How can I change the name of the "Contact Us" tab?

Lauren Cumming - 2023-08-30 - Comments (0) - Deskpro Legacy

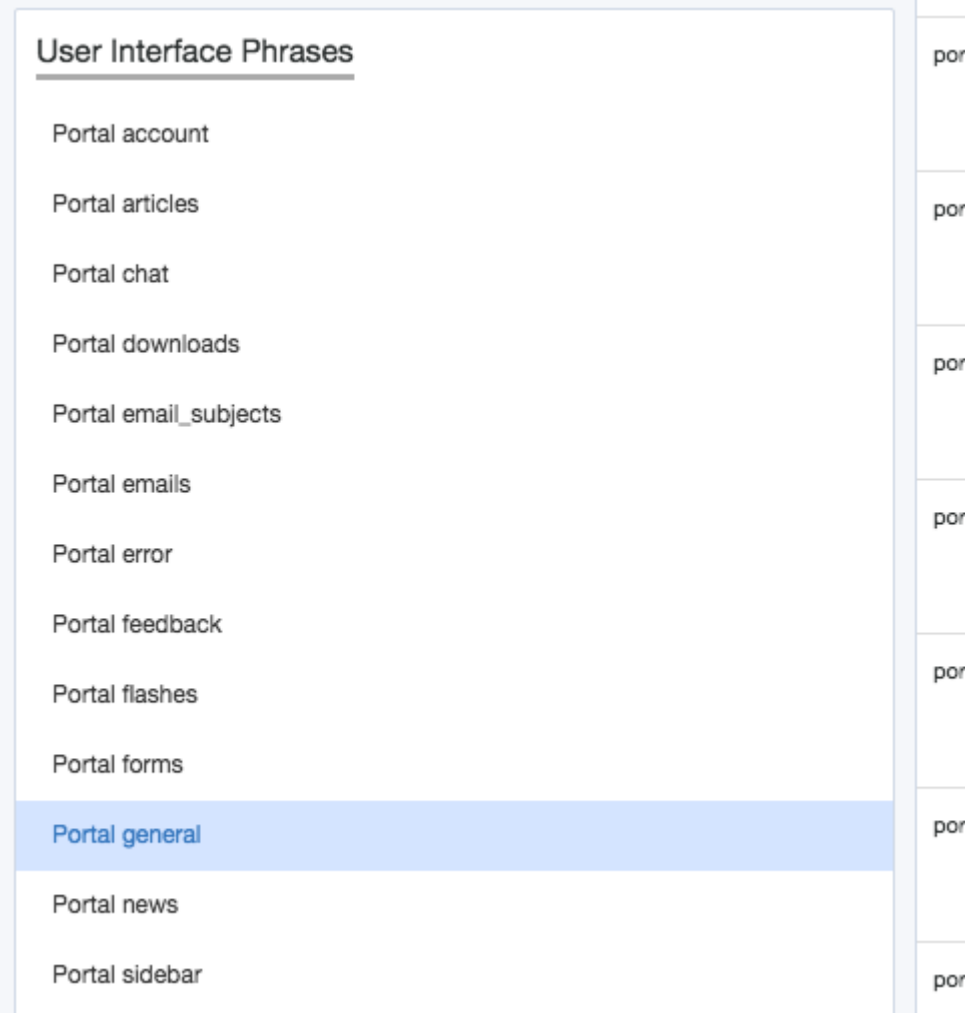
Question:

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".

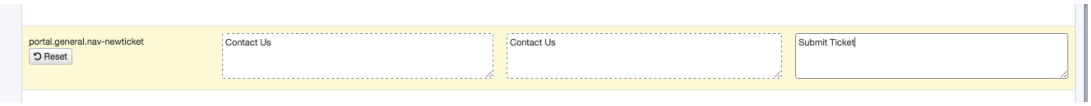
Answer:

1. Go to **Admin > Setup > Languages**, select your language and then click **Edit Phrases.**

2. Go to User Interface **Phrases >Portal general phrases** and edit portal.general.nav-newticket.



3. Add your custom phrase in the right hand column. Press **Save.**



4. Go to the user portal and you will be able to see the change live straight away.

