

## How do I customize the text that appears on my portal?

Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

### Question:

Can I change the copy used on the portal outside of the Publish app content?

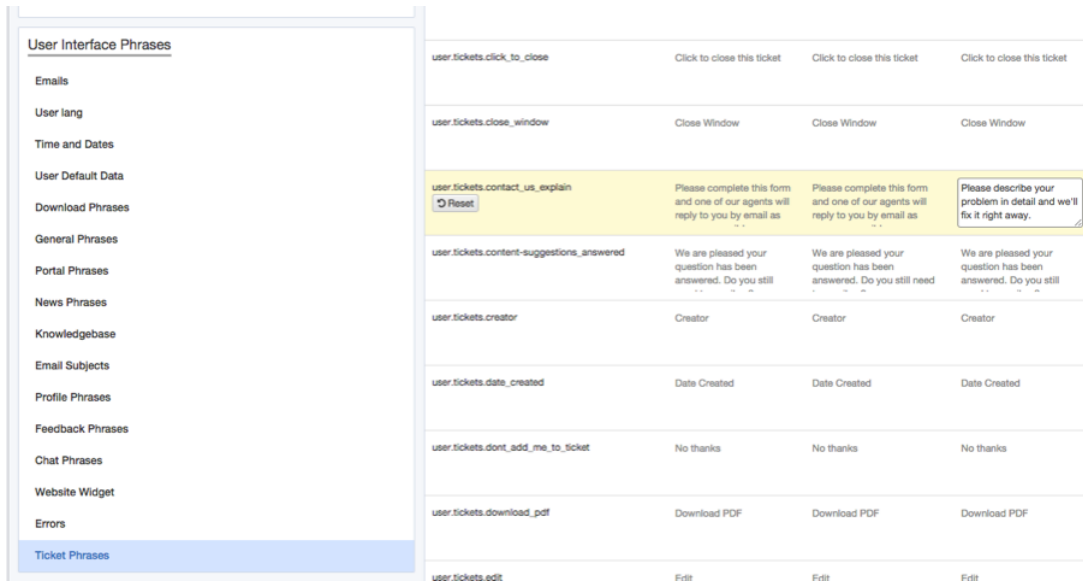
### Answer:

Almost all the user-facing text on the portal and in emails is editable using the Deskpro phrases system.

In **Admin > Setup > Languages**, select your language and then click **Edit Phrases**.

Find the phrase you want to change. Use Ctrl-F or Cmd-F in your browser to search each page.

In the **Custom** column furthest to the right, enter your changed version of the text.



| Phrase ID                                 | Default Text   | Language 1  | Language 2  | Language 3  |
|---|--|---|---|---|
| user.tickets.click_to_close               | Click to close this ticket                                       | Click to close this ticket  | Click to close this ticket  | Click to close this ticket  |
| user.tickets.close_window                 | Close Window   | Close Window  | Close Window  | Close Window  |
| user.tickets.contact_us_explain           | <input type="button" value="Reset"/>                             | Please complete this form and one of our agents will reply to you by email as ... | Please complete this form and one of our agents will reply to you by email as ... | Please describe your problem in detail and we'll fix it right away. |
| user.tickets.content-suggestions_answered | We are pleased your question has been answered. Do you still ... | We are pleased your question has been answered. Do you still need ...             | We are pleased your question has been answered. Do you still ...                  | We are pleased your question has been answered. Do you still ...    |
| user.tickets.creator                      | Creator  | Creator   | Creator   | Creator   |
| user.tickets.date_created                 | Date Created   | Date Created  | Date Created  | Date Created  |
| user.tickets.dont_add_me_to_ticket        | No thanks  | No thanks   | No thanks   | No thanks   |
| user.tickets.download_pdf                 | Download PDF   | Download PDF  | Download PDF  | Download PDF  |
| user.tickets.edit                         | Edit   | Edit  | Edit  | Edit  |

Scroll to the bottom and click **Save**.

If you have more than one language installed on the helpdesk, you will probably want to repeat the change for each language.