

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.

User Interface Phrases	
Portal account	por
Portal articles	por
Portal chat	
Portal downloads	por
Portal email_subjects	
Portal emails	por
Portal error	
Portal feedback	
Portal flashes	por
Portal forms	
Portal general	por
Portal news	
Portal sidebar	por

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

portal.general.nav-newticket


Reset

Contact Us


Contact Us

Submit Ticket


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



Feedback
Custom suggestions



Downloads
Browse our downloads



Submit Ticket
We are here to help