



[Knowledge Base](#) > [Using Deskpro](#) > [Admin](#) > [Can I change the title of the 'Department' field on the contact form?](#)

## Can I change the title of the 'Department' field on the contact form?

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### Question:

Is there a way to change the 'Department' field title on the contact form? We'd like to change this to something along the lines of "Which department do you need assistance from?"

### Answer:

Yes, you can customize the title of the 'Department' field on the form (as well as most other phrases found on the Help Center). To do so, follow the steps below:

1. Go to **Admin > Configuration > Languages & Locales**.
2. For your default language, click '**Edit translations**'.

**Languages & Locales**  
Here you can manage the language packs installed on your helpdesk. If you wish to create a new language pack, please contact us at [support@deskpro.com](mailto:support@deskpro.com).

**Phrase Translation**

**Installed** **Available**

Language	Default	Locale Code	Help Center	Agent
الإنجليزية	-	ar-AR	21%	8%
English	Yes	en-US	100%	100%
English (UK)	-	en-GB	1%	1%
Français	-	fr-FR	79%	8%
Español	-	es-ES	79%	71%

**English (English)**

**Title\***  
English

Default Language

Locale Code: en-US

Flag:

**Translations**

Help center and user emails: 100%

Agent and Admin interfaces: 100%

**Edit translations**

1. Go to the '**Help Center UI**' tab. You will be presented with a list of different phrases that relate to your help center. You can customize any of these.
2. Search for '**helpcenter.general.department**', click edit and enter your new title in the relevant language.
3. Scroll down to the bottom of the page and click '**Save**'.

The screenshot shows the Deskpro Phrase Translation interface. The main window displays a list of phrases categorized by object (e.g., Help Center General, Help Center Forms, Help Center Messenger) and language (e.g., English, French, Spanish, English (UK), Hebrew). A specific phrase, "Which department do you need assistance from?", is highlighted with a red box. The right side of the screen shows the "Edit: helpcenter.general.department" dialog for this phrase, with its various language translations and a "Save" button highlighted.

When you view the form now, the title should be updated.

The screenshot shows a "Contact Us" form. It includes fields for "Name \*", "Email", and a dropdown menu for "Which department do you need assistance from? \*". The dropdown menu is currently set to "IT Support" and is highlighted with a red box. The form also includes a subject field and a large text area for a message.