

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

Grace Howlett - 2023-08-29 - Comments (0) - Deskpro Legacy

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



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>
```

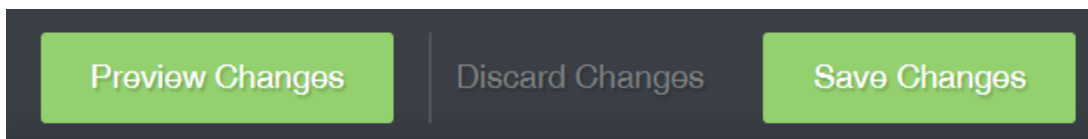
The section highlighted in bold is what controls the content based on the different languages you define.

This is how that would look in the template editor:

```
1 <div class="wrapper">
2   <div class="column-full">
3     <div class="welcome-block-wrapper">
4       <div class="welcome-block-second-border">
5         <div class="welcome-block">
6           {&#106; app.user.language.sys_name == 'default' %} <h1>My Default Title</h1>
7           <=>My Default Content</=> {&#106; elseif app.user.language.sys_name == 'swedish' %} Swedish content {&#106; elseif app.user.language.sys_name == 'german' %} <h1>My German Title</h1>
8           <=>My German Content</=> {&#106;endif%}
9         </div>
10      </div>
11    </div>
12  </div>
13 </div>
14
```


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:

🔍 Search... SEARCH OR CONTACT US



- 
Knowledgebase
Read help articles
- 
News
News & updates
- 
Community
Custom suggestions
- 
Downloads
Browse our downloads
- 
Contact Us
We are here to help

My Default Title
My Default Content

News

DEC **Example News Post**
13 by  John Doe  2 Comments in General

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






DEC **Repellat magnam cum quia nemo**
11 by  Madge Kuhn  1 Comment 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 ... "

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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 ... "

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