

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

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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.

User Interface Phrases			
Emails			
User lang			
Time and Dates			
User Default Data			
Download Phrases			
General Phrases			
Portal Phrases			
News Phrases			
Knowledgebase			
Email Subjects			
Profile Phrases			
Feedback Phrases			
Chat Phrases			
Website Widget			
Errors			
Ticket Phrases			

user.tickets.click_to_close	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
user.tickets.contact_us_explain	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
user.tickets.creator	Creator	Creator	Creator
user.tickets.date_created	Date Created	Date Created	Date Created
user.tickets.dont_add_me_to_ticket	No thanks	No thanks	No thanks
user.tickets.download_pdf	Download PDF	Download PDF	Download PDF
user.tickets.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.