

Change the name of the Contact Us tab

Ben Henley - 2018-08-15 - Comments (0) - Portal Customization

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".

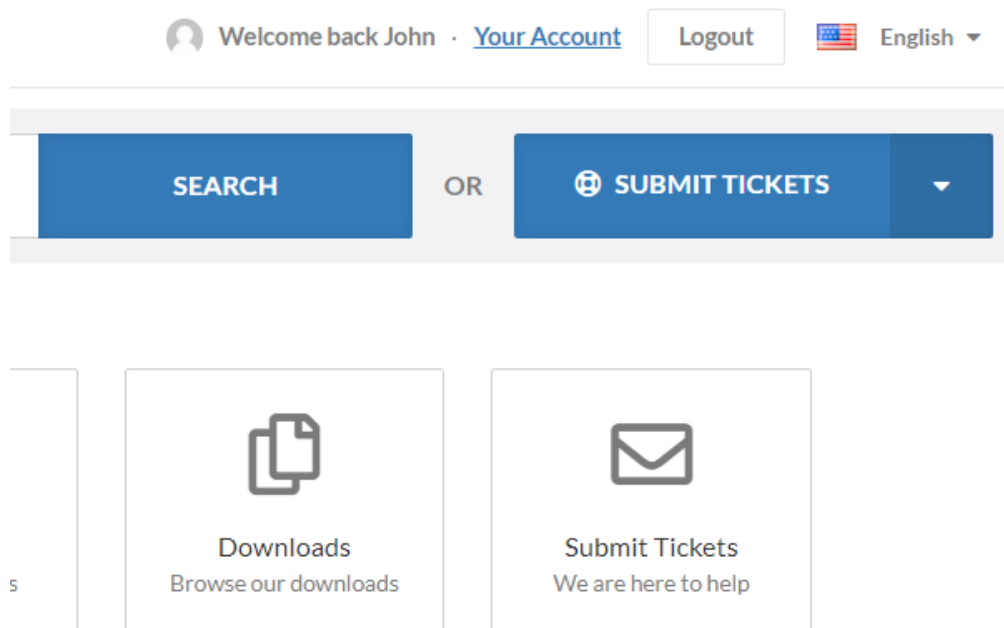
Answer:

1. Go to Admin > Setup > Languages, select your language and then click Edit Phrases.
2. Go to User Interface Phrases > Portal General and edit portal.general.nav-newticket



The screenshot shows a configuration interface for the phrase 'portal.general.nav-newticket'. On the left, there is a 'Reset' button. To the right, there are three input fields. The first two fields are labeled 'Contact Us' and have dashed borders, indicating they are currently selected or being edited. The third field is labeled 'Submit Tickets' and has a solid border.

3. Click **Save** at the bottom of the screen. You will now see your custom tab name on the portal:



The screenshot shows the user interface after the change. At the top, there is a user profile section with 'Welcome back John', a link to 'Your Account', a 'Logout' button, and a language selector set to 'English'. Below this is a navigation bar with a blue 'SEARCH' button, the word 'OR', and a blue 'SUBMIT TICKETS' button with a dropdown arrow. At the bottom, there are two main content cards: 'Downloads' with a document icon and the text 'Browse our downloads', and 'Submit Tickets' with an envelope icon and the text 'We are here to help'.

Tags

old-portal