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>
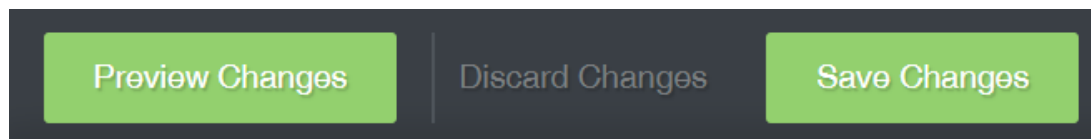
    </div>

  </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:

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:

Helpdesk

Welcome back John · **Your Account** · **Tickets (4)** · **Chat Logs (1)** | Logout | 🇺🇸 English ▾

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✉ **Contact Us** We are here to help

My Default Title

My Default Content

News

DEC 13 **Example News Post**
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 11 **Repellat magnam cum quia nemo**
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:

Helpdesk

Willkommen zurück John · **Ihr Konto** · **Tickets (4)** · **Chat-Protokolle (1)** | Abmelden | 🇩🇪 Deutsch ▾

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My German Title

My German Content

Neuigkeiten

DEZ 13 **Example News Post**
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