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Lauren Cumming - 2023-08-30 - Comments (0) - Deskpro Legacy

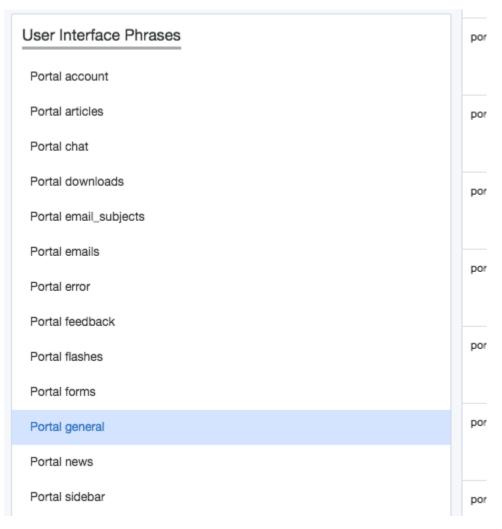
Question:

Is it possible to customize the text for the name of the portal tab where users submit tickets? We'd like to rename it from "Contact Us" to "Submit Tickets".

Answer:

1. Go to Admin > Setup > Languages, select your language and then click Edit Phrases.

2. Go to User Interface **Phrases** >**Portal general phrases** and edit portal.general.navnewticket.



3. Add your custom phrase in the right hand column. Press Save.

portal.general.nav-newticket	Contact Us	Contact Us	Submit Ticket
"D Reset			
	<i>l</i> e		

4. Go to the user portal and you will be able to see the change live straight away.

