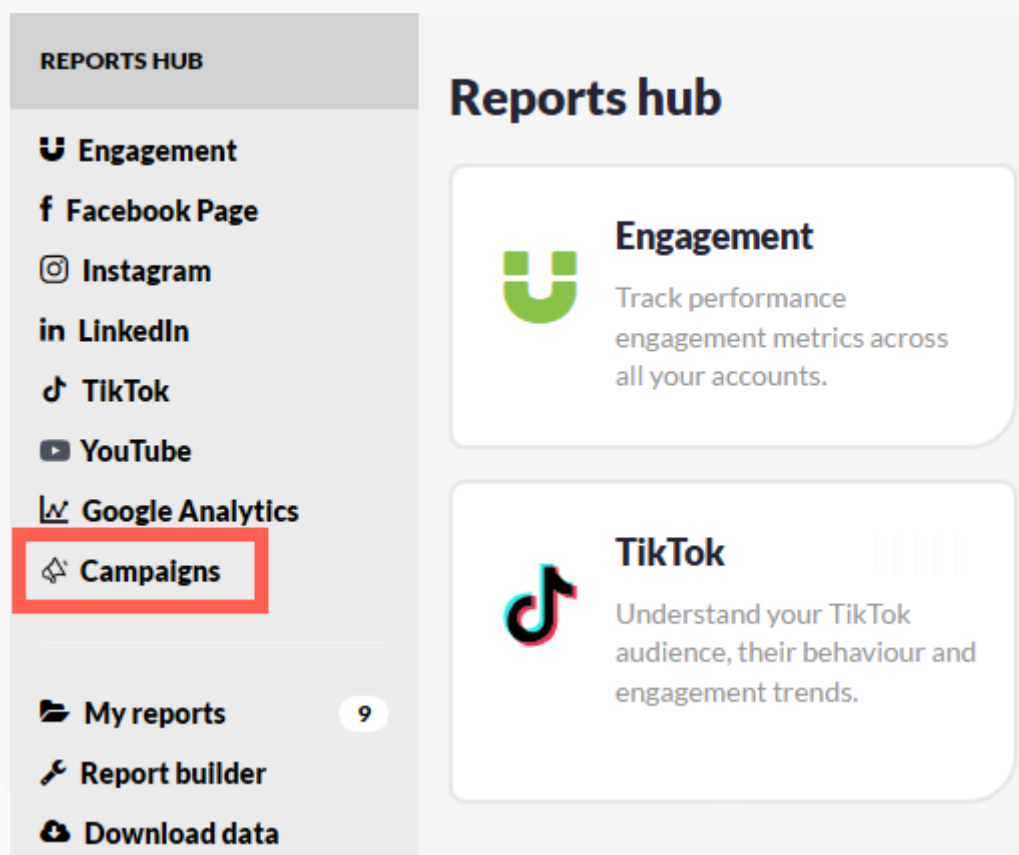
As mentioned previously, there are other areas of the dashboard within your White Label, where the term ‘Campaigns’ appears, so these will also need to be updated.

Hide a report

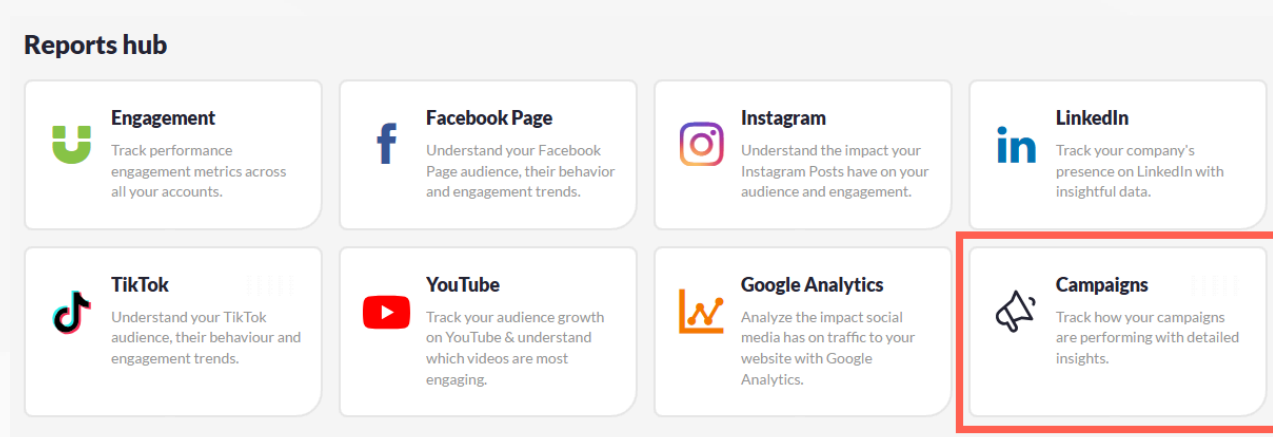


Moving to the Reports section of the dashboard, we can see that the term 'Campaigns' has been used here. There are two sections we need to update in total.

