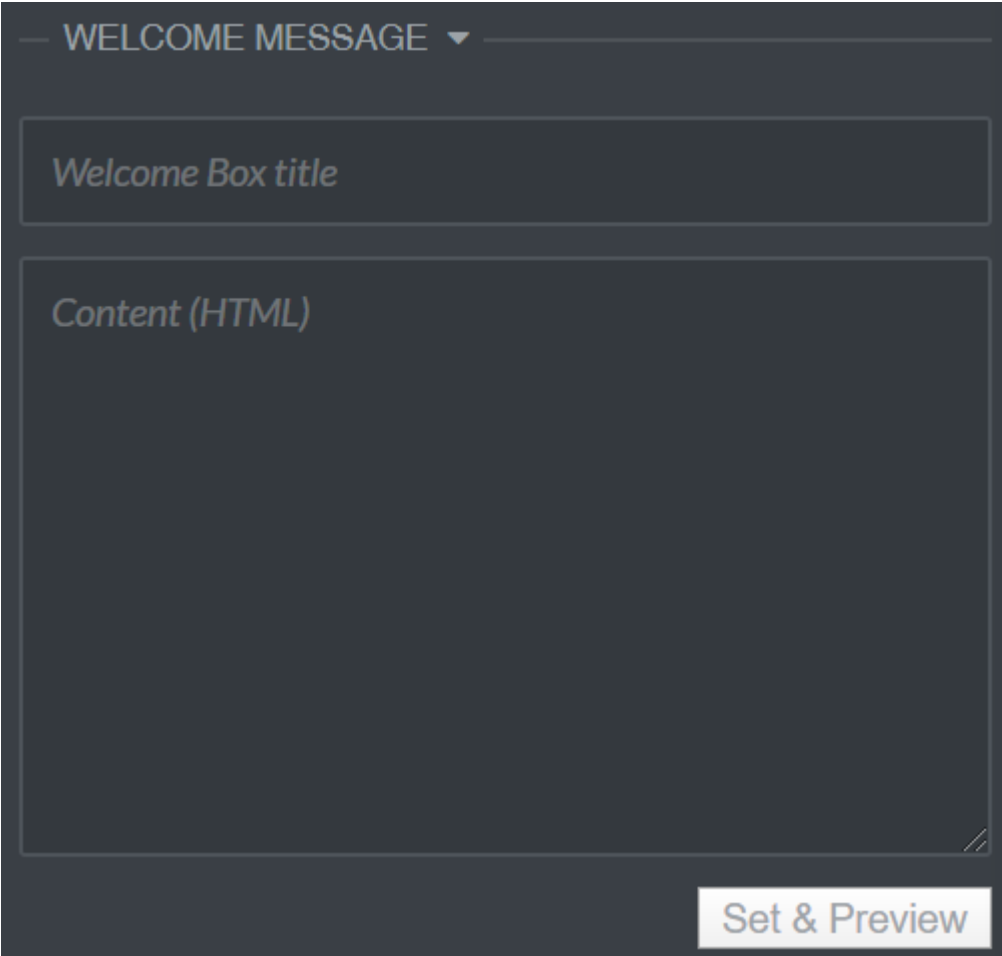


How can I add translations for the Welcome Message on the Portal?

Grace Howlett - 2019-12-19 - Comments (0) - Portal Customization

If you need to support a multi-lingual Portal, you can't use the simple welcome message box in the portal editor.



— WELCOME MESSAGE ▾ —

Welcome Box title

Content (HTML)

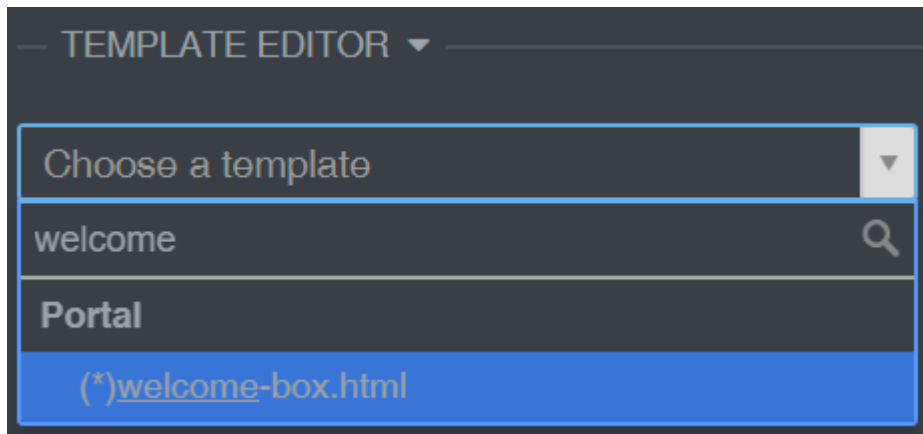
Set & Preview

Instead, you can edit the **welcome_box.html** template in the portal editor to add different versions of a welcome message based on the language selected in the portal.