The first is the menu item **Reports Hub > Left-hand menu > Campaigns**



We'll also want to remove the 'Campaigns' option from the Reports Hub tiles.





PLEASE NOTE: It's crucial to find all the elements across the dashboard and make changes as necessary to ensure the same branding is carried throughout.

Looking at the first additional update needed, we can follow the same process as mentioned above and find the elements that make up this part of the dashboard. This time, we are looking for the following:

```
> <li class="pre-filled">... </li>
> <li class="not-cached-version ">... </li>
> <li class="not-cached-version ">... </li>
▼ <li class="pre-filled">
...
  > <a href="/measure/campaigns" class="feature-check" data-
    report-name="Campaigns" data-feature-code="Compose.Campaign
    s">... </a> == $0
    </li>
    <li class="hr"></li>
```

◀ ebar-nav.equal-height ul#measure-sidebar.nav.nav-list li.pre-filled a.feature-check ▶

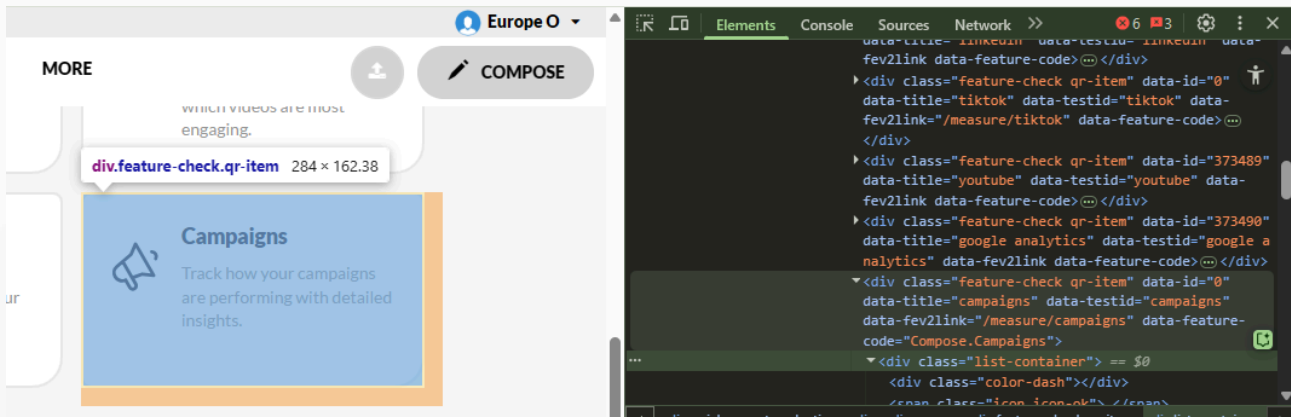
We only need the 'a href' part to hide this from the dashboard. So the CSS code would look like this:

```
a [href="/measure/campaigns"] {
  display: none !important;
}
```

Hide a report tile

The next option we need to hide is the tile to access the Campaigns report.

By following the same process, we can hover over the report tile and find the following element to edit:



This time, finding the CSS we need to use can be a little trickier. As we have a set of classes to work with, we need to target the 8th 'qr-item', which is the eighth child class of 'quick-reports-selection'.

In order to hide the 'Campaigns' tile, you need to use the following CSS code:

```
.feature-check.qr-item:nth-child(8) {  
  display: none !important;  
}
```

So all the CSS needed to remove 'Campaigns' from your white-label dashboard is:

```
/* Remove campaigns from the menus */  
a[href="/campaigns"] {  
  display: none !important;  
}
```

```
/* Remove campaigns from the Reports menu */  
a[href="/measure/campaigns"] {  
  display: none !important;  
}
```

```
/* Remove campaigns from the Reports Hub tiles */  
.feature-check.qr-item:nth-child(8) {  
  display: none !important;  
}
```



```
/* Remove campaigns from the menus */
a[href="/campaigns"] {
  display: none !important;
}

/* Remove campaigns from the Reports menu */
a[href="/measure/campaigns"] {
  display: none !important;
}

/* Remove campaigns from the Reports Hub tiles */
.feature-check.qr-item:nth-child(8) {
  display: none !important;
}
```

Add custom items to your White Label menu

You can also add custom menu options to your navigation bar, which helps extend how your White Label can be configured.

In the following example, we will add an option to display Pexels and Stock Snap within your White Label under a header called 'Links'.

You first need to click on the option to create a new custom menu. You will then have several options available to you.

Custom Menus

Add custom menus to the top of your white label site to integrate with other applications you use.

Create a new custom menu



Navigation Label

This will be the name of your navigation link in the White Label dashboard. In this example, we've called this 'Links'.

The screenshot shows a configuration interface for a navigation menu. It contains two menu items, each with a title bar, input fields for 'Navigation label' and 'URL', a 'Behavior' dropdown, and a 'REMOVE' button.