To do this:

1. Go to **Admin > User Interface > Portal > Template Editor**.

2. Search 'Welcome' and select the **welcome_box.html** template.



3. Edit the code appropriately and click 'Save'.

Here is an example of the code you could use within this template:

```
<div class="wrapper">
  <div class="column-full">
    <div class="welcome-block-wrapper">
      <div class="welcome-block-second-border">
        <div class="welcome-block">
          {% if app.user.language.sys_name == 'default' %} <h1>My Default
Title</h1>
          <p>My Default Content</p> {% elseif app.user.language.sys_name
== 'swedish' %} swedish content {% elseif app.user.language.sys_name ==
'german' %} <h1>My German Title</h1>
          <p>My German Content</p> {%endif%}
        </div>
      </div>
    </div>
  </div>
</div>
```

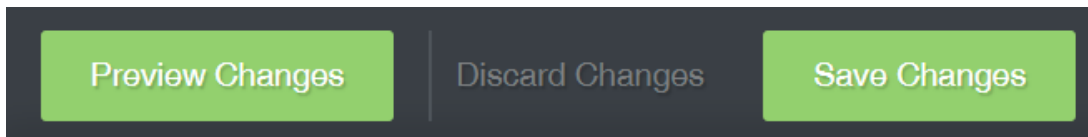
The section highlighted in bold is what controls the content based on the different languages you define.

This is how that would look in the template editor:

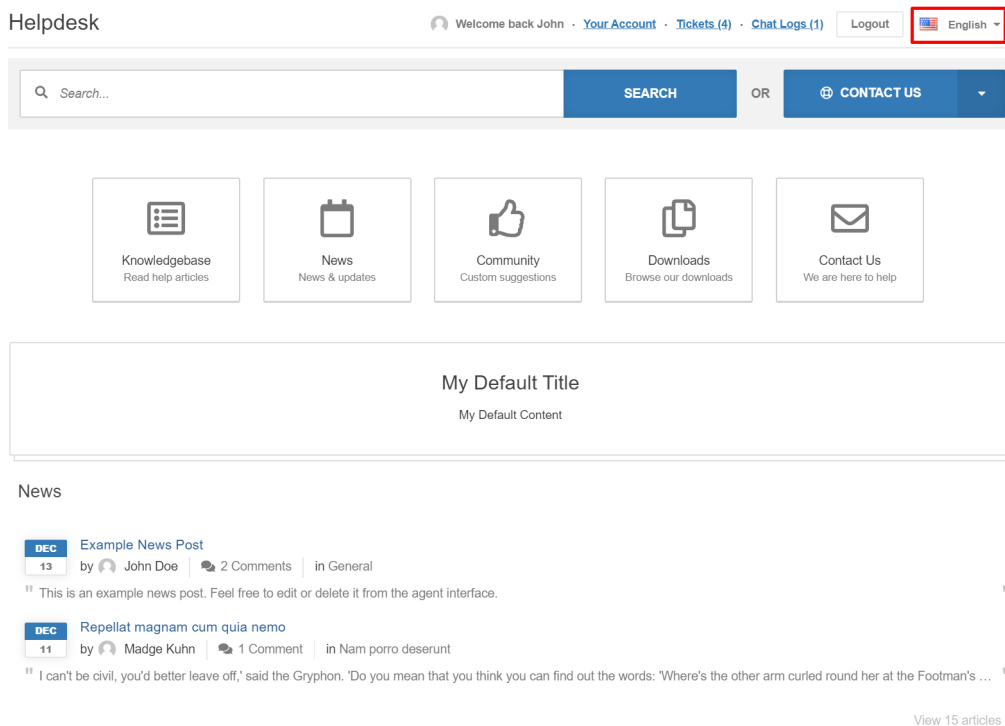
```
2 <div class="wrapper">
3   <div class="column-full">
4     <div class="welcome-block-wrapper">
5       <div class="welcome-block-second-border">
6         <div class="welcome-block">
7           {% if app.user.language.sys_name == 'default' %} <h3>My Default Title</h3>
8           <{{My Default Content}}</> {% elif app.user.language.sys_name == 'swedish' %} swedish content {% elif app.user.language.sys_name == 'german' %} <h3>My German Title</h3>
9           <{{My German Content}}</> {%endif %}
10        </div>
11      </div>
12    </div>
13  </div>
14</div>
```

Remember that any languages you want to define here should also be installed as a helpdesk language in **Admin > Setup > Languages**, so it is selectable for your users on the portal.

4. Click 'Preview Changes' to test how that will appear on your portal within the editor, then 'Save Changes' when you are ready to make that change live on your portal.



Default language view:



German Language View:


Suchen... **SUCHEN** ODER **KONTAKTIEREN SIE UNS**


Wissensdatenbank
Hilfeartikel lesen


Neuigkeiten
Neuigkeiten & Aktualisierungen


Community
Kundenvorschläge


Downloads
Durchsuchen Sie unsere Downloads



Kontaktieren Sie uns
Wir helfen Ihnen gerne

My German Title
My German Content

Neuigkeiten

DEZ **Example News Post**
13 von  John Doe | 2 Kommentar | in General

" This is an example news post. Feel free to edit or delete it from the agent interface. "

DEZ **Repellat magnam cum quia nemo**
11 von  Madge Kuhn | 1 Kommentar | in Nam porro deserunt

" I can't be civil, you'd better leave off," said the Gryphon. "Do you mean that you think you can find out the words: 'Where's the other arm curled round her at the Footman's ... "

Zeige 15 Artikel ▶