New menu 2	
Navigation label	URL
<input type="text" value="New menu 2"/>	<input type="text" value=""/>
Behavior	<input type="text" value="iframe"/>
<input type="button" value="Add a sub menu"/>	
<input type="button" value="REMOVE"/>	

Links	
Navigation label	URL
<input type="text" value="Links"/>	<input type="text" value="http://"/>
Behavior	<input type="text" value="url"/>
<input type="button" value="Add a sub menu"/>	
<input type="button" value="REMOVE"/>	

URL

Add the URL of the site you are adding in this field. In this example, this has been added as <https://www.pexels.com/>

A close-up view of the 'URL' input field. The label 'URL' is positioned above the input box. The text 'https://www.pexels.com/' is entered into the field.

URL
<input type="text" value="https://www.pexels.com/"/>

PLEASE NOTE: The White Label dashboard uses a secure transfer protocol (HTTPS), so any links you add will also need to have this same security measure.



Behaviour

With this option you can decide how you want the added link to work. There are two options available.

1. Behaviour > iFrame

Using this option will allow you to have the URL assigned in the URL field captured within the White Label tab.

Custom Menus

Add custom menus to the top of your white label site to integrate with other applications you use.

Create a new custom menu

Links

Navigation label	URL
<input type="text" value="Links"/>	<input type="text" value="https://www.pexels.com/"/>
Behavior	<input type="text" value="iframe"/>
<input type="button" value="Add a sub menu"/>	
<input type="button" value="REMOVE"/>	

2. Behaviour > URL

Using this option, the custom menu will be added as a top-level menu option. You must also click the **Add a sub-menu** link when choosing the URL option.

Create a new custom menu

New menu 1

Navigation label	URL
<input type="text" value="New menu 1"/>	<input type="text"/>
Behavior	<input type="text" value="url"/>
<input type="button" value="Add a sub menu"/>	
<input type="button" value="REMOVE"/>	



Adding a sub-menu will provide you with a new set of options where you can then add another URL and an iframe. You can choose to have more than one link within your custom menu.

Create a new custom menu

New menu 1 ▲

Navigation label

URL

New menu 1

Behavior

url ▼

New sub menu 1 ▲

Navigation label

URL

New sub menu 1

Behavior

iframe ▼

REMOVE

Add a sub menu

REMOVE

In the example here, we have created a custom menu option called 'Links' and then two sub-menu iframed links called 'Pexels' and 'Stock Snap'.



Links

Navigation label: Links URL: http:// Behavior: url

Pexels

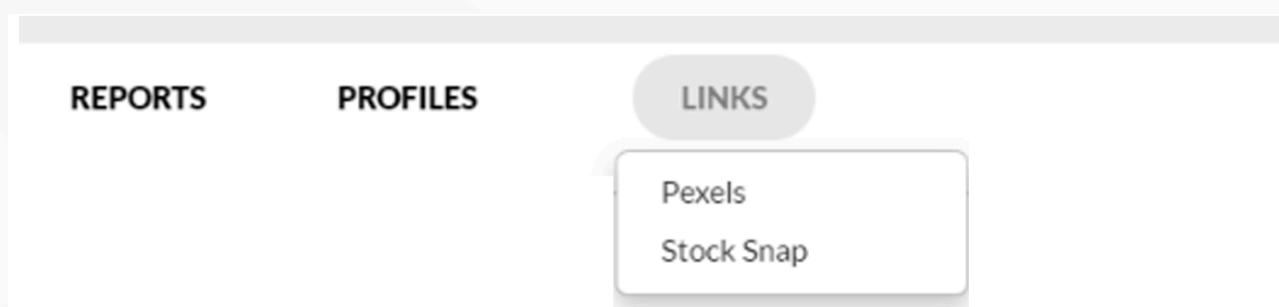
Navigation label: Pexels URL: https://www.pexels.com/ Behavior: iframe REMOVE

Stock Snap

Navigation label: Stock Snap URL: https://stocksnap.io/ Behavior: iframe REMOVE

Add a sub menu REMOVE

You can see these changes have been applied to the top Navigation bar.



PLEASE NOTE: Not all links will work. It depends on the site you are linking to. If the website has blocked the option to iframe their pages, the link will not work.

Restrictions on changes using CSS

There are a few restrictions when making changes to your White Label using CSS. These include the following:



- Having different languages for different users—This isn't currently possible on a per-user basis. You can choose to have a different language, but it will then be the same for all users on the dashboard.
- Adding a Widget—You cannot currently add additional functionality (other than through custom menus) to your White Label.
- Adding services such as Pendo or Zendesk for a client support page through custom menus (or other methods) isn't currently possible.
- Certain features within our system that we have iframed, such as the Google Search option found within the attached section from the Compose Box, cannot be edited with CSS.
- There are specific icons found within our system that cannot be adjusted through CSS, as these are hardcoded.

CSS not working for you?

The support team at Sendible consists of experienced professional support agents with a wealth of experience. If you are truly stuck with customising your White Label, please contact us. We cannot do customisations for you, but we will endeavour to discover the cause of your roadblock.